

Detailed Endpoint Headset IVT Test Plan and Report for Cisco Communications Manager and Felitron Telecomunicações Ltda



Test Date/ Result (Completed by Cisco or Authorized Test House)	MM/DD/YY - PASS/FAIL
Partner Product Name	Epko Series
Partner Product Type	Epko USB/VoIP Headset
Partner Product Version #	N/A
Cisco Product Name	CIPC
Cisco Product Version	8.6
API/Protocol(s) Used	
Date Testing Completed	April 24,2015
IVT Contact Email	dennis.marques@felitron.com.br

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Pre-Testing Information

The purpose of this section is to gather information about the 3rd party Solution Partner Program (SPP) product being submitted for Interoperability Verification Testing (IVT) in support of receiving a Cisco Compatibility logo. The information collected in this section will be used to complete customization of test plan for the product integration with Cisco product(s).

This section must be completed thoroughly to ensure that product features and requirements are properly understood and reflected appropriately in the test plan. ***The limits stated in this questionnaire will be tested. Anything (limits, functionality, interfaces) not reported in this document will not be supported.***

Complete all sections with **<PARTNER COMPLETED>**

This document will be reviewed for content, completeness and appropriate integration methods by Cisco and will not be submitted for test plan generation or test scheduling until approval. This process generally takes about 10 business days, though can be more or less dependent on complexity and current demand.

IVT Pre-requisites

The following prerequisites must be complete prior to submitting a request for testing:

- 1) Approved application in SPP for the product pairing being submitted for test.
 - a) Product Pairing = Cisco Product Major Version + Partner Product Major Version
 - b) Cisco Product Major Version must be generally available
 - c) Partner Product Major Version must be generally available
- 2) Any use of Cisco Intellectual Property (proprietary protocols or interface methods) must have been approved by Cisco and have appropriate agreements in place. This is not applicable to standard published integration methods. Questions regarding interface methods should be directed to Developer Services or your Cisco Partner Manager.

Submission Instructions

Provide the requested information on the following pages for the product being submitted for Interoperability Verification Testing (IVT).

Complete Current Test Request Information, Product Category, and Product Description for all product pairings (Cisco Product + Program Member Product) being submitted. **Only requests with all required sections completed**

1 Interoperability Verification Testing (IVT) Overview

1.1 Interoperability Verification Testing Requirement

Successful completion of Endpoint USB Headset IVT is required for Partner Products to be designated as “Cisco Compatible” and for Partner Products to be listed in the Cisco Solution Marketplace.

1.2 IVT Objectives

The IVT program’s objective is to provide verification that 3rd party Partner product(s) meet the following criteria:

- Successfully integrate and scale as defined by Cisco design guides and 3rd party product specifications
- Install and functionally operate/perform as indicated in collateral and specifications (from integration perspective only)
- Successfully integrate with Cisco products while **not adversely affecting** Cisco product operation or the integrated solution.
- Use only supported integration methods. Supported integration methods (API’s and protocols) can be found on the DevNet web site: <https://developer.cisco.com/site/collaboration/overview.gsp>

1.3 IVT Focus

Testing is focused on integration points of Partner products and Cisco products, not on the Partner product itself, to ensure quality integrations between 3rd party products and Cisco products.

Test categories include:

- Installation and connectivity of partner product
- Validation of integrated features between Cisco product and partner product
- Negative testing (connectivity failure, redundancy, recovery)
- Performance and load testing of integration points/functionality, using a subset of functional test scenarios

2 Instructions

Provide the requested information on the following pages for the product being submitted for Interoperability Verification Testing (IVT).

- 1) Complete Current Test Request Information, Product Category, and Product Description for all product pairings (Cisco Product + Program Partner Product) being submitted. Only requests with all required sections completed will be accepted. Failure to provide this information will result in the request being denied.
- 2) Submission:
 - a) Access your [Developer Dashboard](#), go to the Registered Products Tab and select "Actions" and "Add New IVT Request" next to the product to be submitted for IVT
 - b) Upload this document to the IVT Request, failure to upload this document will result in an incomplete request
 - c) Save using filename: <COMPANY_PRODUCT_VX_X+CISCO_PRODUCT_VX_X>.doc Example Filename: CiscoSystems_FASTAPP_V1_1+CiscoProduct_1_0.doc

Click on link below for detailed instructions:

<http://solutionpartner.cisco.com/documents/8974369/0/DeveloperPartnerGuide.pdf>

Help or questions related to SPP Portal, listings or application status::solutionpartnerprogram-support@cisco.com

General Questions: Contact your Cisco representative or send email to ivt_questions@cisco.com

3 Product and Testing Information

3.1 [IVT Request info here](#)

4 Test Set Up and Tools

This section refers to the product test tools that have been used during the development testing of the product being submitted for IVT

Question	Response
What if any commercial test tools are used in the development and test of this product	
Can these tools and test scripts for these products be made available to support IVT	
Are there proprietary test tools that could be made available to support IVT	

5 Product Platform Description

In the table below, provide specific details on the platform/server that your product resides. If your application is an appliance, it will need to be onsite for testing; otherwise, a VM will be provided for your installation of OS and application.

	Minimum Configuration Server Requirements	Maximum Configuration Server Requirements	OS and Version
CPU			
Disk			
Memory			
Max Users supported			

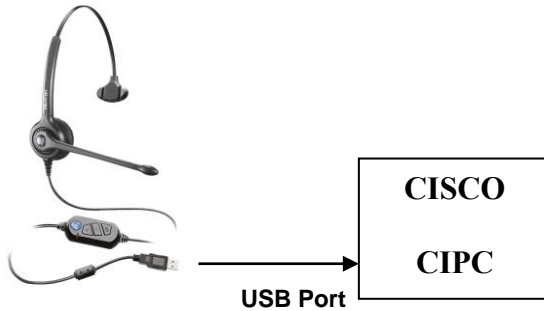
5.1 Product Deployment Description

Provide the following information about the product and integration. Each of the items below is **required in order to proceed with test scheduling**.

5.2 Product Description

Epko USB/VoIP Headsets, a family of Headsets with QD - Quick Disconnect, with in-line Volume Control, Mute and a DSP Interface for connection to an USB Port.

5.3 Product Integration Diagram



5.4 Product Integrated Use Cases

The Epko SUB/VoIP Headset provides hands-free communication through the CISCO CIPC Communacator.

It allows the Operator to control the Volume of the Call as well as "Mute" the Transmission, while maintaining all the standard functionalities of the CIPC.

6 Test Plan

6.1 Introduction

This document is the detailed Interoperability Verification Test Plan and Report for Cisco Unified Communications Manager Product CIPC version 8.6 and USB Accessory partner product Epko Series of USB/VoIP Headsets which works with the DSP Interface provided with the Headset. No additional plug-ins or softwares are needed to run this device.

6.2 Entry Criteria

Before testing can begin 3rd party partner shall run this entire test plan in their lab and verify the results. If there are any test cases not supported, not applicable or are not successful, the partner should consult with IVT program team. Once testing has been initiated, the device under test is considered frozen for compatibility testing purposes. No software/firmware load can be changed during the testing period. However, configuration can be modified to accommodate testing.

6.3 Exit Criteria

To be deemed certified as configured, the devices under test should have zero severity 1 and severity 2 defects and up to two severity 3 defects.

If a severity 1 or 2 failure occurs, irrespective of whom is responsible for the problem (Cisco or the 3rd party product), the testing is considered unsuccessful.

Table 1. Defect Severity Level

Severity		Description
1	Catastrophic	Common circumstance causes the entire system or a major subsystem to stop working affects other areas/devices no workaround
2	Severe	Important functions are unusable does not affect other areas/devices no workaround
3	Moderate	Very unusual circumstances cause failure minor feature doesn't work at all there's a low impact workaround

If any tests fail, the configuration will be verified to resolve the issue. If the issue cannot be resolved, the tester will attempt to continue testing if possible. If the testing is blocked due to this issue, then testing is considered complete and the devices under test will not receive a Compatibility Logo.

The following procedures are followed when testing fails:

- Preliminary analysis is made to determine the source of the problem. If the problem is related to a device under test, then the problem is reported to that partner. If the problem is deemed Cisco related, the problem will be reported to Cisco, but the partner is responsible to open a case with Cisco Developer Services. Partner should provide the Developer Services case number to the test team so they can document it in the report.
- If testing can continue past this failure, the other test cases will be tested and verified for pass or fail. If the testing cannot progress past this problem, testing will be halted and a final test report submitted to Partner and Cisco.
- All problems and resolutions encountered during testing are documented in the final test report
- If a severity 1 failure occurs, irrespective of whom is responsible for the problem (Cisco or the 3rd party product), the testing is considered unsuccessful.

Any deviations of the test execution or problem acceptance are documented in the test report. The Cisco approval process may increase/decrease the severity level of the defect after the test cycle if considered necessary.

7 Executive Summary

Short summary of the test effort, summarizing the lab findings during testing.

The following summarizes results:

- Test Case Failures:

- Features Not Supported:
- Test Cases that are Not Applicable:
- Test Cases that were Not Executed:
- Observations:

8 Testing Details

8.1 Items Tested

Features that are specific in this section are the high level categories the testing will focus on.

- 3rd Party Installation, Configuration and Validation
- Functional testing of the various features interfacing through the 3rd party product to the Cisco product
 - Basic call control: answer call, end call, make call, mute, hold and resume
 - Audio Routing – Audio automatically switches to the accessory user wants
 - MWI Indicator – LED for Voicemail Alert
 - Voicemail button on accessory – Visual Voice or dials voicemail depending on setup
 - Audio Path Verification
 - Basic audio quality
- Negative tests in relation to service outages, restarts, bad files etc.

8.2 Items Not Tested

Features that are specific to the internals of the 3rd party product or any features not listed will not be tested.

8.3 Assumptions

- Interoperability of 3rd party products – Testing will cover only features in 3rd party products that result in events to and/or from the UC Application.
- For VXME for SUSE Linux: Accessories must be tested and pass for all supported platforms: SUSE Linux (SLETC11)
Supported Endpoints: VXC 6215, Dell Wyse Z50D
- For Jabber for Windows: Accessories must be tested and pass for all supported platforms: Windows 7 (32/64 bit) and Windows 8 (32/64)

Note: Jabber 9.2.2+ supports Windows 8

8.4 Administration, Testing and Debugging tools

Tools used/required – Identify any tools required by 3rd party (partner under test). Also add Trace and Debug settings here.

Table 2. Administration, Testing and Debugging Tools

Product Name	Version	Type	Purpose	Units	Notes
Test Tools					
Remote Phone Control	4.2	Phone Tool	Controls Physical IP Phones remotely	1	
3rd Party Tools					
No tools required					
Debug Tools					
<Update based on IVT>					

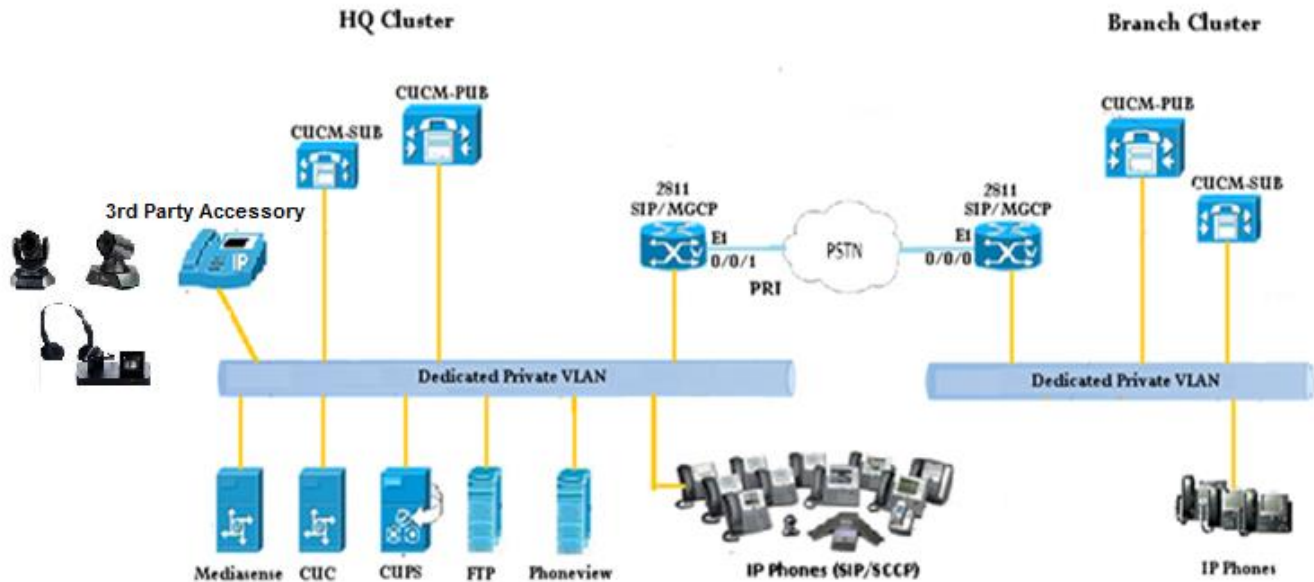
8.5 Equipment Requirements

Table below identifies all equipment/versions used in this IVT.

Table 3. Sandbox Topology Components

Product	Version	Units	Description
CUCM	10.5	2 PUB & 2 SUB	HQ & Branch CUCM Clusters
CUPS	10.0	1	Cisco Presence Server
CUC	10.0	1	Cisco Unity Connection
Mediasense	10.0	1	Cisco Mediasense
Cisco 2811		2	PSTN Gateways
IP Phones		5	6941,79XX, 8851, 8861, 8945, 8961,9951,9971,DX650
Phoneview		1	Remote Phone Control Server (RPC)
DUT(s)		3 or more	Epko USB/VoIP Headsets with DSP Interface
Windows/MAC PC		2	Host Jabber Application

8.6 Lab Network Topology



8.7 Test Case Result Reporting

Table 4. Test Results Legend

Result	Description
Pass (P)	The test case passed with no exceptions
Fail (F)	The test case failed – details of the failure are noted in the Comments column
N/A	The test case is not applicable to the product under test. Provide justification in the “Comments” column.
N/S	Not supported. While the feature tested by this test case generally would be considered a standard feature for this product category, this specific product (or this specific release) does not support the feature.
N/T	Not tested. The feature is supported by the product under test, but external factors (lab configuration, e.g.) prevented execution of the test. Justification must be provided in the Comments column.
Blocked (B)	Other test case failures prevented the execution of this test. Reference the failed test case in the “Comments” column.

9 Test Cases

This section details the tests that will be performed during the testing period. Partner is responsible for identifying any features or functions not supported covered in the test cases prior to start of testing

9.1 USB Headset IVT Workflow & Test Case Mapping

Test Work Flow Sections	Test Case #	Total Tests	A/M
Endpoint Registration & Validation (Step 1 & 2)	EPA-1 → EPA-2	2	M
Functional Tests (Step 3)	EPA-3 → EPA-34	32	M
Negative Tests (Step 4)	EPA-35 → EPA-41	7	M
Miscellaneous Tests (Step 5)	EPA-42→ EPA-44	3	M

**Run “Step 1_Endpoint_Registration” command to register endpoints.
Run “Step 2_Record_Connectivity_Validation” command after verifying the endpoints.**

9.2 Integration Test

Test is focused on ensuring that the 3rd Party USB Headset (DUT) is integrated and the endpoints registered with CUCM successfully.


Test Case #	EPA-1	Category	Connect→Validate	Execution Type	M				
Objective	Verify the 3 rd party USB Headset (DUT) is integrated successfully								
Pre-Test Conditions									
<ul style="list-style-type: none"> • Enable auto-registration in Local CUCM with DN range 7100 – 7199 • Local CUCM → IP Phone(s):7100 (SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); • Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) • Hardware VPN Router setup to EP_IVT Lab for IP Phones • Endpoint USB Headset & Plugin software distributed by Vendor if applicable • Jabber Client User/PIN: dutuser03/123456; dutuser04/123456; 									
Test Procedure			Expected Results						
<ol style="list-style-type: none"> 1. Connect endpoint to local CUCM cluster 2. Run “Step1_Endpoint Registration” cmd to register phone(s) 3. Run “Utility_Device_Status” cmd to check registration status 4. Check for dial tone on registered IP Phone(s) 5. Connect USB Headset to endpoint(s) 6. Install Headset plugin if applicable 7. in local CUCM cluster, change DN(s): <ul style="list-style-type: none"> ➢ Registered physical IP phone(s) → 7100 & 7101 ➢ Registered softphones→8000 & 8001 9. Associate end users for softphones as follows: <ul style="list-style-type: none"> Device→Phone→Line→Associate End Users <ul style="list-style-type: none"> ➢ EP:8000→dutuser03 ➢ EP:8001→dutuser04 			<ul style="list-style-type: none"> • Endpoint(s) goes through CUCM auto-registration process • CUCM Administration .GUI display the endpoint(s) • Endpoint(s) in “Registered” state • Endpoint(s) have DN assigned • Dial tone plays when phone goes off-hook • Headset plugin installation successful if applicable • USB Headset integrates with endpoint successfully • Users associate to endpoint(s) respectively 						
Test Results: Comments				P	F	N/A	N/S	N/T	B
				P					

Test Case #	EPA-2	Category	Connect→Validate				Execution Type	M			
Objective	Verify the ability to install/uninstall USB Headset plugin successfully										
Pre-Test Conditions											
<ul style="list-style-type: none"> • Enable auto-registration in Local CUCM with DN range 7100 – 7199 • Local CUCM →IP Phone(s):7100 (SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); • Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) • Hardware VPN Router setup to EP_IVT Lab • USB Headset & Plugin software distributed by Vendor if applicable 											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 1. Follow vendor instructions to un-install the USB Headset plugin 2. Check the plugin directory to ensure proper cleanup 3. Re-install the USB Headset plugin 4. Connect USB Headset to endpoint 				<ul style="list-style-type: none"> • USB Headset plugin uninstall successful • Files in plugin directory cleans up • USB Headset plugin install successful • Correct plugin version number is displays • USB Headset is in-service 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
						P					


**Tests in this section requires RPC tool to remotely control Cisco IP Phones for manual calls.
Run “Step 3: Record_Functional_Test_Execution” command after executing all tests in this section
Retrieve CDR(s) in CUCM to validate calls**


9.3 Entrance Tests

Tests will be focused on features and the operational behavior of the 3rd party product (DUT) to ensure it corresponds to its design specifications.

Test Case #	EPA-3	Category	Functional Test: Basic Call				Execution Type	M			
Objective	Verify the ability to initiate, answer and release a call using 3 rd party Headset										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 7100 hits “Make Call” button on it’s Headset 7100 dials 7101 7101 hits “Answer” button on it’s Headset 7101 hits “End Call” button on it’s Headset after 30s Un-dock Headset on 7100 if applicable (equivalent to “Make Call”) 7100 dials 7101 on the phone 7101 un-docks it’s Headset to answer call 7101 docks the Headset after 30s (if applicable) Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 7100 hears dial tone on it’s headset Softphone client window opens if it is minimized Headset on 7101 indicates call alerting Headset shows call connected Calls connect with 2-way audio path Calls release successfully 2 CDR(s) retrieved Selected fields in CDR(s) match table 							
CDR field				Call 1		Call 2					
callingPartyNumber				7100		7100					
OriginalCalledPartyNumber				7101		7101					
finalCalledPartyNumber				7101		7101					
origCause_Value				0		0					
destCause_Value				16		16					
duration				30		30					
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			


9.4 Features and Services

Test Case #	EPA-4	Category	Functional Test: Basic Call				Execution Type	M	
Objective	Verify the ability to answer call from 3 rd party Headset and release call via phone								
Pre-Test Conditions									
<ul style="list-style-type: none"> Local CUCM → IP Phone(s):7100 (SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>									
Test Procedure				Expected Results					
<ol style="list-style-type: none"> 7100 hits "Make Call" button on it's Headset 7100 dials 7101 7101 hits "Answer" button on the headset 7101 releases call via phone after 30s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 7100 hears dial tone on it's headset Headset on 7101 shows call alerting Headset shows call connected Call connects with 2-way audio path Call release normally 1 CDR(s) retrieved Selected fields in CDR matches the call 					
Test Results: Comments				P	F	N/A	N/S	N/T	B
						N/A			


Test Case #	EPA-5	Category	Functional Test: Docking & Undocking Headset				Execution Type	M	
Objective	Verify docking & un-docking feature on a 3 rd party Headset								
Pre-Test Conditions									
<ul style="list-style-type: none"> Local CUCM → IP Phone(s):7100 (SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>									
Test Procedure				Expected Results					
<ol style="list-style-type: none"> Undock Headset on 7100 7100 dials 7101 using it's phone 7101 hits "Answer" button on the Headset 7101 releases call by docking the Headset after 30s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 7100 hears dial tone on it's headset If using Softphone, client window will open Headset on 7101 indicates call alerting Headset shows call connected Call connects with 2-way audio path Call release successfully 1 CDR(s) retrieved Selected fields in CDR matches the call 					
Test Results: Comments				P	F	N/A	N/S	N/T	B
						N/A			


Test Case #	EPA-6	Category	Functional Test: Docking & Undocking Headset	Execution Type	M				
Objective	Verify undocking & docking feature on a 3 rd party Headset during an active call (Softphone only)								
Pre-Test Conditions									
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) Secondary headset selected as active device for Jabber client DN:8001 3rd Party USB Headset connected to endpoints - 1st choice 									
Test Procedure			Expected Results						
<ol style="list-style-type: none"> Un-dock Headset on DN:8000 8000 dials 8001 from it's client 8001 hits "Answer" button on it's Secondary headset Un-dock the DUT from it's cradle on DN:8001 8001 releases call by docking the headset after 30s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 			<ul style="list-style-type: none"> 8000 hears dial tone on it's headset Softphone client window opens if minimized Secondary headset on 8001 shows call alerting Call connects with 2-way audio path Headset (DUT) on 8101 becomes active with 2-way audio Call terminate normally 1 CDR(s) retrieved Selected fields in CDR matches the call 						
Test Results: Comments				P	F	N/A	N/S	N/T	B
				P		N/A			

Test Case #	EPA-7	Category	Functional Test: Call Mute	Execution Type	M				
Objective	Verify call "mute" feature on the 3 rd party Headset								
Pre-Test Conditions									
<ul style="list-style-type: none"> Local CUCM → IP Phone(s):7100 (SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints – 1st choice 									
Note:									
<ul style="list-style-type: none"> Replace DN(s) in test steps to test DUT for Softphones 									
Test Procedure			Expected Results						
<ol style="list-style-type: none"> 7100 hits "Make Call" button on it's Headset 7100 dials 7101 7101 hits "Answer" button on headset 7100 hits "Mute" button on headset 7100 hits "Mute" button again on Headset after 30s to un-mute 7100 hits "End Call" button on Headset after 60s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 			<ul style="list-style-type: none"> 7100 hears dial tone on it's headset Headset on 7101 shows call alerting Call establish between 7100 & 7101 with 2-way audio Headset shows call connected Audio path from 7100 muted Phone & Headset indicates call muted on 7100 Audio path from 7101 will not be affected Phone & Headset indicates call un-muted on 7100 2-way audio path establish when un-muted Call terminate normally 1 CDR retrieved Selected fields in CDR matches call 						
Test Results: Comments				P	F	N/A	N/S	N/T	B
				P					

Test Case #	EPA-8	Category	Functional Test: Call Mute	Execution Type	M				
Objective	Verify call "mute" feature indicator on Headset when activated via the phone								
Pre-Test Conditions									
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>									
Test Procedure			Expected Results						
<ol style="list-style-type: none"> 7100 hits "Make Call" button on it's Headset 7100 dials 7101 7101 hits "Answer" button on Headset 7100 hits "Mute" button on phone 7100 hits "Mute" button again on phone after 30s to un-mute 7100 hits "End Call" button on Headset after 60s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 			<ul style="list-style-type: none"> 7100 hears dial tone on it's headset Headset on 7101 shows call alerting Call establish between 7100 & 7101 with 2-way audio Headset shows call connected Audio path from 7100 muted Phone & Headset indicates call muted on 7100 only Audio path from 7101 not affected Phone & Headset indicates call un-muted on 7100 2-way audio path establish when un-muted Call terminate normally 1 CDR retrieved Selected fields in CDR matches call 						
Test Results: Comments				P	F	N/A	N/S	N/T	B
				P					


Test Case #	EPA-9	Category	Functional Test: Call Mute	Execution Type	M				
Objective	Verify call "mute" feature indicator on Headset when activated via it's Operating System								
Pre-Test Conditions									
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice 									
Test Procedure			Expected Results						
<ol style="list-style-type: none"> Undock Headset for DN:8000 8000 dials 8001 using softphone client 8001 hits "Answer" button on headset Softphone client for DN:8000 hits "Mute" button via it's OS Softphone client for DN:8000 hits "Mute" button again via it's OS after 30s to un-mute 8001 hits "End Call" button on headset after 60s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 			<ul style="list-style-type: none"> 8000 hears dial tone on it's headset Headset on 8001 shows call alerting Call establish between 8000 & 8001 with 2-way audio Headset shows call connected Audio path from 8000 is muted Phone & Headset indicates call muted on 8000 Audio path from 8001 is not affected Phone & Headset indicates call un-muted on 8000 2-way audio path establish when un-muted Call terminate normally 1 CDR retrieved Selected fields in CDR matches call 						
Test Results: Comments				P	F	N/A	N/S	N/T	B
				P					


Test Case #	EPA-10	Category	Functional Test: Call Mute				Execution Type	M			
Objective	Verify call "mute" feature when a Secondary Headset is activated on a Softphone client										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on PC with speaker, microphone & webcam 3rd Party USB Headset connected to endpoints - 1st choice RPC is used to remotely control IP Phone: 1000 Secondary USB Headset integrated with Jabber client (DN:8000) <p>Note:  Test is valid for Jabber client version 9.6 or higher</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> Jabber client (DN:8000) dials 1000 1000 answers call Change active device to Secondary USB headset on Jabber client for 8000 Check audio path after changing active device 8000 hits "Mute" button on the Jabber client 8000 hits "End Call" button on it's active Headset after 60s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> Call establish between 8000 & 1000 with 2-way audio Headset on 8000 shows call connected Jabber client activated Secondary USB headset Audio path between 8000 & 1000 is active via Sec. headset Mute indicator on 8000 Headset unchanged Audio path between 8000 & 1000 is still active Jabber client shows "Mute" is on Audio path for 8000 is muted DUT mute button is not active Call terminate normally 1 CDR retrieved Selected fields in CDR matches call 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			


Test Case #	EPA-11	Category	Functional Test: Call Mute				Execution Type	M			
Objective	Verify call "mute" feature when toggling between two calls via a 3 rd Party Headset										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 & 1000 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice RPC is used to control IP Phone: 1000 remotely <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 7100 hits "Make Call" button on it's Headset 7100 dials 7101 7101 hits "Answer" button on Headset 7100 hits "Mute" button on Headset 1000 dials 7100 7100 hits "Answer" button for 2nd incoming call Toggle to 1st call using the Headset 7100 hits "End Call" button on Headset for 1st call after 30s 7100 hits "End Call" button on Headset for 2nd call after 30s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 7100 hears dial tone on it's headset 7101 headset shows call alerting Call establish between 7100 & 7101 with 2-way audio Headset shows call connected Audio path from 7100 only is muted 7100 Phone & Headset shows call muted for 1st call Audio path from 7101 not affected 7100 headset shows call alerting for 2nd call Call establish between 7100 & 1000 with 2-way audio Headset shows call connected 7100 Phone & Headset shows call not muted for 2nd call 7100 phone shows 1st call "On-Hold" & 2nd call connected 7100 Phone & Headset shows 1st call muted & connected 7100 Phone & Headset shows 2nd call un-muted & On-Hold 7100 & 7101 terminate normally 7100 Phone & Headset shows 2nd call is connected 7100 & 1000 terminate normally 2 CDR(s) retrieved Selected fields in CDR match calls 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
No Answer/Toggle button								N/A			


Test Case #	EPA-12	Category	Functional Test: Hold/Resume				Execution Type	M			
Objective	Verify call "Hold/Resume" is handled properly when initiated using a phone										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice <p>Note: Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 7100 hits "Make Call" button on it's Headset 7100 dials 7101 7101 hits "Answer" button on Headset 7100 hits "Hold" softkey on the phone after 10s 7100 hits "Resume" softkey on the phone after 30s 7101 hits "Hold" softkey on the phone after 30s 7100 hits "End Call" button on Headset after 30s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 7100 hears dial tone on it's headset Headset on 7101 shows call alerting Call establish between 7100 & 7101 with 2-way audio Headset shows call connected 7100 is on-hold (MOH) 7100 headset shows call on-hold (if indicator is present) Call resume between 7100 & 7101 7100 is on-hold Call terminate normally 1 CDR retrieved Selected fields in CDR matches call 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
Hold not Supported									N/S		


Test Case #	EPA-13	Category	Functional Test: Hold/Resume				Execution Type	M			
Objective	Verify call "Hold/Resume" is handled properly when initiated using a 3 rd party Headset										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice <p>Note: Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 7100 hits "Make Call" button on it's Headset 7100 dials 7101 7101 hits "Answer" button on Headset 7100 hits "Hold" button on it's Headset after 10s 7100 hits "Resume" button on it's Headset after 30s 7101 hits "Hold" button on it's Headset after 30s 7100 hits "End Call" button on Headset after 30s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 7100 hears dial tone on it's headset Headset on 7101 shows call alerting Call establish between 7100 & 7101 with 2-way audio Headset shows call connected 7100 is on-hold (MOH) 7100 Headset shows call on-hold (if indicator is present) Call resumes between 7100 & 7101 7100 is on-hold Call terminate normally 1 CDR retrieved Selected fields in CDR matches call 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
Hold not Supported									N/S		


Test Case #	EPA-14	Category	Functional Test: Hold/Resume				Execution Type	M			
Objective	Verify a "call mute" initiated by 3 rd party Headset is handled properly for a "Hold /Resume" call										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 7100 hits "Make Call" button on it's Headset 7100 dials 7101 7101 hits "Answer" button on it's Headset 7100 hits "Mute" button on it's Headset after 10s 7100 hits "Hold" button on it's Headset after 10s 7100 hits "Resume" button on it's Headset after 30s 7100 hits "End Call" button on it's Headset after 30s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 7100 hears dial tone on it's headset Headset on 7101 indicates call alerting Call establish between 7100 & 7101 with 2-way audio Headset shows call connected Audio path from 7100 muted Phone & Headset indicates call muted on 7100 Audio path from 7101 not affected 7100 is on-hold (MOH) 7100 Headset shows call on-hold (if indicator is present) Call resumes between 7100 & 7101 Call terminate normally 1 CDR retrieved Selected fields in CDR matches call 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
Hold not Supported									N/S		


Test Case #	EPA-15	Category	Functional Test: Hold/Resume				Execution Type	M			
Objective	Verify multiple call "Hold/Resume" is handled properly when initiated via a 3 rd party Headset										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 & 1000 (SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice RPC is used to control IP Phone: 1000 remotely <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 7100 hits "Make Call" button on it's Headset 7100 dials 7101 7101 hits "Answer" button on it's Headset 7100 hits "Hold" button on it's Headset after 10s 7100 hits "Make Call" button on it's Headset 7100 dials 1000 7100 hits "Answer" button on it's Headset for 2nd incoming call 7100 hits "Hold" button on it's Headset after 10s 7100 selects 1st held call on it's Headset 7100 hits "Resume" button on it's Headset after 30s 7100 hits "End Call" button on it's Headset after 30s 7100 hits "Resume" button on it's Headset after 30s 7100 hits "End Call" button on it's Headset after 30s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 7100 hears dial tone on it's headset Headset on 7101 shows call alerting Call establish between 7100 & 7101 with 2-way audio Headset shows call connected 7100 is on-hold (MOH) 7100 Headset & Phone shows 1st call is on-hold (if indicator is present) Call establish between 7100 & 1000 with 2-way audio Headset shows call connected 1000 is placed on-hold (MOH) 7100 Headset & Phone shows 2 calls on-hold (if indicator is present) 1st call between 7100 & 7101 resumes Headset shows call connected 7100 & 7101 terminate normally 7100 Headset & Phone shows one call On-Hold 2nd call resume between 7100 & 1000 Headset shows call connected 7100 & 1000 terminate normally 2 CDR(s) retrieved Selected fields in CDR match call 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			

Test Case #	EPA-16	Category	Functional Test: Call Waiting				Execution Type	M			
Objective	Verify "Call Waiting" calls are handled properly when using a 3 rd party Headset										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice Call Waiting enabled for all DN(s): Device → Phone → DN → Line → Call Waiting → Max. Calls → 4; Busy Trigger → 2 RPC is used to remotely control IP Phone: 1000; <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 1000 dials 7100 7100 hits "Answer" button on Headset 7101 hits "Make Call" button on it's Headset 7101 dials 7100 after 30s 7100 hits "Answer" button on Headset to answer incoming call 7101 hits "End Call" button on Headset after 30s 7100 hits "Resume" softkey on phone 1000 goes on-hook after 60s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> Headset on 7100 shows call alerting Call establish between 1000 & 7100 with 2-way audio Headset shows call connected 7101 hears dial tone on it's headset Headset on 7100 notified of incoming call (tone /display) 1000 is on-hold (MOH) Headset on 7100 shows 1st call on-hold Call establish between 7101 & 7100 with 2-way audio Headset shows call connected for 2nd call 7100 & 7101 terminate normally Call resume between 7100 & 1000 7100 & 1000 terminate normally 2 CDR(s) retrieved Selected fields in CDR(s) match calls 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
No End Call/Answer key								N/A			


Test Case #	EPA-17	Category	Functional Test: Call Waiting				Execution Type	M			
Objective	Verify "Call Waiting" calls are handled properly for a call "on-hold" when using a 3 rd party Headset										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice Call Waiting enabled for all DN(s): Device → Phone → DN → Line → Call Waiting → Max. Calls → 4; Busy Trigger → 2 RPC is used to remotely control IP Phone: 1000; <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 1000 dials 7100 7100 hits "Answer" button on it's Headset 7100 hits "Hold" softkey on the phone after 30s 7101 hits "Make Call" button on it's Headset 7101 dials 7100 7100 hits "Answer" button on Headset to answer incoming call 7101 hits "End Call" button on Headset after 30s 7100 hits the "Resume" softkey on phone 1000 goes on-hook after 60s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> Headset on 7100 indicates call alerting Call established between 1000 & 7100 with 2-way audio Headset shows call connected 1000 is placed On-Hold (MOH) 7101 hears dial tone on it's headset Headset on 7100 shows 1st call "On-Hold" (if indicator is present) Headset on 7100 notified of incoming call (tone /display) Call establish between 7101 & 7100 with 2-way audio Headset shows call connected for 2nd call 7100 & 7101 terminate normally Call resume between 7100 & 1000 7100 & 1000 terminate normally 2 CDR(s) retrieved Selected fields in CDR(s) match calls 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
No On Hold Key								N/A			

Test Case #	EPA-18	Category	Functional Test: No Answer				Execution Type	M			
Objective	Verify unanswered calls are handled properly when using a 3 rd party Headset										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice Voicemail disabled on all endpoints <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 7101 hits "Make Call" button on it's Headset 7101 dials 7100 7100 ignores call 7101 goes on-hook after hearing the release timer expiry tone Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 7101 hears dial tone on it's headset Headset on 7100 shows call alerting Call cleared when the release timer expired Headset shows idle state Call terminate normally 1 CDR retrieved Selected fields in CDR matches call 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			


Test Case #	EPA-19	Category	Functional Test: Headset Volume Control				Execution Type	M			
Objective	Verify the volume on 3 rd party Headset can be controlled via OS, Phones, or Headset										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice Voicemail disabled on all endpoints <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 7101 hits "Make Call" button on it's Headset 7101 dials 7100 7100 hits "Answer" button on it's Headset Adjust volume on 7100 phone Adjust volume on 7101 Headset Adjust volume on OS running Softphone client 7101 docks the Headset after 60s Repeat steps 4 -6 during idle state 				<ul style="list-style-type: none"> 7101 hears dial tone on it's headset Headset on 7100 shows call alerting Call establish between 7101 & 7100 with 2-way audio Headset shows call connected Headset volume increases & decreases as the volume slider on phone is adjusted Headset volume increases & decreases as the volume slider on Headset is adjusted Phone slider increases & decreases as the volume slider on Headset is adjusted. Headset volume increases & decreases as the volume slider on OS is adjusted (Softphone only) Call terminate normally Headset volume increases and decreases when volume is adjusted via OS, Phone or Headset during idle state 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
						P					


Test Case #	EPA-20	Category	Functional Test: Call Reject				Execution Type	M			
Objective	Verify the 3 rd party Headset is able to reject an incoming call during an active call										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s):7100 & 1000 (SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice RPC is used to remotely control IP Phone:1000 Voicemail enabled for all phones <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> Un-dock Headset on DN:7100 7100 dials 7101 7101 hits "Answer" button on it's Headset 1000 dials 7101 7101 hits the "Reject" button on it's Headset 7101 releases 1st call by docking the Headset after 60s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 7100 hears dial tone on it's headset Softphone client window opens if softphone is used Headset on 7101 shows call alerting Call connected with 2-way audio path Call from 1000 rejected and routed to Voicemail Call terminate normally 2 CDR(s) retrieved Selected fields in CDR(s) match calls 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
No Reject Button								N/A			

Test Case #	EPA-21	Category	Functional Test: Jabber Client Login/Logout				Execution Type	M			
Objective	Verify jabber client login/logout is handled properly when using a 3 rd party Headset										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice 											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> Un-dock Headset on DN:8000 8000 dials 8001 8001 hits "Answer" button on it's Headset 8000 hits "End Call" on Jabber client Logout from Jabber client for DN:8001 8000 dial 8001 Login to Jabber client for DN:8001 8000 dials 8001 on jabber client 8001 hits "Answer" button on it's Headset 8000 hits the "End Call" on it's Headset Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 8000 hears dial tone on it's headset Softphone client window opens if it is minimized Headset on 8001 shows call alerting Call connected with 2-way audio path Call terminate normally Jabber client for 8001 is logged out Headset for 8001 shows the un-registered state of the phone (if feature is present) Headset for 8001 does not show any incoming call Jabber client for 8001 is logged in successfully Headset for 8001 shows the registered state of the phone (if feature is present) Headset on 8001 shows call alerting Call connect with 2-way audio path Call terminate normally 2 CDR(s) retrieved Selected fields in CDR(s) match calls 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			

Test Case #	EPA-22	Category	Functional Test: Video Streaming				Execution Type	M			
Objective	Verify a 3 rd party Headset is able to start/stop video streaming during an active call										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100(SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice IP Phones (7100 & 7101) are video-capable Jabber client option is set to start video for calls <p>Note:  Replace DN(s) in test steps to test DUT for IP Phones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> Un-dock Headset on DN:8000 8000 dials 8001 8001 hits "Answer" button on it's Headset 8001 hits "Stop Video" on it's Headset after 20s 8001 hits "Start Video" on it's Headset after 20s 8000 hits "Stop Video" on it's phone 8000 hits the "End Call" on it's Headset Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes . . 				<ul style="list-style-type: none"> 8000 hears dial tone on it's headset Softphone client window opens if it is minimized Headset on 8001 shows call alerting Call connected with 2-way audio path & video streaming Video streaming on 8001 stops and Jabber client indicates "Video is no longer being sent" Video text change from "Stop Video" to "Start Video" on Headset & Jabber client Video streaming on 8001 starts again Headset for 8001 shows "Sending Video state" Video streaming on 8000 stops and Jabber client indicates "Video is no longer being sent" Video text change from "Stop Video" to "Start Video" on Headset & Jabber client Call terminate normally 1 CDR(s) retrieved Selected fields in CDR(s) match table 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			

Test Case #	EPA-23	Category	Functional Test: Voicemail				Execution Type	M			
Objective	Verify a 3 rd party Headset is able to display the visual voicemail tab of a softphone client										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001(Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice Voicemail enabled for all endpoints 											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> Un-dock Headset on DN:8000 8000 hits the "Voicemail" button on it's headset 8000 docks the headset 				<ul style="list-style-type: none"> 8000 hears dial tone on it's headset Jabber window is brought to the front (if it's not the foreground window already) Tab view switches to the Visual Voicemail tab 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			

Test Case #	EPA-24	Category	Functional Test: Voicemail				Execution Type	M			
Objective	Verify a 3 rd party Headset is able to retrieve voicemail										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party USB Headset connected to endpoints - 1st choice Voicemail enabled for all endpoints <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> Un-dock Headset on DN: 7100 7100 dials 7101 7101 does not answer call 7100 leaves a voicemail and hits "End Call" 7101 hits "Voicemail" button on it's Headset (if present) If Voicemail button is not present, dial the Voicemail pilot # 7000 7101 deletes the voicemail after listening to it 7101 hits the "End Call" on it's Headset . . 				<ul style="list-style-type: none"> 7100 hears dial tone on it's headset Headset 7101 shows alerting state Call diverted to Voicemail for 7101 Voicemail message left for 7101 successfully MWI is "On" for 7101 phone and it's headset 7101 connected to it's Voicemail box 7101 retrieve message successfully MWI is "Off" on 7101's Headset and Phone Call terminate normally 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			

Test Case #	EPA-25	Category	Functional Test: Headset ← → Handset				Execution Type	M			
Objective	Verify a 3 rd party Headset is able to handle calls properly when it's toggled between headset and handset										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a PC with speaker, microphone & webcam (Required if headset is used for Softphone testing) 3rd Party USB Headset connected to endpoints - 1st choice <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 7101 Headset hits "Make Call" and dials 7100 7100 hits "Answer" button on it's Headset 7100 picks up the handset after 30s 7101 docks the Headset 7100 goes on-hook after 60s 				<ul style="list-style-type: none"> 7101 hears dial tone on it's headset Headset on 7100 shows call alerting Call establish` between 7101 & 7100 with 2-way audio Headset shows call connected Audio path is now switched from headset to handset Call terminate normally 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
						P					

Test Case #	EPA-26	Category	Functional Test: Audio Routing	Execution Type	M				
Objective	Verify a 3 rd Party Headset is able to handle audio routing during call alert								
Pre-Test Conditions									
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a PC with speaker, microphone & webcam (Required if headset is used for Softphone testing) 3rd Party USB Headset connected to endpoints - 1st choice Secondary USB headset connected to endpoint <p>Note:</p> <ul style="list-style-type: none"> Requires Cisco Jabber Client version 9.6 or higher Replace DN(s) in test steps to test DUT for IP Phones 									
Test Procedure			Expected Results						
<ol style="list-style-type: none"> Set Default Audio Device → Secondary Headset on Jabber client 8000 8001 hits the "Make Call" from it's headset 8000 hits "Answer" from it's 3rd party headset 8000 docks the Headset after 60s 			<ul style="list-style-type: none"> Default audio device set to secondary headset on 8000 8001 hears dial tone on it's headset 3rd Party Headset & secondary headset on 8000 shows call alerting Call establish between 8000 & 8001 with 2-way audio Audio path on 8000 is via 3rd party headset Headset shows call connected Call terminate normally 						
Test Results: Comments				P	F	N/A	N/S	N/T	B
						N/A			

Test Case #	EPA-27	Category	Functional Test: Audio Device selection	Execution Type	M				
Objective	Verify audio device selection of 3 rd party USB Accessories								
Pre-Test Conditions									
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) Hands-free speaker, headset & handset devices connected with Logitech UC Keyboard (KB) to endpoints <p>Note:</p> <ul style="list-style-type: none"> Device selection keys on the Logitech UC Keyboard (KB) is hardcoded in Cisco Jabber for Windows in order for the accessories to be properly assigned to the correct corresponding keys. Requires Cisco Jabber Client version 9.6 or higher 									
Test Procedure			Expected Results						
<ol style="list-style-type: none"> Set Default Audio Device → 3rd Party Headset on Jabber client 8000 8000 headset hits "Make Call" 8000 dials 8001 8000 headset hits "End Call" after 30s Set default audio device from Headset to Hands-free using KB Set default audio device from Hands-free to Handset using KB Set default audio device from Handset to Headset using KB 			<ul style="list-style-type: none"> Headset on 8000 is the default audio device & hears dial tone 8000 hears dial tone on it's headset Headset on 8001 shows call alerting Call establish between 8000 & 8001 with audio path via 3rd party headset Call terminate normally Display title bar shows 'Audio Selection' → Hands-free with device icon and device name Display title bar shows 'Audio Selection' → Handset with device icon and device name Display title bar shows 'Audio Selection' → Headset with device icon and device name 						
Test Results: Comments				P	F	N/A	N/S	N/T	B
						N/A			

Test Case #	EPA-28	Category	Functional Test: Audio Accessory switch				Execution Type	M			
Objective	Verify switching audio accessories using 3 rd party UC Keyboard										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) Hands-free speaker, headset & handset devices connected with Logitech UC Keyboard (KB) to endpoints RPC is used to remotely control IP Phone:1000 <p>Note:</p> <ul style="list-style-type: none"> Device selection keys on the Logitech UC Keyboard (KB) is hardcoded in Cisco Jabber for Windows in order for the accessories to be properly assigned to the correct corresponding keys. Requires Cisco Jabber Client version 9.6 or higher 											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> Set Default Audio Device → Secondary Headset on Jabber client 8000 Set default audio path → Hands-free speaker by hitting the Hands-free button on UC Keyboard for 8000 Set default audio path → Handset by hitting the Handset button on UC Keyboard for 8000 1000 dials 8000 8000 hits the answer on the Jabber client 8000 goes on-hook after 60s Disconnect the Handset from 8000 Reconnect the Handset to 8000 Confirm to use the Handset as the default audio device when prompted by Jabber client 				<ul style="list-style-type: none"> Secondary Headset shortcut indicates as active device on UC Keyboard Hands-free speaker shortcut indicates as active device on UC Keyboard. Handset shortcut indicates as active device on UC Keyboard 8000 shows call alerting Call establish between 8000 & 1000 with 2-way audio and the audio path is routed to the handset Call terminate normally Handset shortcut is not selected on the UC Keyboard Handset shortcut is selected on the UC Keyboard 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			


Test Case #	EPA-29	Category	Functional Test: Audio Accessory switch				Execution Type	M			
Objective	Verify switching audio accessories using 3 rd party UC Keyboard during an active call										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) Hands-free speaker, headset & handset, secondary USB headset devices connected with Logitech UC Keyboard (KB) to endpoints RPC is used to remotely control IP Phone:1000 <p>Note:</p> <ul style="list-style-type: none"> Device selection keys on the Logitech UC Keyboard (KB) is hardcoded in Cisco Jabber for Windows in order for the accessories to be properly assigned to the correct corresponding keys. Requires Cisco Jabber Client version 9.6 or higher 											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> Set Default Audio Device → Secondary Headset on Jabber client 8000 1000 dials 8000 8000 hits the "Answer" button using Jabber client Set Default Audio Device → Hands-free using UC Keyboard Set Default Audio Device → Handset using UC Keyboard Handset goes on-hook after 60s 				<ul style="list-style-type: none"> Secondary Headset shortcut indicates as active device on UC Keyboard Secondary headset shows call alerting Secondary headset shows call connected with 2-way audio Hands-free speaker shortcut indicates as active device on UC Keyboard. Audio path establish thru' the Hands-free device Handset shortcut indicates as active device on the UC Keyboard Audio path establish thru' the Handset device Call terminate normally 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			

Test Case #	EPA-30	Category	Functional Test: CallerID				Execution Type	M			
Objective	Verify Caller ID display on a 3 rd party Headset with or without UC Keyboard										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) Hands-free speaker, headset & handset, secondary USB headset devices connected with Logitech UC Keyboard (KB) to endpoints RPC is used to remotely control IP Phone:1000 Caller ID info. provisioned for all endpoints in CUCM <p>Note:</p> <ul style="list-style-type: none"> Device selection keys on the Logitech UC Keyboard (KB) is hardcoded in Cisco Jabber for Windows in order for the accessories to be properly assigned to the correct corresponding keys. Requires Cisco Jabber Client version 9.6 or higher 											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 1000 dials 8000 8000 hit's the "Answer" button on it's headset 1000 goes on-hook after 60s <p>Note: Testcase applies to any headset model that supports CallerID</p>				<ul style="list-style-type: none"> Headset for 8000 shows call alerting Call establish between 1000 & 8000 Headset shows call connected with 2-way audio Caller ID (Name & DN) displays on the headset or UC KB Call terminate normally 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			

Test Case #	EPA-31	Category	Functional Test: CallerID				Execution Type	M			
Objective	Verify Caller ID display for a transferred call on a 3 rd party Headset with or without UC Keyboard										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) Hands-free speaker, headset & handset, secondary USB headset devices connected with Logitech UC Keyboard (KB) to endpoints RPC is used to remotely control IP Phone:1000 & 2000 Caller ID info. provisioned for all endpoints in CUCM <p>Note:</p> <ul style="list-style-type: none"> Device selection keys on the Logitech UC Keyboard (KB) is hardcoded in Cisco Jabber for Windows in order for the accessories to be properly assigned to the correct corresponding keys. Requires Cisco Jabber Client version 9.6 or higher 											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 1000 dials 2000 2000 answers call 2000 hits "transfer" softkey after 30s 2000 dials 8000 8000 hits "Answer" on it's headset 2000 hits "transfer" softkey after 60s and goes on-hook 8000 docks the headset after 60s <p>Note: Testcase applies to any headset model that supports CallerID</p>				<ul style="list-style-type: none"> Call establish between 1000 & 2000 with 2-way audio 1000 is placed on-hold Headset for 8000 shows call alerting Call establish between 2000 & 8000 with 2-way audio Caller ID displays on the headset or UC Keyboard on 8000 2000 completes call transfer & terminates call 1000 transferred to 8000 successfully Caller ID displays on headset or UC Keyboard on 8000 Call terminate normally 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			

Test Case #	EPA-32	Category	Functional Test: Caller Duration				Execution Type	M			
Objective	Verify call duration for multiple calls on 3rd party Headset with or without Keyboard										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) Hands-free speaker, headset & handset, secondary USB headset devices connected with Logitech UC Keyboard (KB) to endpoints RPC is used to remotely control IP Phone:1000 & 2000 Call Waiting enabled on all endpoints <p>Note:</p> <ul style="list-style-type: none"> Device selection keys on the Logitech UC Keyboard (KB) is hardcoded in Cisco Jabber for Windows in order for the accessories to be properly assigned to the correct corresponding keys Requires Cisco Jabber Client version 9.6 or higher 											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 1000 dials 8000 8000 answers call with call duration of 3 mins 2000 dials 8000 8000 answers incoming call 8000 toggles between 1st call & 2nd call 1000 goes on-hook after 5 mins 8000 docks the headset after 10 mins <p>Note: Testcase applies to any headset model that supports call duration display on it's headset</p>				<ul style="list-style-type: none"> Headset for 8000 shows call alerting Call establish between 2000 & 8000 with 2-way audio Call duration for 1st call displays on headset or UC Keyboard 8000 shows incoming call (tone or display) 1000 is on-hold Call establish between 2000 & 8000 with 2-way audio Call duration for 2nd call displays on headset or UC Keyboard Call between 1000 & 8000 terminate normally Call between 2000 & 8000 terminate normally Total duration of 5 mins for 1st call and 10 mins for 2nd call display on headset or UC Keyboard 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			


Test Case #	EPA-33	Category	Functional Test: Voicemail				Execution Type	M			
Objective	Verify a 3rd party Headset with Keyboard is able to retrieve voicemails										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) Hands-free speaker, headset & handset, secondary USB headset devices connected with Logitech UC Keyboard (KB) to endpoints RPC is used to remotely control IP Phone:1000 & 2000 Voicemail enabled on all endpoints <p>Note:</p> <ul style="list-style-type: none"> Device selection keys on the Logitech UC Keyboard (KB) is hardcoded in Cisco Jabber for Windows in order for the accessories to be properly assigned to the correct corresponding keys Requires Cisco Jabber Client version 9.6 or higher 											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> From UC Keyboard on 8000, dial voicemail pilot DN:7000 and hit "Call" button 8000 enters the Voicemail PIN:123456# 8000 checks for voice messages 8000 hits the "End Call" on Jabber client 				<ul style="list-style-type: none"> Voicemail system answers call & request the user's PIN Voicemail system confirms PIN & connects to voicemail box Voice message retrieval option presented by system Call terminate normally 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			


Test Case #	EPA-34	Category	Functional Test: Activate Headset				Execution Type	M			
Objective	Verify the ability to activate a new 3 rd party Headset during an incoming call										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s):7100 &1000 (SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party Headset connected to endpoints Secondary USB Headset RPC is used to remotely control IP Phone:1000 <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 1000 dials 8000 Plug in a Secondary USB Headset to another USB port Set this headset as active device on jabber client 8000 Secondary headset hits "Answer" button 8000 headset hits "End Call" button after 60s <p>Note: Headset has to be newly added. If not, please delete the Headset out of Jabber options before executing this testcase.</p>				<ul style="list-style-type: none"> 8000 alerting on jabber client Secondary Headset is in-service and set as active device Secondary Headset shows call alerting Secondary Headset shows call connected with 2-way audio Call terminate normally 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			


Tests in this section require manual calls.
Run Step_4_“Record_Negative_Test_Execution”command after executing all tests.
Retrieve CDR(s) from CUCM to validate calls.


9.5 Negative Tests


Test Case #	EPA-35	Category	Negative Test: Termination of Jabber Client				Execution Type	M			
Objective	Verify a 3 rd party Headset handles an unexpected termination of jabber application properly										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) USB Headset connected to endpoints – 1st choice 											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> Un-dock Headset on DN:8000 Dial 8001 using the phone 8001 hits “Answer” button on it’s Headset End the Jabber client application via the task manager for 8001 Re-launch & login to Jabber client application for 8001 8000 dial 8001 Login to Jabber client for DN:8001 8000 dials 8001 on jabber client 8001 hits “Answer” button on it’s Headset 8000 hits the “End Call” on it’s Headset Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 8000 hears dial tone on it’s headset Softphone client window opens if it is minimized Headset on 8001 shows call alerting Call connected with 2-way audio path Jabber client terminate abnormally Accessories for both 8000 & 8001 recovers from the abnormal Jabber client failure Call release successfully Jabber client for 8001 is logged in successfully Headset for 8001 shows phone in registered state (if feature is present) Headset on 8001 indicates call alerting Call connected with 2-way audio path Call release successfully 2 CDR(s) retrieved Selected fields in CDR(s) match calls 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			


Test Case #	EPA-36	Category	Negative Test: Unplug & Plug 3 rd Party Headset	Execution Type	M			
Objective	Verify 3 rd party Headset recovers after unplugging & plugging from it's endpoint							
Pre-Test Conditions								
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 & 1000 (SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) USB Headset connected to endpoints – 1st choice RPC is used to remotely control IP Phone: 1000 <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>								
Test Procedure			Expected Results					
<ol style="list-style-type: none"> Unplug the USB Headset Restart the phone Plug the USB Headset after phone is in-service 1000 dials 7100 7100 headset hits "Answer" button 7100 headset hits "End Call" button Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 			<ul style="list-style-type: none"> Headset is unplugged Phone is restarted successfully Headset plugged in and in idle state Headset shows call alerting Headset shows call connected with 2-way audio path Call terminate normally Headset is in idle state 1 CDR retrieved Selected fields in CDR matches call 					
Test Results: Comments			P	F	N/A	N/S	N/T	B
			P					

Test Case #	EPA-37	Category	Negative Test: Unplug & Plug 3 rd Party Headset	Execution Type	M			
Objective	Verify 3 rd party Headset "mute" state is maintained after unplugging & plugging during active call							
Pre-Test Conditions								
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 & 1000 (SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party Headset connected to endpoints - 1st choice Secondary USB Headset connected to endpoints - 2nd choice RPC is used to remotely control IP Phone: 1000 <p>Note:  Replace DN(s) in test steps to test DUT for IP Phones</p>								
Test Procedure			Expected Results					
<ol style="list-style-type: none"> 1000 dials 8000 8000 hits "Answer" button from it's headset 8000 hits "Mute" button from it's headset after 10s Unplug the 3rd party Headset after 30s Plug the 3rd party Headset to another USB port after 30s 8000 headset hits "Mute" button again to un-mute call after 10s 8000 headset hits "End Call" button after 60s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 			<ul style="list-style-type: none"> Headset on 8000 shows call alerting Headset shows call connected with 2-way audio path Audio from 8000 is muted Audio from 1000 is not affected Headset is out-of-service Audio path established via Secondary headset Audio path is re-established via 3rd party headset Call is in "muted" state Call is un-muted and 2-way audio path established again Headset & Jabber client mute indicator is off Call terminate normally 1 CDR retrieved Selected fields in CDR matches call 					
Test Results: Comments			P	F	N/A	N/S	N/T	B
					N/A			

Test Case #	EPA-38	Category	Negative Test: Unplug & Plug 3 rd Party Headset				Execution Type	M			
Objective	Verify the internal microphone & speaker becomes active when 3 rd party Headset is unplugged during call-hold										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 & 1000 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party Headset connected to endpoints - 1st choice Internal microphone & Speaker - 2nd choice RPC is used to remotely control IP Phone: 1000 <p>Note:  Replace DN(s) in test steps to test DUT for IP Phones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 1000 dials 8000 8000 hits "Answer" button on Jabber client 8000 hits "Hold" button on Jabber client after 10s Unplug the 3rd party Headset after 30s 8000 hits "Resume" button on Jabber client after 10s Plug the 3rd party Headset after 30s 8000 hits "End Call" button on Jabber client after 60s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> Headset for 8000 shows call alerting Headset shows call connected with 2-way audio path Primary Headset & Jabber client shows call is on-hold 3rd Party Headset is out-of-service Call state on Jabber client is still "On-Hold" Call state on Jabber client is "Connected" Audio path establish via internal speaker & microphone Audio path is re-established via 3rd party Headset Call terminate normally 1 CDR retrieved Selected fields in CDR matches call 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			

Test Case #	EPA-39	Category	Negative Test: Unplug & Plug 3 rd Party Headset	Execution Type	M				
Objective	Verify the internal microphone & speaker becomes active when 3 rd party Headset is unplugged for a muted call								
Pre-Test Conditions									
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 & 1000 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party Headset connected to endpoints - 1st choice RPC is used to remotely control IP Phone: 1000 <p>Note:  Replace DN(s) in test steps to test DUT for IP Phones</p>									
Test Procedure			Expected Results						
<ol style="list-style-type: none"> 1000 dials 8000 8000, hits "Answer" button on Jabber client 8000 hits "Mute" button on Jabber client after 10s Unplug the 3rd party Headset after 30s 8000 hits "Mute" button again after 10s Plug the USB Camera after 30s 8000 hits "End Call" button on Jabber client after 60s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 			<ul style="list-style-type: none"> Headset for 8000 shows call alerting Headset shows call connected with 2-way audio path Headset & Jabber client shows call is "Muted" No audio streaming from 8000 Audio stream from 1000 not affected Call state on Jabber client is still "Muted" Call is un-muted on 8000 Call state on Jabber client is "Connected" Audio path establish via internal speaker & microphone Audio path establish via the 3rd Party Headset Call terminate normally 1 CDR retrieved Selected fields in CDR matches call 						
Test Results: Comments				P	F	N/A	N/S	N/T	B
						N/A			

Test Case #	EPA-40	Category	Negative Test: Phone Network Failure	RFC_Standard	Y				
Objective	Verify DUT(s) recovers from an endpoint network failure								
Pre-Test Conditions									
<ul style="list-style-type: none"> Local CUCM → IP Phone(s):7100 (SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party Headset connected to endpoints – 1st choice RPC is used to remotely control IP Phone:1000 <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>									
Test Procedure			Expected Results						
<ol style="list-style-type: none"> 7100 hits "Make Call" button on it's headset 7100 dials 7101 7101 answers call Unplug network cable from device DN:7100 Restore the network cable after 60s 1000 dials 7100→7100 answers 7100 goes on-hook after 60s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 			<ul style="list-style-type: none"> 7100 hears dial tone on it's headset Headset on 7101 shows call alerting Call establish between 7100 & 7101 with 2-way audio Network failure reported on device DN:7100 Stable call drops 3rd Party Headset & phone is out-of-service Device 7100 re-registers after network cable restored Network Data: DNS, DHCP, TFTP, CUCM, VLAN, Load ID are restored on device 3rd party headset restored to service Call establish between 1000 & 7100 with 2-way audio Call terminate normally 2 CDR(s) retrieved Selected fields in CDR(s) match calls 						
Test Results: Comments				P	F	N/A	N/S	N/T	B
						N/A			


Test Case #	EPA-41	Category	Negative Test: Endpoint Power Failure				RFC_Standard	Y			
Objective	Verify DUT(s) recovers from an endpoint power failure										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s): 7100 (SCCP) & 7101 (SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party Headset connected to endpoints – 1st choice RPC is used to remotely control IP Phone: 1000 <p>Note:  Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 7100 hits "Make Call" button on it's headset 7100 dials 7101 7101 answers call Remove power cable from 7101 Restore power cable after 60s 1000 dials 7101 → 7101 answers call 7101 goes on-hook after 60s Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> Headset on 7101 shows call alerting Call establish between 7100 & 7101 with 2-way audio 7101 lost power Stable call drops 3rd Party Headset & phone is out-of-service Device 7101 re-registers after power is restored Network Data: DNS, DHCP, TFTP, CUCM, VLAN, Load ID are restored on device Call establish between 1000 & 7101 with 2-way audio Call terminate normally 2 CDR(s) retrieved Selected fields in CDR(s) match calls 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
								N/A			

Tests in this section require manual calls.
Run “Step 5_Record_Miscellaneous_Test_Execution” command after executing all tests in this section.
Retrieve CDR(s) from CUCM to validate calls.

9.6 Miscellaneous Tests

These tests are executed to verify specific information about the third-party products provided by partners

Test Case #	EPA-42	Category	Functional Test: Long Duration call				Execution Type	M			
Objective	Verify a long duration video call using 3 rd party Headset										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → IP Phone(s):7100 (SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party Headset connected to endpoints – 1st choice RPC is used to remotely control IP Phone:1000 Physical IP phones are video-capable <p>Note: ↕ Replace DN(s) in test steps to test DUT for Softphones</p>											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 7100 hits the “Make Call” button on it’s headset 7100 dials 7101 7101 hits “Answer” button on it’s headset Leave call up for 2 hours Check audio & video periodically throughout call duration 7100 hit’s “End Call” after 2 hours Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 7100 hears dial tone on it’s headset Headset for 7101 shows call alerting Call establish between 7100 & 7101 with 2-way audio & video Headset & Phone shows call connected with video streaming text Audio quality thru’ 3rd party headset is good throughout call Video quality is good throughout the call Call terminate normally 1 CDR retrieved Selected fields in CDR matches call 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
						P					

Test Case #	EPA-43	Category	Stress Test				Execution Type	M
Objective	Verify Multiple Button Presses during 10 Minute Video Call							
Pre-Test Conditions								
<ul style="list-style-type: none"> Local CUCM → IP Phone(s):7100 (SCCP) & 7101(SIP); Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) 3rd Party Headset connected to endpoints – 1st choice RPC is used to remotely control IP Phone:1000 Physical IP phones are video-capable <p>Note:  Replace DN(s) in test steps to test DUT for IP Phones</p>								
Test Procedure				Expected Results				
<ol style="list-style-type: none"> 1000 dials 8000 8000 undocks headset to answer call If 3rd party headset has "Hold/Resume" feature, perform multiple Hold/Resume (at least 50) on the call using the headset If 3rd party headset has "Mute/Unmute" feature, perform multiple Mute/Unmute (at least 50) on the call using the headset If 3rd party headset has "Video Start/Video Stop" feature, perform multiple Video Start/Video Stop (at least 50) on the call using the headset Perform multiple volume adjustments (at least 50) on the call using the headset 8000 hits "End Call" button 				<ul style="list-style-type: none"> Headset for 8000 shows call alerting Call establish between 1000 & 8000 with 2-way audio path Headset shows call connected with 2-way audio path Headset & Jabber client shows hold & resume status with no deviations from expected behavior Headset & Jabber client shows mute & un-mute status with no deviations from expected behavior Headset & Jabber client shows video start & stop status with no deviations from expected behavior Headset & Jabber client shows volume adjustment indicators with no deviations from expected behavior Call terminate normally 				
Test Results: Comments			P	F	N/A	N/S	N/T	B
					N/A			

Test Case #	EPA-44	Category	Functional Test: Audio Quality				Execution Type	M			
Objective	Verify Audio quality verification for G.729a, G.722.1 (24kbps).										
Pre-Test Conditions											
<ul style="list-style-type: none"> Local CUCM → Softphone: DN: 8000 & 8001 (Jabber); Jabber client installed on a Windows & MAC PC(s) with audio/video devices (Required if DUT is used for Jabber client) Go to System → Region Information → Audio Codec Preference List → Add New → G729 → Select G729ab Codec Go to System → Region Information → Audio Codec Preference List → Add New → G722 → Select G722 Codec Go to System → Region Information → Region → Add New → G722-Region → G722 Go to System → Region Information → Region → Add New → G729-Region → G729 Go to System → Device Pool → Add New → G722-dp → Region → G722-Region Go to System → Device Pool → Add New → G729-dp → Region → G729-Region Update 7100, 7101 with device pool=G722-dp 3rd Party Headset connected to endpoints – 1st choice RPC is used to remotely control IP Phone:1000 & 2000 <p>Note:</p> <ul style="list-style-type: none"> Replace DN(s) in test steps to test DUT for Softphones 											
Test Procedure				Expected Results							
<ol style="list-style-type: none"> 7100 hits "Make Call" from it's headset 7100 dials 7101 7101 hits the "Answer" button 7100 hits "End Call" button on it's headset after 3 mins Update the device pool of 7100 & 7101 to G729-dp Repeat steps 1-4 Retrieve CDR from CUCM Check Calling, Called, Duration, Origination & Termination Cause Codes 				<ul style="list-style-type: none"> 7100 hears dial tone on it's headset Headset for 7101 shows call alerting Call establish between 7100 & 7101 with good audio quality Headset shows call connected with 2-way audio Call terminate normally Internal speaker & microphone becomes the active devices Call state on Jabber client is still "Muted" Call state on Jabber client is un-muted Audio path establish thru' speaker & microphone Call terminate normally 2 CDR(s) retrieved Selected fields in CDR(s) match calls 							
Test Results: Comments						P	F	N/A	N/S	N/T	B
						P					

Run "Step 6_Complete_Submit" command after executing all tests in this Test Plan. Complete the Test Result Matrix in Appendix A. Provide exceptions, notes or issues in the comments section. Submit this completed Test Report to sb-ivt-submit@cisco.com

10 APPENDIX A: TEST RESULT MATRIX

Test Case #	P	F	NA	NS	NT	B	Comments
EPA-1	P						
EPA-2	P						
EPA-3			N/A				No Make Call Button
EPA-4			N/A				No Make Call Button
EPA-5			N/A				No Dock
EPA-6			N/A				No Dock
EPA-7	P						
EPA-8	P						
EPA-9	P						
EPA-10			N/A				
EPA-11			N/A				
EPA-12			N/A				Hold Not Supported
EPA-13			N/A				Hold Not Supported
EPA-14			N/A				Hold Not Supported
EPA-15			N/A				Hold Not Supported
EPA-16			N/A				Call Waiting Not Supported
EPA-17			N/A				Hold Not Supported
EPA-18			N/A				Hold Not Supported
EPA-19	P						
EPA-20			N/A				No Answer/Reject Button
EPA-21			N/A				
EPA-22			N/A				
EPA-23			N/A				No Voicemail Button
EPA-24			N/A				
EPA-25	P						
EPA-26			N/A				
EPA-27			N/A				
EPA-28			N/A				
EPA-29			N/A				
EPA-30			N/A				
EPA-31			N/A				
EPA-32			N/A				
EPA-33			N/A				
EPA-34			N/A				
EPA-35			N/A				
EPA-36	P						
EPA-37			N/A				
EPA-38			N/A				
EPA-39			N/A				
EPA-40			N/A				
EPA-41			N/A				
EPA-42	P						
EPA-43			N/A				
EPA-44	P						

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