

Test Matrix

Validation for DSEA SDK Integration

Table of Contents

Table of Contents	2
Introduction.....	5
Acronyms	5
Test Result Reporting	6
Test Case Mapping	6
Test Scenarios.....	9
Single Call Scenarios.....	9
1. Test Case 1.....	9
2. Test Case 2.....	9
3. Test Case 3.....	10
4. Test Case 4.....	10
5. Test Case 5.....	11
6. Test Case 6.....	11
7. Test Case 7.....	12
8. Test Case 8.....	12
9. Test Case 9.....	13
10. Test Case 10.....	13
11. Test Case 11.....	14
12. Test Case 12.....	14
13. Test Case 13.....	15
14. Test Case 14.....	16
15. Test Case 15.....	16
16. Test Case 16.....	17
17. Test Case 17.....	17
18. Test Case 18.....	18
19. Test Case 19.....	18
20. Test Case 20.....	19
21. Test Case 21.....	19
22. Test Case 22.....	20
23. Test Case 23.....	20
24. Test Case 24.....	21
25. Test Case 25.....	21
26. Test Case 26.....	22
27. Test Case 27.....	23
28. Test Case 28.....	23
29. Test Case 29.....	24
30. Test Case 30.....	24
31. Test Case 31.....	25
Two Call Scenarios	26
1. Test Case 32.....	26
2. Test Case 33.....	27
3. Test Case 34.....	28
4. Test Case 35.....	29
5. Test Case 36.....	30
6. Test Case 37.....	31
7. Test Case 38.....	31
8. Test Case 39.....	32
9. Test Case 40.....	33
10. Test Case 41.....	34

11.	Test Case 42.....	35
12.	Test Case 43.....	36
13.	Test Case 44.....	37
14.	Test Case 45.....	38
15.	Test Case 46.....	39
16.	Test Case 47.....	39
	Busylight Call Scenarios.....	40
1.	Test Case 48.....	40
2.	Test Case 49.....	41
3.	Test Case 50.....	42
4.	Test Case 51.....	43
5.	Test Case 52.....	43
6.	Test Case 53.....	44
7.	Test Case 54.....	45
8.	Test Case 55.....	45
9.	Test Case 56.....	46
10.	Test Case 57.....	47
	Busylight Presence Scenarios.....	48
1.	Test Case 58.....	48
2.	Test Case 59.....	49
3.	Test Case 60.....	50
4.	Test Case 61.....	50
	Busylight Setting Scenarios.....	51
1.	Test Case 62.....	51
2.	Test Case 63.....	52
3.	Test Case 64.....	54
4.	Test Case 65.....	56
5.	Test Case 66.....	57
6.	Test Case 67.....	59
7.	Test Case 68.....	60
	Busylight IM Notification Scenario	62
1.	Test Case 69.....	62
	Test Results Matrix.....	63



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Introduction

Purpose of this Document

This document provides a high-level descriptions of test cases to test the DSEA Call Control SDK. Softphone vendors can use this information to test integration with the SDK and test call control features on a softphone with EPOS devices/headset connected.

The test cases are categorized into call control and Busylight features supported by SDK. These test cases are written generic and can be used across all supported operating systems and web browsers.

A particular test case may not be applicable for a softphone or headset if the feature is not supported by that softphone or headset. Those test cases can be marked as “N/A” or “N/S” in the result column.

DSEA Call Control SDK

The SDK is a software interface between softphones and headsets. This interface gives the softphone user control over various call event on like accepting the incoming call, ending the active call and many more directly from the headset or speakerphone.

Audience

This document has been written for softphone vendors who want to enable call control with EPOS devices/headsets by either use the desktop application EPOS Connect which allows for additional personalization and firmware update or integrating the SDK directly into softphone.

Pre-requisites for using the Test matrix

1. The reader of this documents should be aware of the EPOS Connect application if it is desired or meant to be used
2. The feature applicable for the headset used for the test
3. The user guide/MMI to operate the device/headset
4. The feature applicable for the softphone under test

Acronyms

DUT	Device under Test (EPOS devices)
HS	Headset
SP	Softphone under Test
EC	EPOS Connect application
SDK	Software Development kit
BL	Busylight (This feature is only specific to UI 20BL device)
TWC	Two call scenarios with the same softphone
Dual SP	Two different softphones in parallel scenario
MS Teams	Microsoft Teams
CC	Call Control

Test Result Reporting

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.

Test Case Mapping

Category	Test Case #	Test Scenario
Single Softphone - Single Call	TC -1	Single SP - Single Call - Get an incoming call and check the status in EPOS device and Softphone interface(Ringing)
	TC -2	Single SP - Single Call - Accept an incoming call from Device and check the status in DUT and SP of active call with audio and then end the call from device
	TC-3	Single SP - Single Call - Accept an incoming call from Device and check the status in DUT and SP of active call with audio and then end the call from SP UI
	TC -4	Single SP - Single Call - Accept an incoming call from SP UI and check the status in DUT and SP of active call with audio and then end the call from DUT
	TC -5	Single SP - Single Call - Accept an incoming call from SP UI and check the status in DUT and SP of active call with audio and then end the call from SP UI
	TC -6	Single SP - Single Call - Accept an incoming call from DUT by undocking the Headset from Base when the setting is enabled and check the status in DUT and SP of active call with audio and then end the call from SP UI
	TC -7	Single SP - Single Call - Accept an incoming call from DUT by undocking the Headset from Base when the setting is enabled and check the status in DUT and SP of active call with audio and then end the call by docking the headset to the base
	TC -8	Single SP - Single Call - Get an incoming call and after few min Remote side user end the call and check the status in DUT and SP
	TC -9	Single SP - Single Call - End active call at remote user and check the status in DUT and SP
	TC -10	Single SP - Single Call - Make an outgoing call from SP and check the status in DUT and SP
	TC -11	Single SP - Single Call - Make an outgoing call from SP and accept from remote user, then End the call from Device at test PC , check the status in DUT and SP for active call with audio
	TC -12	Single SP - Single Call - Make an outgoing call from SP and accept from remote user, then End the call from SP at test PC , check the status in DUT and SP for active call with audio
	TC -13	Single SP - Single Call - Make an outgoing call from SP and accept from remote user, then End the call from Remote SP , check the status in DUT and SP for active call with audio
	TC -14	Single SP - Single Call - Make an outgoing call from SP and end from DUT before remote user accept it and check the status in SP and DUT

Single Softphone - Two Call Scenarios	TC -15	Single SP - Single Call - Make an outgoing call from SP and end from SP UI before remote user accept it and check the status in SP and DUT
	TC -16	Single SP - Single Call - Make an outgoing call from SP and rejected from remote user and check the status in SP and DUT
	TC -17	Single SP - Single Call - Mute-Unmute active call from SP and check the status in DUT and SP
	TC -18	Single SP - Single Call - Mute-Unmute active call from DUT and check the status in DUT and SP
	TC -19	Single SP - Single Call - Mute active call from SP , unmute from DUT and check the status in DUT and SP
	TC -20	Single SP - Single Call - Mute active call from DUT , unmute from SP UI and check the status in DUT and SP
	TC -21	Single SP - Single Call - Hold-Resume active call from SP and check the status in DUT and SP
	TC -22	Single SP - Single Call - Hold-Resume active call from DUT and check the status in DUT and SP
	TC -23	Single SP - Single Call - Hold the active call from SP , Resume from DUT and check the status in DUT and SP
	TC -24	Single SP - Single Call - Hold the active call from DUT , Resume from SP UI and check the status in DUT and SP
	TC -25	Single SP - Single Call - End active call at remote user and check the status in DUT and SP
	TC -26	Single SP - Single Call - End the Muted active call from DUT and check for Next new call should not have mute
	TC -27	Single SP - Single Call - End the Muted active call from SP UI and check for Next new call should not have mute
	TC -28	Single SP - Single Call - End muted active call at remote user and check the status in DUT and SP and check next new call mute not carried
	TC -29	Single SP - Single Call - Reject Incoming call from SP and check the status in DUT and SP
	TC -30	Single SP - Single Call - Reject Incoming call from DUT and check the status in DUT and SP
	TC -31	Single SP - Single Call - Redial the call from DUT and accept the call at remote and check the status in DUT and SP
	TC -32	Single SP - Two Call - Accept 2nd incoming call from DUT when 1st call is ACTIVE and check the status in DUT and SP of active call with audio. Swap the calls using DUT and then end the calls from DUT one after another.
	TC -33	Single SP - Two Call - Accept 2nd incoming call from SP UI when 1st call is ACTIVE and check the status in DUT and SP of active call with audio. Swap the calls using DUT and then end the calls from SP UI one after another.
	TC -34	Single SP - Two Call – Make an outgoing call from SP UI when 1st call is ACTIVE and check the status in DUT and SP of active call with audio. Accept the outgoing call from remote end .Swap the calls using DUT and then end the calls from SP UI or DUT one after another.
	TC -35	Single SP - Two Call – Swap the two calls (one active and another Hold) from softphone UI
	TC -36	Single SP - Two Call – Reject the new incoming call from DUT when there is an Active call
	TC -37	Single SP - Two Call – Reject the new incoming call from SP UI when there is an Active call
	TC -38	Single SP - Two Call – Reject the outgoing call of user A from remote end(user C) when there is an Active call in UserA-UserB)
	TC -39	Single SP - Two Call – Active Call(Outgoing) + Incoming-->Accept from SP--> End from HS-->End from HS
	TC -40	Single SP - Two Call – Active Call(Outgoing) + outgoing-->Accept from remote--> End from SP UI-->End from HS
	TC -41	Single SP - Two Call – verify End active and accept Incoming events on DUT(Active (Incoming/Outgoing) + Incoming ---> do MMI from DUT so that active call end and Incoming call get accepted---> end the active call from DUT)
	TC -42	Single SP - Two Call - Accept 2nd incoming call from DUT when 1st call is in HOLD and check the status in DUT and SP of active call with audio. Swap the calls using DUT and then end the calls from DUT one after another.
	TC -43	Single SP - Two Call - Make outgoing call from DUT when 1st call is in HOLD and check the status in DUT and SP of active call with audio. Then end the calls.
	TC -44	Single SP - Two Call – Swap between the two calls (one muted and another not muted) from device (Muted Active (incoming) + Incoming ---> Accept from DUT---> swap from DUT/SP UI---> end from SP---> end from DUT.
	TC -45	Single SP - Two Call - Make incoming call when an outgoing call has been initiated but not yet accepted at remote end and then accepting both the calls (1st outgoing and then incoming).
	TC -46	Single SP - Two Call - Accepting an incoming call when an outgoing call has been initiated and then accept the incoming call when outgoing is still ringing
	TC -47	Single SP - Two Call - Two incoming SP calls at same time & Accept first incoming call and then accept 2nd incoming call

Busylight Call Scenarios	TC -48	Single SP - Single Call - Busylight device LED verification for Incoming call for softphone under test
	TC -49	Single SP - Single Call - Busylight device LED verification for Outgoing call for softphone under test
	TC -50	Single SP - Single Call - Busylight device LED verification for Active call for softphone under test
	TC -51	Single SP - Single Call - Busylight device LED verification for Held call for softphone under test
	TC -52	Single SP - Two Call - Busylight device LED verification for Call on Call for softphone under test
	TC -53	Single SP - Single Call - Busylight device LED verification for current call state when Busylight is connected during the active call for softphone under test
	TC -54	Single SP - Single Call - Busylight device LED verification for No call /Idle state for softphone under test
	TC -55	Single SP - Single Call - Busylight device LED verification after end of active call for softphone under test
	TC -56	Single SP - Single Call - Busylight device LED verification for muted active call for softphone under test
	TC -57	Single SP - Single Call - Busylight device LED verification for rejecting an Incoming call for softphone under test
Busylight Presence Scenarios	TC -58	Single SP - Busylight device LED verification for Available state of the softphone under test
	TC -59	Single SP - Busylight device LED verification for Busy state of the softphone under test
	TC -60	Single SP - Busylight device LED verification for Away state of the softphone under test
	TC -61	Single SP - Busylight device LED verification for “Do Not Disturb” state of the softphone under test
Busylight Setting Scenarios	TC -62	Single SP – Busylight setting test - Ringtone Volume value is set as OFF
	TC -63	Single SP – Busylight setting test - Ringtone Volume value is set as Ringtone1/Ringtone2/Ringtone3
	TC -64	Single SP – Busylight setting test - Ringtone Volume settings set to (Very Low, Low, Medium, High, Off) and its functionality of Busylight device
	TC -65	Single SP – Busylight setting test - Ringtone Pattern settings set to (“Play On Repeat”, “Play Once”) and its functionality of Busylight device
	TC -66	Single SP – Busylight setting test - LED color settings set to “OFF” and its functionality of Busylight device
	TC -67	Single SP – Busylight setting test - LED Pattern settings set to Pulse / Flash / Long Flash and its functionality of Busylight device
	TC -68	Single SP – Busylight setting test - LED Brightness settings set to Low/Medium/High and its functionality of Busylight device
Busylight IM Notification	TC -69	Single SP – Busylight IM notification setting Test – Setting the IM notification to different color “RED”/”Blue”/Yellow” or any custom color.

Test Scenarios

Single Call Scenarios

1. Test Case 1

Test Case #	1	RESULT	
Objective	Single SP - Single Call - Get an incoming call and check the status in EPOS device and Softphone interface(Ringing)		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Get an incoming call from User B to User A	• The Incoming call indication (Ringing and LED if applicable) should be visible in The DUT • The incoming call indication should be in SP UI • Both SP and DUT should be in sync	
2	Keep the Ringing for 20-30 sec	Still the DUT and SP UI should be showing as ringing status.	

2. Test Case 2

Test Case #	2	RESULT	
Objective	Single SP - Single Call - Accept an incoming call from Device and check the status in DUT and SP of active call with audio and then end the call from device		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Get an incoming call from User B to User A	• The Incoming call indication (Ringing and LED if applicable) should be visible in The DUT • The incoming call indication should be in SP UI • Both SP and DUT should be in sync	
2	Accept the incoming call from DUT at user A	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	
3	End the Active Call from DUT at User A	• The active call is ended at both Users. • The DUT shows idle state (including LED color if applicable) • The SP UI shows the idle status • There is no audio between the two users	

3. Test Case 3

Test Case #	3	RESULT	
Objective	Single SP - Single Call - Accept an incoming call from Device and check the status in DUT and SP of active call with audio and then end the call from SP UI		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Get an incoming call from User B to User A	• The Incoming call indication (Ringing and LED if applicable) should be visible in The DUT • The incoming call indication should be in SP UI • Both SP and DUT should be in sync	
2	Accept the incoming call from DUT at user A	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	
3	End the Active Call from SP UI at User A	• The active call is ended at both Users. • The DUT shows idle state (including LED color if applicable) • The SP UI shows the idle status • There is no audio between the two users	

4. Test Case 4

Test Case #	4	RESULT	
Objective	Single SP - Single Call - Accept an incoming call from SP UI and check the status in DUT and SP of active call with audio and then end the call from DUT		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Get an incoming call from User B to User A	- The Incoming call indication (Ringing and LED if applicable) should be visible in The DUT - The incoming call indication should be in SP UI - Both SP and DUT should be in sync	
2	Accept the incoming call from SP UI at user A	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	
3	End the Active Call from DUT at User A	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

5. Test Case 5

Test Case #	5	RESULT	
Objective	Single SP - Single Call - Accept an incoming call from SP UI and check the status in DUT and SP of active call with audio and then end the call from SP UI		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Get an incoming call from User B to User A	• The Incoming call indication (Ringing and LED if applicable) should be visible in The DUT • The incoming call indication should be in SP UI • Both SP and DUT should be in sync	
2	Accept the incoming call from SP UI at user A	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	
3	End the Active Call from SP UI at User A	• The active call is ended at both Users. • The DUT shows idle state (including LED color if applicable) • The SP UI shows the idle status • There is no audio between the two users	

6. Test Case 6

Test Case #	6	RESULT	
Objective	Single SP - Single Call - Accept an incoming call from DUT by undocking the Headset from Base when the setting is enabled and check the status in DUT and SP of active call with audio and then end the call from SP UI		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A) 7. The Headset is docked on the Base 8. The Accept call on undock setting is enabled in EC for this device			
NOTE : This TC is applicable only for Device which has a docking base			
Step No	Test Steps	Expected Results	Actual Step Result
1	Get an incoming call from User B to User A	• The Incoming call indication (Ringing and LED if applicable) should be visible in The DUT • The incoming call indication should be in SP UI • Both SP and DUT should be in sync	
2	Undock the headset from the Base of the DUT at user A	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status	

		The audio between both user (A and B) should be heard in both side	
3	End the Active Call from SP UI at User A	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

7. Test Case 7

Test Case #	7	RESULT	
Objective	Single SP - Single Call - Accept an incoming call from DUT by undocking the Headset from Base when the setting is enabled and check the status in DUT and SP of active call with audio and then end the call by docking the headset to the base		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A) 7. The Headset is docked on the Base 8. The Accept call on undock setting is enabled in EC for this device NOTE : This TC is applicable only for Device which has a docking base			
Step No	Test Steps	Expected Results	Actual Step Result
1	Get an incoming call from User B to User A	- The Incoming call indication (Ringing and LED if applicable) should be visible in The DUT - The incoming call indication should be in SP UI - Both SP and DUT should be in sync	
2	Undock the headset from the Base of the DUT at user A	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	
3	Dock the headset to the base of the DUT at User A	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

8. Test Case 8

Test Case #	8	RESULT	
Objective	Single SP - Single Call - Get an incoming call and after few min Remote side user end the call and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result

1	Get an incoming call from User B to User A	- The Incoming call indication (Ringing and LED if applicable) should be visible in The DUT - The incoming call indication should be in SP UI - Both SP and DUT should be in sync	
2	Keep the Ringing for 20-30 sec	Still the DUT and SP UI should be showing as ringing status.	
3	End the outgoing call at user B	- The incoming ringing at user A is stopped. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

9. Test Case 9

Test Case #	9	RESULT	
Objective	Single SP - Single Call - End active call at remote user and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Get an incoming call from User B to User A	• The Incoming call indication (Ringing and LED if applicable) should be visible in The DUT • The incoming call indication should be in SP UI • Both SP and DUT should be in sync	
2	Accept the incoming call from DUT at user A	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	
3	End the active call at user B	• The active call is ended at both Users. • The DUT shows idle state (including LED color if applicable) • The SP UI shows the idle status • There is no audio between the two users	

10. Test Case 10

Test Case #	10	RESULT	
Objective	Single SP - Single Call - Make an outgoing call from SP and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result

1	Make an outgoing call from User A to User B	- The Outgoing call indication (outgoing call tone and LED if applicable) should be visible in The DUT - The incoming call indication should be there at user B - At User A- SP UI should outgoing call status - Both SP and DUT should be in sync	
2	Keep the outgoing call ringing for 20-30 sec	- Still the DUT and SP UI should be showing as outgoing call status at user A - At user B – it should show as incoming call status	

11. Test Case 11

Test Case #	11	RESULT	
Objective	Single SP - Single Call - Make an outgoing call from SP and accept from remote user, then End the call from Device at test PC , check the status in DUT and SP for active call with audio		
Pre-Test Conditions			
</			

12. Test Case 12

Test Case #	12	RESULT	
Objective	Single SP - Single Call - Make an outgoing call from SP and accept from remote user, then End the call from SP at test PC , check the status in DUT and SP for active call with audio		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			

Step No	Test Steps	Expected Results	Actual Step Result
1	Make an outgoing call from User A to User B	- The Outgoing call indication (outgoing call tone and LED if applicable) should be visible in The DUT - The incoming call indication should be there at user B - At User A- SP UI should outgoing call status - Both SP and DUT should be in sync	
2	Receive the call at user B	- The DUT shows the active call status (including LED color if applicable) at user A - The SP UI shows active call status at user A - The audio between both user (A and B) should be heard in both side	
3	Keep the active call for 30 sec or more	- The active call should be still there. - The DUT at user A and SP UI should be in sync and audio should be heard in both side	
4	End the active call from SP UI at user A	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

13. Test Case 13

Test Case #	13	RESULT	
Objective	Single SP - Single Call - Make an outgoing call from SP and accept from remote user, then End the call from Remote SP , check the status in DUT and SP for active call with audio		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an outgoing call from User A to User B	• The Outgoing call indication (outgoing call tone and LED if applicable) should be visible in The DUT • The incoming call indication should be there at user B • At User A- SP UI should outgoing call status • Both SP and DUT should be in sync	
2	Receive the call at user B	• The DUT shows the active call status (including LED color if applicable) at user A • The SP UI shows active call status at user A • The audio between both user (A and B) should be heard in both side	
3	Keep the active call for 30 sec or more	• The active call should be still there. • The DUT at user A and SP UI should be in sync and audio should be heard in both side	
4	End the active call at user B	• The active call is ended at both Users. • The DUT shows idle state (including LED color if applicable) • The SP UI shows the idle status	

		• There is no audio between the two users	
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14. Test Case 14

Test Case #	14	RESULT	
Objective	Single SP - Single Call - Make an outgoing call from SP and end from DUT before remote user accept it and check the status in SP and DUT		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an outgoing call from User A to User B	• The Outgoing call indication (outgoing call tone and LED if applicable) should be visible in The DUT • The incoming call indication should be there at user B • At User A- SP UI should outgoing call status • Both SP and DUT should be in sync	
2	End the outgoing call from DUT at user A	• The outgoing call is ended • The DUT shows idle state (including LED color if applicable) • The SP UI shows the idle status • There is no audio between the two users	

15. Test Case 15

Test Case #	15	RESULT	
Objective	Single SP - Single Call - Make an outgoing call from SP and end from SP UI before remote user accept it and check the status in SP and DUT		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an outgoing call from User A to User B	- The Outgoing call indication (outgoing call tone and LED if applicable) should be visible in The DUT - The incoming call indication should be there at user B - At User A- SP UI should outgoing call status - Both SP and DUT should be in sync	
2	End the outgoing call from SP UI at user A	- The outgoing call is ended - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

16. Test Case 16

Test Case #	16	RESULT	
Objective	Single SP - Single Call - Make an outgoing call from SP and rejected from remote user and check the status in SP and DUT		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an outgoing call from User A to User B	• The Outgoing call indication (outgoing call tone and LED if applicable) should be visible in The DUT • The incoming call indication should be there at user B • At User A- SP UI should outgoing call status • Both SP and DUT should be in sync	
2	Reject the incoming call from user B	• The outgoing call is ended • The DUT shows idle state (including LED color if applicable) • The SP UI shows the idle status • There is no audio between the two users	

17. Test Case 17

Test Case #	17	RESULT	
Objective	Single SP - Single Call - Mute-Unmute active call from SP and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to User B	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	
2	Mute the Active call from SP UI at user A	• The active call is muted at user A. The audio from user A should not be heard at user B • The DUT and SP UI at user A should show the mute status (including LED in DUT if applicable) • Both SP and DUT should be in sync	
3	Un-Mute the Active call from SP UI at user A	• The active call is un-muted at user A. The audio from user A should be heard at user B • The DUT and SP UI at user A should show the un-mute status (including LED in DUT if applicable) • Both SP and DUT should be in sync	

18. Test Case 18

Test Case #	18	RESULT	
Objective	Single SP - Single Call - Mute-Unmute active call from DUT and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to User B	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	
2	Mute the Active call from DUT at user A	• The active call is muted at user A. The audio from user A should not be heard at user B • The DUT and SP UI at user A should show the mute status (including LED in DUT if applicable) • Both SP and DUT should be in sync	
3	Un-Mute the Active call from DUT at user A	• The active call is un-muted at user A. The audio from user A should be heard at user B • The DUT and SP UI at user A should show the un-mute status (including LED in DUT if applicable) • Both SP and DUT should be in sync	

19. Test Case 19

Test Case #	19	RESULT	
Objective	Single SP - Single Call - Mute active call from SP , unmute from DUT and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to User B	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	
2	Mute the Active call from SP UI at user A	• The active call is muted at user A. The audio from user A should not be heard at user B • The DUT and SP UI at user A should show the mute status (including LED in DUT if applicable) • Both SP and DUT should be in sync	

3	Un-Mute the Active call from DUT at user A	- The active call is un-muted at user A. The audio from user A should be heard at user B - The DUT and SP UI at user A should show the un-mute status (including LED in DUT if applicable) - Both SP and DUT should be in sync	
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20. Test Case 20

Test Case #	20	RESULT	
Objective	Single SP - Single Call - Mute active call from DUT , unmute from SP UI and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to User B	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	
2	Mute the Active call from DUT at user A	• The active call is muted at user A. The audio from user A should not be heard at user B • The DUT and SP UI at user A should show the mute status (including LED in DUT if applicable) • Both SP and DUT should be in sync	
3	Un-Mute the Active call from SP UI at user A	• The active call is un-muted at user A. The audio from user A should be heard at user B • The DUT and SP UI at user A should show the un-mute status (including LED in DUT if applicable) • Both SP and DUT should be in sync	

21. Test Case 21

Test Case #	21	RESULT	
Objective	Single SP - Single Call - Hold-Resume active call from SP and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to User B	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	

2	Hold the Active call from SP UI at user A	- The call is hold state at user A. The audio from user A should not be heard at user B and vice versa - The DUT and SP UI at user A should show the hold call status (including LED in DUT if applicable) - Both SP and DUT should be in sync	
3	Resume the Held call from SP UI at user A	- The call is resumed at user A. The audio from user A should be heard at user B and vice versa - The DUT and SP UI at user A should show the active call status (including LED in DUT if applicable) - Both SP and DUT should be in sync	

22. Test Case 22

Test Case #	21	RESULT	
Objective	Single SP - Single Call - Hold-Resume active call from DUT and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to User B	The DUT shows the active call status (including LED color if applicable) The SP UI shows active call status The audio between both user (A and B) should be heard in both side	
2	Hold the Active call from DUT at user A	The call is hold state at user A. The audio from user A should not be heard at user B and vice versa The DUT and SP UI at user A should show the hold call status (including LED in DUT if applicable) Both SP and DUT should be in sync	
3	Resume the Held call from DUT at user A	The call is resumed at user A. The audio from user A should be heard at user B and vice versa The DUT and SP UI at user A should show the active call status (including LED in DUT if applicable) Both SP and DUT should be in sync	

23. Test Case 23

Test Case #	23	RESULT	
Objective	Single SP - Single Call - Hold the active call from SP , Resume from DUT and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			

Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to User B	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	
2	Hold the Active call from SP UI at user A	- The call is hold state at user A. The audio from user A should not be heard at user B and vice versa - The DUT and SP UI at user A should show the hold call status (including LED in DUT if applicable) - Both SP and DUT should be in sync	
3	Resume the Held call from DUT at user A	- The call is resumed at user A. The audio from user A should be heard at user B and vice versa - The DUT and SP UI at user A should show the active call status (including LED in DUT if applicable) - Both SP and DUT should be in sync	

24. Test Case 24

Test Case #	24	RESULT	
Objective	Single SP - Single Call - Hold the active call from DUT , Resume from SP UI and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to User B	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	
2	Hold the Active call from DUT at user A	• The call is hold state at user A. The audio from user A should not be heard at user B and vice versa • The DUT and SP UI at user A should show the hold call status (including LED in DUT if applicable) • Both SP and DUT should be in sync	
3	Resume the Held call from SP UI at user A	• The call is resumed at user A. The audio from user A should be heard at user B and vice versa • The DUT and SP UI at user A should show the active call status (including LED in DUT if applicable) • Both SP and DUT should be in sync	

25. Test Case 25

Test Case #	25	RESULT	
Objective	Single SP - Single Call - End active call at remote user and check the status in DUT and SP		
Pre-Test Conditions			

1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running.
2. The required Softphone is installed and logged in.
3. The DUT is connected to the test PC, and the softphone is Ready
4. User A = SP client in Test PC (PC_1)
5. User B = SP client at Remote PC (PC_2)
6. The DUT (Device under test) is connected at Test PC(User A)

Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to User B	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	
2	End the Active call from user B	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

26. Test Case 26

Test Case #	26	RESULT	
Objective	Single SP - Single Call - End the Muted active call from DUT and check for Next new call should not have mute		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to User B	The DUT shows the active call status (including LED color if applicable) The SP UI shows active call status The audio between both user (A and B) should be heard in both side	
2	Mute the active call from DUT at user A	The active call is muted at user A. The audio from user A should not be heard at user B The DUT and SP UI at user A should show the mute status (including LED in DUT if applicable) Both SP and DUT should be in sync	
3	End the Active call from DUT at user A	The active call is ended at both Users. The DUT shows idle state (including LED color if applicable) The SP UI shows the idle status There is no audio between the two users	
4	Make a new active call and check the status of mute	The DUT shows the active call status (including LED color if applicable) The SP UI shows active call status The audio between both user (A and B) should be heard in both side The mute LED should be off in DUT as well as SP UI at user A	

		NOTE : The mute status of previous call should not migrate to new call	
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27. Test Case 27

Test Case #	27	RESULT	
Objective	Single SP - Single Call - End the Muted active call from SP UI and check for Next new call should not have mute		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to User B	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	
2	Mute the active call from DUT at user A	• The active call is muted at user A. The audio from user A should not be heard at user B • The DUT and SP UI at user A should show the mute status (including LED in DUT if applicable) • Both SP and DUT should be in sync	
3	End the Active call from SP UI at user A	• The active call is ended at both Users. • The DUT shows idle state (including LED color if applicable) • The SP UI shows the idle status • There is no audio between the two users	
4	Make a new active call and check the status of mute	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side • The mute LED should be off in DUT as well as SP UI at user A NOTE : The mute status of previous call should not migrate to new call	

28. Test Case 28

Test Case #	28	RESULT	
Objective	Single SP - Single Call - End muted active call at remote user and check the status in DUT and SP and check next new call mute not carried		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result

1	Make an active call between User A to User B	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	
2	Mute the active call from DUT at user A	- The active call is muted at user A. The audio from user A should not be heard at user B - The DUT and SP UI at user A should show the mute status (including LED in DUT if applicable) - Both SP and DUT should be in sync	
3	End the Active call from user B	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	
4	Make a new active call and check the status of mute	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side - The mute LED should be off in DUT as well as SP UI at user A NOTE : The mute status of previous call should not migrate to new call	

29. Test Case 29

Test Case #	29	RESULT	
Objective	Single SP - Single Call - Reject Incoming call from SP and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. User A = SP client in Test PC (PC_1) 5. User B = SP client at Remote PC (PC_2) 6. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Get an incoming call from User B to User A	• The Incoming call indication (Ringing and LED if applicable) should be visible in The DUT • The incoming call indication should be in SP UI • Both SP and DUT should be in sync	
2	Reject the incoming call from SP UI at user A	• The incoming call is ended. • The incoming indication (ringing and LED) stopped both in DUT as well as SP UI • The DUT and SP UI both shows the idle state. • There is no audio between user A and user B	

30. Test Case 30

Test Case #	30	RESULT	
Objective	Single SP - Single Call - Reject Incoming call from DUT and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in.			

3. The DUT is connected to the test PC, and the softphone is Ready
4. User A = SP client in Test PC (PC_1)
5. User B = SP client at Remote PC (PC_2)
6. The DUT (Device under test) is connected at Test PC(User A)

Step No	Test Steps	Expected Results	Actual Step Result
1	Get an incoming call from User B to User A	- The Incoming call indication (Ringing and LED if applicable) should be visible in The DUT - The incoming call indication should be in SP UI - Both SP and DUT should be in sync	
2	Reject the incoming call from DUT at user A	- The incoming call is ended. - The incoming indication (ringing and LED) stopped both in DUT as well as SP UI - The DUT and SP UI both shows the idle state. - There is no audio between user A and user B	

31. Test Case 31

Test Case #	31	RESULT	
Objective	Single SP - Single Call - Redial the call from DUT and accept the call at remote and check the status in DUT and SP		
Pre-Test Conditions			
1. The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. 2. The required Softphone is installed and logged in. 3. The DUT is connected to the test PC, and the softphone is Ready 4. Set the Softphone which is under test as default softphone in EPOS Connect UI dropdown list. 5. User A = SP client in Test PC (PC_1) 6. User B = SP client at Remote PC (PC_2) 7. The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an outgoing call from User A to user B and receive at the remote	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	
2	End the active call either from SP UI or from DUT	• The active call is ended at both Users. • The DUT shows idle state (including LED color if applicable) • The SP UI shows the idle status • There is no audio between the two users	
3	Do redial action from DUT at user A	• The outgoing call should be there from User A to user B • The DUT and SP UI should show outgoing call status (outgoing call tone and LED if applicable)	
4	Accept the call at user B	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	
5	End the Active call either from DUT or SP UI or from Remote user B	• The active call is ended at both Users. • The DUT shows idle state (including LED color if applicable) • The SP UI shows the idle status • There is no audio between the two users	

Two Call Scenarios

This test scenarios involves two calls in the same softphone.

NOTE: The Headset/HS/DUT showing Active + Hold state in LED color differ from device to device. Hence refer the device MMI for the same. Hence which ever test case step has Active + Hold, for those user has to chekc what is the LED color for the DUT , from DUT mmi

1. Test Case 32

Test Case #	32	RESULT	
Objective	Single SP - Two Call - Accept 2nd incoming call from DUT when 1st call is ACTIVE and check the status in DUT and SP of active call with audio. Swap the calls using DUT and then end the calls from DUT one after another.		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to user B. NOTE: This active call can be made by accepting an incoming call or by making an outgoing call and receive at remote	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	
2	Get an new incoming call from User C to User A	- The DUT shows the indication for Active +incoming call status (including LED color if applicable) - The SP UI shows active +incoming call status	
3	Accept the incoming call from User C from DUT at User A	- The active call between User A- User B goes to hold state. - The Audio between User A –User B is also stopped - The call between User C and User A become Active. - The audio between user A and User C is audible. - The Headset LED shows the active + Hold state (color)	
4	Swap the calls (userA-UserB and UserA-User C) from DUT	- The call between User A- User B goes to active state. - The Audio between User A –User B is open and audible - The call between User C and User A become hold. - The audio between user A and User C is blocked. - The Headset LED shows the active + Hold state (color)	
5	End the active call (UserA-UserB) from DUT	- The call between userA-UserB is ended. - The call between UserC-UserA comes to active state. (NOTE: For few softphone, the call may remain in hold itself. That is a special case for that softphone. In such case user has resume	

		the call from device or softphone UI once more) - The audio between User C-User A is active and audible. - The Headset (DUT) shows the active call LED indication	
6	End the remaining active call (UserA-UserC) from DUT	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

2. Test Case 33

Test Case #	33	RESULT	
Objective	Single SP - Two Call - Accept 2nd incoming call from SP UI when 1st call is ACTIVE and check the status in DUT and SP of active call with audio. Swap the calls using DUT and then end the calls from SP UI one after another.		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to user B. NOTE: This active call can be made by accepting an incoming call or by making an outgoing call and receive at remote	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	
2	Get an new incoming call from User C to User A	The DUT shows the indication for Active +incoming call status (including LED color if applicable) The SP UI shows active +incoming call status	
3	Accept the incoming call from User C from SP UI at User A	- The active call between User A- User B goes to hold state. - The Audio between User A –User B is also stopped - The call between User C and User A become Active. - The audio between user A and User C is audible. - The Headset LED shows the active + Hold state (color)	
4	Swap the calls (userA-UserB and UserA-User C) from DUT	- The call between User A- User B goes to active state. - The Audio between User A –User B is open and audible - The call between User C and User A become hold. - The audio between user A and User C is blocked. - The Headset LED shows the active + Hold state (color)	
5	End the active call (UserA-UserB) from SP UI	The call between userA-UserB is ended.	

		- The call between UserC-UserA comes to active state. (NOTE: For few softphone, the call may remain in hold itself. That is a special case for that softphone. In such case user has resume the call from device or softphone UI once more) - The audio between User C-User A is active and audible. - The Headset (DUT) shows the active call LED indication	
6	End the remaining active call (UserA-UserC) from SP UI	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

3. Test Case 34

Test Case #	34	RESULT	
Objective	Single SP - Two Call – Make an outgoing call from SP UI when 1st call is ACTIVE and check the status in DUT and SP of active call with audio. Accept the outgoing call from remote end .Swap the calls using DUT and then end the calls from SP UI or DUT one after another.		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to user B. NOTE: This active call can be made by accepting an incoming call or by making an outgoing call and receive at remote	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	
2	Make an outgoing call from User A to User C	- The Active call between UserA- User B goes to hold state. - The outgoing call from User A to User C is visible. - The DUT shows the indication for hold +outgoing call status (including LED color if applicable) - At user C , it will show as incoming call	
3	Accept the call at User C	- The active call between User A- User B is already on hold state. - The Audio between User A –User B is also stopped/blocked - The call between User C and User A become Active. - The audio between user A and User C is audible. - The Headset LED shows the active + Hold state (color)	
4	Swap the calls (userA-UserB and UserA-User C) from DUT	The call between User A- User B goes to active state.	

		- The Audio between User A –User B is open and audible - The call between User C and User A become hold. - The audio between user A and User C is blocked. - The Headset LED shows the active + Hold state (color)	
5	End the active call (UserA-UserB) from SP UI	- The call between userA-UserB is ended. - The call between UserC-UserA comes to active state. (NOTE: For few softphone, the call may remain in hold itself. That is a special case for that softphone. In such case user has resume the call from device or softphone UI once more) - The audio between User C-User A is active and audible. - The Headset (DUT) shows the active call LED indication	
6	End the remaining active call (UserA-UserC) from DUT	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

4. Test Case 35

Test Case #	35	RESULT	
Objective	Single SP - Two Call – Swap the two calls (one active and another Hold) from softphone UI		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to user B. NOTE: This active call can be made by accepting an incoming call or by making an outgoing call and receive at remote	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	
2	Make another call between UserA- User C. NOTE: This active call can be made by accepting an incoming call or by making an outgoing call and receive at remote	- The active call between User A- User B is already on hold state. - The Audio between User A –User B is also stopped/blocked - The call between User C and User A become Active. - The audio between user A and User C is audible. - The Headset LED shows the active + Hold state (color)	
3	Swap the calls (userA-UserB and UserA-User C) from SP UI	- The call between User A- User B goes to active state. - The Audio between User A –User B is open and audible	

		- The call between User C and User A become hold. - The audio between user A and User C is blocked. - The Headset LED shows the active + Hold state (color)	
4	Swap the calls once more (userA-UserB and UserA-User C) from SP UI	- The call between User A- User B goes to hold state. - The Audio between User A –User B is blocked - The call between User C and User A become active. - The audio between user A and User C is open and audible. - The Headset LED shows the active + Hold state (color)	
5	End the active call (UserA-UserC) from DUT	- The call between userA-UserB is ended. - The call between UserC-UserA comes to active state. (NOTE: For few softphone, the call may remain in hold itself. That is a special case for that softphone. In such case user has resume the call from device or softphone UI once more) - The audio between User C-User A is active and audible. - The Headset (DUT) shows the active call LED indication	
6	End the remaining active call (UserA-UserB) from DUT	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

5. Test Case 36

Test Case #	36	RESULT	
Objective	Single SP - Two Call – Reject the new incoming call from DUT when there is an Active call		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to user B. NOTE: This active call can be made by accepting an incoming call or by making an outgoing call and receive at remote	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	
2	Get an new incoming call from User C to User A	- The incoming call indication should be visible in both DUT as well as SP UI (LED and Ring which ever applicable to the DUT) - The Active call (UserA-User B) remain same	
3	Reject the incoming call of User C from DUT at user A	Incoming call from User C to A should get Rejected/Ended.	

		- Active call between User A and B should continue. - The audio between user A and User B is open and audio is audible. - The Headset LED shows the active call state (color)	
4	End the Active call (User A- User B) NOTE : The Active call can be ended from DUT or SP UI at User A or also can be ended at User B	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

6. Test Case 37

Test Case #	37	RESULT	
Objective	Single SP - Two Call – Reject the new incoming call from SP UI when there is an Active call		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to user B. NOTE: This active call can be made by accepting an incoming call or by making an outgoing call and receive at remote	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	
2	Get an new incoming call from User C to User A	- The incoming call indication should be visible in both DUT as well as SP UI (LED and Ring which ever applicable to the DUT) - The Active call (UserA-User B) remain same	
3	Reject the incoming call of User C from SP UI at user A	- Incoming call from User C to A should get Rejected/Ended. - Active call between User A and B should continue. - The audio between user A and User B is open and audio is audible. - The Headset LED shows the active call state (color)	
4	End the Active call (User A- User B) NOTE : The Active call can be ended from DUT or SP UI at User A or also can be ended at User B	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

7. Test Case 38

Test Case #	38	RESULT	
Objective	Single SP - Two Call – Reject the outgoing call of user A from remote end(user C) when there is an Active call in UserA-UserB)		
Pre-Test Conditions			
The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running.			

- The required Softphone is installed and logged in.
- The DUT is connected to the test PC, and the softphone is Ready
- User A = SP client in Test PC (PC_1)
- User B = SP client at Remote PC (PC_2)
- User C = SP client at Remote PC (PC_3)
- The DUT (Device under test) is connected at Test PC(User A)

Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to user B. NOTE: This active call can be made by accepting an incoming call or by making an outgoing call and receive at remote	• The DUT shows the active call status (including LED color if applicable) • The SP UI shows active call status • The audio between both user (A and B) should be heard in both side	
2	Make an outgoing call from User A to User C	• The Active call between UserA- User B goes to hold state. • The outgoing call from User A to User C is visible. • The DUT shows the indication for hold +outgoing call status (including LED color if applicable) • At user C , it will show as incoming call	
3	Reject the outgoing call of User A at User C	• Outgoing call from User A to C should get Rejected/Ended. • Active call between User A and B should resume to active. (For few SP the hold call of UserA- User B, remain in hold. In that case, user need to resume the call) • The audio between user A and User B is open and audio is audible. • The Headset LED shows the active call state (color)	
4	End the Active call (User A- User B) NOTE : The Active call can be ended from DUT or SP UI at User A or also can be ended at User B	• The active call is ended at both Users. • The DUT shows idle state (including LED color if applicable) • The SP UI shows the idle status • There is no audio between the two users	

8. Test Case 39

Test Case #	39	RESULT	
Objective	Single SP - Two Call – Active Call(Outgoing) + Incoming-->Accept from SP--> End from HS-->End from HS		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to user B. NOTE: This active call is made by making an outgoing call from user A to User B and receive at remote(at user B)	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	

2	Get an incoming call from user C to user A	- The incoming call indication should be visible in both DUT as well as SP UI (LED and Ring which ever applicable to the DUT) - The Active call (UserA-User B) remain same	
3	Accept the incoming call from User C from SP UI at User A	- The active call between User A- User B goes to hold state. - The Audio between User A –User B is also stopped - The call between User C and User A become Active. - The audio between user A and User C is audible. - The Headset LED shows the active + Hold state (color)	
4	End the Active call (User A- User C) from DUT at user A	- The call between User A-UserC is ended. - The call between User B -UserA comes to active state. (NOTE: For few softphone, the call may remain in hold itself. That is a special case for that softphone. In such case user has resume the call from device or softphone UI once more) - The audio between User B-User A is active and audible. - The Headset (DUT) shows the active call LED indication	
5	End the remaining active call (UserA-UserB) from DUT	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

9. Test Case 40

Test Case #	40	RESULT	
Objective	Single SP - Two Call – Active Call(Outgoing) + outgoing-->Accept from remote--> End from SP UI-->End from HS		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to user B. NOTE: This active call is made by making an outgoing call from user A to User B and receive at remote(at user B)	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	
2	Make an outgoing call from User A to User C	- The Active call between UserA- User B goes to hold state. - The outgoing call from User A to User C is visible. - The DUT shows the indication for hold +outgoing call status (including LED color if applicable) - At user C , it will show as incoming call	

3	Accept the call at User C	- The active call between User A- User B is already on hold state. - The Audio between User A –User B is also stopped/blocked - The call between User C and User A become Active. - The audio between user A and User C is audible. - The Headset LED shows the active + Hold state (color)	
4	End the Active call (User A- User C) from SP UI at user A	- The call between User A-UserC is ended. - The call between User B -UserA comes to active state. (NOTE: For few softphone, the call may remain in hold itself. That is a special case for that softphone. In such case user has resume the call from device or softphone UI once more) - The audio between User B-User A is active and audible. - The Headset (DUT) shows the active call LED indication	
5	End the remaining active call (UserA-UserB) from DUT	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

10. Test Case 41

Test Case #	41	RESULT	
Objective	Single SP - Two Call – verify End active and accept Incoming events on DUT(Active (Incoming/Outgoing) + Incoming ----> do MMI from DUT so that active call end and Incoming call get accepted----> end the active call from DUT)		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to user B. NOTE: This active call is made by making an outgoing call from user A to User B and receive at remote(at user B) or by accepting an incoming call of user C to User A from DUT	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be heard in both side	
2	Get an new incoming call from User C to User A	- The incoming call indication should be visible in both DUT as well as SP UI (LED and Ring which ever applicable to the DUT) - The Active call (UserA-User B) remain same	
3	Activate MMI for end Active call and answer Incoming call (Works only for DUT who has this feature)	- Active call will end (User A-User B) - The Audio between User A –User B is stopped. - The call between User C and User A become Active.	

		- The audio between user A and User C is audible. - The DUT LED shows the active call state (color)	
4	End the Active call (User A- User C) from DUT at user A	- The call between User A-UserC is ended. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

11. Test Case 42

Test Case #	42	RESULT	
Objective	Single SP - Two Call - Accept 2nd incoming call from DUT when 1st call is in HOLD and check the status in DUT and SP of active call with audio. Swap the calls using DUT and then end the calls from DUT one after another.		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make a hold call between User A to user B. NOTE: First make active call can be made by accepting an incoming call or by making an outgoing call and receive at remote. Then hold that active call either from DUT or from SP UI	- The DUT shows the hold call status (including LED color if applicable) - The SP UI shows hold call status - The audio between both user (A and B) should be blocked	
2	Get an new incoming call from User C to User A	- The DUT shows the indication for hold +incoming call status (including LED color if applicable) - The SP UI shows hold +incoming call status	
3	Accept the incoming call from User C from DUT at User A	- The hold call between User A- User B remain on hold state. - The Audio between User A –User B is blocked. - The call between User C and User A become Active. - The audio between user A and User C is audible. - The Headset LED shows the active + Hold state (color)	
4	Swap the calls (userA-UserB and UserA-User C) from DUT	- The call between User A- User B goes to active state. - The Audio between User A –User B is open and audible - The call between User C and User A become hold. - The audio between user A and User C is blocked. - The Headset LED shows the active + Hold state (color)	
5	End the active call (UserA-UserB) from DUT	- The call between userA-UserB is ended. - The call between UserC-UserA comes to active state. (NOTE: For few softphone, the call may	

		remain in hold itself. That is a special case for that softphone. In such case user has resume the call from device or softphone UI once more) - The audio between User C-User A is active and audible. - The Headset (DUT) shows the active call LED indication	
6	End the remaining active call (UserA-UserC) from DUT	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

12. Test Case 43

Test Case #	43	RESULT	
Objective	Single SP - Two Call - Make outgoing call from DUT when 1st call is in HOLD and check the status in DUT and SP of active call with audio. Then end the calls.		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make a hold call between User A to user B. NOTE: First make active call can be made by accepting an incoming call or by making an outgoing call and receive at remote. Then hold that active call either from DUT or from SP UI	- The DUT shows the hold call status (including LED color if applicable) - The SP UI shows hold call status - The audio between both user (A and B) should be blocked	
2	Make an outgoing call from User A to User C	- The DUT shows the indication for hold +Outgoing call status (including LED color if applicable) - The SP UI shows hold +outgoing call status	
3	Accept the outgoing call at User C	- The hold call between User A- User B remain on hold state. - The Audio between User A –User B is blocked. - The call between User C and User A become Active. - The audio between user A and User C is audible. - The Headset LED shows the active + Hold state (color)	
4	End the active call (UserA-UserC) from DUT	- The call between userA-UserC is ended. - The call between UserA-UserB comes to active state. (NOTE: For few softphone, the call may remain in hold itself. That is a special case for that softphone. In such case user has resume the call from device or softphone UI once more) - The audio between User B-User A is active and audible.	

		The Headset (DUT) shows the active call LED indication	
6	End the remaining active call (UserA-UserB) from Remote end of User B	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

13. Test Case 44

Test Case #	44	RESULT	
Objective	Single SP - Two Call - Swap between the two calls (one muted and another not muted) from device (Muted Active (incoming) + Incoming ----> Accept from DUT----> swap from DUT/SP UI----> end from SP----> end from DUT.		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an active call between User A to user B. NOTE: Make active call can be made by accepting an incoming call	- The DUT shows the active call status (including LED color if applicable) - The SP UI shows active call status - The audio between both user (A and B) should be open and audio is audible	
2	Mute the active call (User A – User B) from DUT at user A	- The active call is now muted - The audio from user A to User B is blocked. - The audio from User B to user A is still Open - The DUT/Headset shows the LED indication of mute - The SP UI at user A should show muted active call	
3	Get an incoming call from User C	- The DUT shows the indication for muted active +Incoming call status (including LED color if applicable) - The SP UI shows active +incoming call status	
4	Accept the incoming call at User A from DUT	- The call between User A- User B goes on hold state. - The Audio between User A –User B is blocked. - The call between User C and User A become Active. (This call should not be muted) - The audio between user A and User C is audible. - The Headset LED shows the active + Hold state (color). There should not be any mute indication in DUT/Headset now - The SP UI also show one call on hold(muted may be hidden) and another call as active	
5	Swap the call from DUT	- The call between User A- User B become active state - The Audio between User A –User B is open but muted. - The call between User C and User A become Hold. (This call should not be muted)	

		- The Headset LED shows the muted active + Hold state (color). There should be mute indication in DUT/Headset now - The SP UI also show one call on hold and another call as muted active	
6	End the muted active call (UserA-UserB) from DUT	- The call between userA-UserB is ended. - The call between UserA-UserC comes to active state. (NOTE: For few softphone, the call may remain in hold itself. That is a special case for that softphone. In such case user has resume the call from device or softphone UI once more) - The audio between User A-User C is active and audible. There should not be any mute now - The Headset (DUT) shows the active call LED indication. There should not be any mute LED now	
7	End the remaining active call (UserA-UserC) from DUT at user A	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

14. Test Case 45

Test Case #	45	RESULT	
Objective	Single SP - Two Call - Make incoming call when an outgoing call has been initiated but not yet accepted at remote end and then accepting both the calls (1st outgoing and then incoming).		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an outgoing call from User A to User B	The outgoing call is indicated in both DUT as well as in SP UI	
2	Get an incoming call from User C to User A	- Outgoing call should not end (User A- User B). - Incoming call (User A- User C) should be there in both DUT and SP UI, i.e. DUT state should not become ringing ,but the DUT should be blinking LED	
3	Accept the outgoing call at User B (remote End)	After accepting outgoing call at remote end(for User A-User B) , DUT still should keep on blinking for incoming call indication for UserA-User C)	
4	Accept the incoming call at user A either from DUT or from SP UI	- The call between User A- User B become hold state - The Audio between User A –User B is blocked. - The call between User C and User A become active. - The Headset LED shows the active + Hold state (color). - The audio between User A – User C is open and audio is audible.	
5	End the active call (UserA-UserC) from DUT	The call between userA-UserC is ended.	

		- The call between UserA-UserB comes to active state. (NOTE: For few softphone, the call may remain in hold itself. That is a special case for that softphone. In such case user has resume the call from device or softphone UI once more) - The audio between User A-User B is active and audible. There should not be any mute now - The Headset (DUT) shows the active call LED indication. There should not be any mute LED now	
6	End the remaining active call (UserA-UserB) from SP UI or DUT	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

15. Test Case 46

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Test Case #	46	RESULT	
Objective	Single SP - Two Call - Accepting an incoming call when an outgoing call has been initiated and then accept the incoming call when outgoing is still ringing		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Make an outgoing call from User A to User B	The outgoing call is indicated in both DUT as well as in SP UI	
2	Get an incoming call from User C to User A	- Outgoing call should not end (User A- User B). - Incoming call (User A- User C) should be there in both DUT and SP UI, i.e. DUT state should not become ringing ,but the DUT should be blinking LED	
3	Accept the incoming call at user A either from DUT or from SP UI	- The outgoing call between User A- User B should end - The call between User C and User A become active. - The Headset LED shows the active state (color). - The audio between User A – User C is open and audio is audible.	
5	End the active call (UserA-UserC) from SP UI or DUT	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

16. Test Case 47

Test Case #	47	RESULT	
Objective	Single SP - Two Call - Two incoming SP calls at same time & Accept first incoming call and then accept 2nd incoming call		

Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - User C = SP client at Remote PC (PC_3) - The DUT (Device under test) is connected at Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Get an incoming call from User B to User A	- The Incoming call indication (Ringing and LED if applicable) should be visible in The DUT - The incoming call indication should be in SP UI - Both SP and DUT should be in sync	
2	Get another incoming call from User C to User A	- The Incoming call indication should be there in SP UI. - The DUT should indicate 1st incoming call as well 2nd one. (call announcement/beep sound should play for 2nd incoming call) (NOTE – user may not distinguish between the rings.	
3	Accept the 1st incoming call at user A using DUT (User A- User B)	- The call between User A - User B should be active now. - The call between User C and User A still be showing as incoming. - The Headset LED shows the active +incoming state	
4	Accept the 2 nd incoming call at user A using DUT(User A-User C)	- The call between User A - User B should be hold now. - The call between User C and User A should be active - The Headset LED shows the active +hold state - Audio between User A- User C is open and audible.	
5	End the Active call from DUT or SP UI (UserA-User C)	- The call between user A-UserC is ended. - The call between UserA-UserB comes to active state. (NOTE: For few softphone, the call may remain in hold itself. That is a special case for that softphone. In such case user has resume the call from device or softphone UI once more) - The audio between User B-User A is active and audible. - The Headset (DUT) shows the active call LED indication	
6	End the remaining active call (UserA-UserB) from DUT	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The SP UI shows the idle status - There is no audio between the two users	

Busylight Call Scenarios

1. Test Case 48

Test Case #	48	RESULT	
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Objective			
Single SP - Single Call - Busylight device LED verification for Incoming call for softphone under test			
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE: For incoming call there is default RED color is set. User can change according to his/her wish	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Get an incoming call from User B to User A	- The Busylight device LED should be blinking RED. - If the default setting is done for the Busylight configuration, then Along with the LED RED color blinking, ring tone should be heard in the Busylight device too - Incase user has configured the Busylight setting , then Busylight LED should show the color and pattern which is configured of incoming call - The Incoming call indication (Ringing and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	

2. Test Case 49

Test Case #	49	RESULT	
Objective	Single SP - Single Call - Busylight device LED verification for Outgoing call for softphone under test		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result

1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE: For Outgoing call the default RED color is set. User can change according to his/her wish	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Make an outgoing call from User A to User B	- If the default setting is done for the Busylight configuration, then the LED is glowing as RED color blinking. - Incase user has configured the Busylight setting , then Busylight LED should show the color and pattern which is configured of outgoing call - The outgoing call indication (Ringing and LED if applicable) should be visible in The call control DUT - The outgoing call indication should be in SP UI. Both SP and DUT should be in sync	

3. Test Case 50

Test Case #	50	RESULT	
Objective	Single SP - Single Call - Busylight device LED verification for active call for softphone under test		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE: For Active call ("In a Call") there is default RED color is set. User can change according to his/her wish	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Get an incoming call from User B to User A and then accept the incoming call from DUT or SP UI at User A	- If the default setting is done for the Busylight configuration, then Busylight LED should show RED color solid (it should not blink or flash) - Incase user has configured the Busylight setting , then Busylight LED should show the	

		color and pattern which is configured of active ("In a Call") call - The active call indication (audio and LED if applicable) should be visible in The call control DUT - The active call indication should be in SP UI. Both SP and DUT should be in sync	
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4. Test Case 51

Test Case #	51	RESULT	
Objective	Single SP - Single Call - Busylight device LED verification for HELD call for softphone under test		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE: For Held call, it takes the configuration of Active call (“In a Call”). Hence the default color Hold state is RED. User can change configuration according to his/her wish for “Ina Call”. The same will be applicable for Held call	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Make an hold call between User A to User B. NOTE : 1st make an active call and then hold the call either from DUT or SP UI	- If the default setting is done for the Busylight configuration, then Busylight LED should show RED color solid (it should not blink or flash) - Incase user has configured the Busylight setting , then Busylight LED should show the color and pattern which is configured of active call(Held call takes the color of active call) - The held call indication (audio and LED if applicable) should be visible in The call control DUT - The held call indication should be in SP UI. Both SP and DUT should be in sync	

5. Test Case 52

Test Case #	52	RESULT	
Objective	Single SP - Two Call - Busylight device LED verification for Call on Call for softphone under test		
Pre-Test Conditions			

- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running.
- The required Softphone is installed and logged in.
- The DUT is connected to the test PC, and the softphone is Ready
- User A = SP client in Test PC (PC_1)
- User B = SP client at Remote PC (PC_2)
- User C = SP client at Remote PC (PC_3)
- The call control DUT (Device under test) is connected at Test PC(User A)
- The Busylight device (UI20BL) is connected at the Test PC(User A)

NOTE: "Call on Call" – mean two call scenario. One call is on active state and another call is in Hold state

Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	• The default values show be there and visible to user NOTE : For "Call on Call" the default value is RED.User can change configuration according to his/her wish	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Make an TWC call scenario between User A, User B and User C NOTE : 1st make an active call between user A and User B. Then make an active call between user A-User C. After this, call between user A-User B will be on Hold and call between userA-User C will be activeand then hold the call either from DUT or SP UI	• If the default setting is done for the Busylight configuration, then Busylight LED should show RED color solid (it should not blink or flash) • Incase user has configured the Busylight setting , then Busylight LED should show the color and pattern which is configured of "Call on Call" state • The Active+hold call indication (audio and LED if applicable) should be visible in The call control DUT • The Active+hold call indication should be in SP UI. Both SP and DUT should be in sync	

6. Test Case 53

Test Case #	53	RESULT	
Objective	Single SP - Single Call - Busylight device LED verification for current call state when Busylight is connected during the active call for softphone under test		
Pre-Test Conditions			
• The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. • The required Softphone is installed and logged in. • The DUT is connected to the test PC, and the softphone is Ready • User A = SP client in Test PC (PC_1) • User B = SP client at Remote PC (PC_2) • The call control DUT (Device under test) is connected at Test PC(User A) • The Busylight device (UI20BL) is NOT connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	• The default values show be there and visible to user	

		NOTE: For Active call ("In a Call") there is default RED color is set. User can change according to his/her wish	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Make an active call between UserA-UserB. NOTE : The Active call can be made either by accepting incoming call or by making outgoing call and accepted at remote	- The active call indication (audio and LED if applicable) should be visible in the call control DUT - The active call indication should be in SP UI. Both SP and DUT should be in sync - As the Busylight device is still not connected to the PC, hence there should not be any LED color on Busylight device	
4	Connect the Busylight device to the PC	- If the default setting is done for the Busylight configuration, then Busylight LED should show RED color solid (it should not blink or flash) - Incase user has configured the Busylight setting , then Busylight LED should show the color and pattern which is configured of active ("In a Call") call	

7. Test Case 54

Test Case #	54	RESULT	
Objective	Single SP - Single Call - Busylight device LED verification for No call /Idle state for softphone under test		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is NOT connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	For ideal state call there is default color is GREEN.	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	The softphone is logged in and idle state	The Busylight device LED should be showing ad Solid GREEN	

8. Test Case 55

Test Case #	55	RESULT	
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Objective			
Single SP - Single Call - Busylight device LED verification after end of active call for softphone under test			
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE: For Active call ("In a Call") there is default RED color is set. User can change according to his/her wish	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Get an incoming call from User B to User A and then accept the incoming call from DUT or SP UI at User A	- If the default setting is done for the Busylight configuration, then Busylight LED should show RED color solid (it should not blink or flash) - Incase user has configured the Busylight setting , then Busylight LED should show the color and pattern which is configured of active ("In a Call") call - The active call indication (audio and LED if applicable) should be visible in The call control DUT - The active call indication should be in SP UI. Both SP and DUT should be in sync	
4	End the active call either from DUT or from SP UI or from remote end(user B)	- The active call is ended at both Users. - The DUT shows idle state (including LED color if applicable) - The Busylight device LED should show as GREEN color (solid) - The SP UI shows the idle status - There is no audio between the two users	

9. Test Case 56

Test Case #	56	RESULT	
Objective	Single SP - Single Call - Busylight device LED verification for muted active call for softphone under test		
Pre-Test Conditions			
• The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. • The required Softphone is installed and logged in. • The DUT is connected to the test PC, and the softphone is Ready • User A = SP client in Test PC (PC_1) • User B = SP client at Remote PC (PC_2) • The call control DUT (Device under test) is connected at Test PC(User A) • The Busylight device (UI20BL) is connected at the Test PC(User A)			

Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE: For Active call ("In a Call") there is default RED color is set. User can change according to his/her wish	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Make a muted active call between UserA-UserB. NOTE: The active call can be made either by accepting incoming call or by making an outgoing call and accept at remote. Then the active call is muted either from DUT or from SP UI	- If the default setting is done for the Busylight configuration, then Busylight LED should show RED color solid (it should not blink or flash) - Incase user has configured the Busylight setting , then Busylight LED should show the color and pattern which is configured of active ("In a Call") call - The muted active call indication (audio and LED if applicable) should be visible in The call control DUT - The muted active call indication should be in SP UI. Both SP and DUT should be in sync	

10. Test Case 57

Test Case #	57	RESULT	
Objective	Single SP - Single Call - Busylight device LED verification for rejecting an Incoming call for softphone under test		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE: For incoming call there is default RED color is set. User can change according to his/her wish	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	

3	Get an incoming call from User B to User A	- The Busylight device LED should be blinking RED. - If the default setting is done for the Busylight configuration, then Along with the LED RED color blinking, ring tone should be heard in the Busylight device too - Incase user has configured the Busylight setting , then Busylight LED should show the color and pattern which is configured of incoming call - The Incoming call indication (Ringing and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
4	Reject the incoming call from DUT or from SP UI	- The incoming ringing stopped in both call control DUT as well as Busylight device - The CC DUT and SP UI shows idle state - The Busylight LED shows GREEN color LED (the color for Idle state)	

Busylight Presence Scenarios

The Busylight Presence feature applicable only for those softphones for which it is implemented. By default, the SDK has 4 type of state for an softphone presence status.

- Do Not Disturb
- Busy
- Away
- Available

The softphone may or may not have exact name matched for the status. Hence need to precheck for which state which presence status is mapped in the code/integration

Example1: For NICE inContact there is only 2 states. Hence the mapping as below.

Presence status of Softphone mapped to EC

“AVAILABLE” = Available in EC UI/SDK

“UNAVAILABLE” = Busy in EC UI/SDK

Example2: For Genesys WDE softphone there are below states. Hence the mapping as below.

Presence status of Softphone mapped to EC

Ready =Available in EC UI/SDK

Not Ready = Away in EC UI/SDK

After Call Work = Busy in EC UI/SDK

Do Not Disturb = Do Not Disturb in EC UI/SDK

1. Test Case 58

Test Case #	58	RESULT
Objective	Single SP - Busylight device LED verification for Available state of the softphone under test	
Pre-Test Conditions		
• The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. • The required Softphone is installed and logged in. • The DUT is connected to the test PC, and the softphone is Ready • User A = SP client in Test PC (PC_1) • User B = SP client at Remote PC (PC_2) • The call control DUT (Device under test) is connected at Test PC(User A)		

- The Busylight device (UI20BL) is connected at the Test PC(User A)

Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE: For Available state, the default color is GREEN. User can change according to his/her wish	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Login to the softphone and put the state as "Available"	- If the default setting is done for the Busylight configuration, then the LED should be GREEN solid. - Incase user has configured the Busylight setting , then Busylight LED should show the color and pattern which is configured of Available	

2. Test Case 59

Test Case #	59	RESULT	
Objective	Single SP - Busylight device LED verification for Busy state of the softphone under test		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE: For Busy state, the default color is RED. User can change according to his/her wish	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Login to the softphone and put the state as "Busy"	If the default setting is done for the Busylight configuration, then the LED should be RED solid.	

		Incase user has configured the Busylight setting , then Busylight LED should show the color and pattern which is configured of Busy	
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3. Test Case 60

Test Case #	60	RESULT	
Objective	Single SP - Busylight device LED verification for Away state of the softphone under test		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE: For Away state, the default color is YELLOW. User can change according to his/her wish	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Login to the softphone and put the state as "Busy"	- If the default setting is done for the Busylight configuration, then the LED should be YELLOW solid. - Incase user has configured the Busylight setting , then Busylight LED should show the color and pattern which is configured of Away	

4. Test Case 61

Test Case #	61	RESULT	
Objective	Single SP - Busylight device LED verification for “Do Not Disturb” state of the softphone under test		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user	

		NOTE: For "Do Not Disturb" state, the default color is RED. User can change according to his/her wish	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Login to the softphone and put the state as "Do Not Disturb"	- If the default setting is done for the Busylight configuration, then the LED should be RED solid. - Incase user has configured the Busylight setting , then Busylight LED should show the color and pattern which is configured of "Do Not Disturb"	

Busylight Setting Scenarios

1. Test Case 62

Test Case #	62	RESULT	
Objective	Single SP – Busylight setting test - Ringtone Volume value is set as OFF		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE : The default value for “Ringtone” setting is “Ringtone1”	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Select the Ringtone value as "Off" Click on "SAVE" button. – In case of EC UI In case of only SDK, use ABLconfig file to set the setting	The Ringtone Volume value should be set and saved as Off	

4	Make an incoming call from User B to User A C	- If the default setting is done for the Busylight configuration, then Busylight LED should show RED color blinking/flashing. - But the Busylight device , there will be no ringtone - Incase user has configured the Busylight setting , then Busylight LED should show the color and pattern which is configured of incoming state without any ringtone - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
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2. Test Case 63

Test Case #	63	RESULT	
Objective	Single SP – Busylight setting test - Ringtone Volume value is set as Ringtone1/Ringtone2/Ringtone3		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
NOTE “ The setting ”Ringtone” has 4 values – “Ringtone1”, “Ringtone2”, Ringtone3” and “Ringtone Custom”			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE : The default value for “Ringtone” setting is “Ringtone1”	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Select the Ringtone value as "Ringtone1" Click on "SAVE" button. – In case of EC UI In case of only SDK, use ABLconfig file to set the setting	The Ringtone value should be set and saved as “Ringtone1” and once the auto play of the audio will happen so that user can know what type of music/tone is for Ringtone1	
4	Make an incoming call from User B to User A C	- The Busylight device, there “Ringtone1” will be played. - The Busylight LED will be blinking RED (if setting is default” otherwise takes whatever configured for incoming call”.	

		- The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
5	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	
6	Select the Ringtone value as "Ringtone2" Click on "SAVE" button. – In case of EC UI In case of only SDK, use ABLconfig file to set the setting	The Ringtone value should be set and saved as "Ringtone2" and once the auto play of the audio will happen so that user can know what type of music/tone is for Ringtone1	
7	Make an incoming call from User B to User A C	- The Busylight device, there "Ringtone2" will be played. - The Busylight LED will be blinking RED (if setting is default" otherwise takes whatever configured for incoming call". - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
8	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	
9	Select the Ringtone value as "Ringtone3" Click on "SAVE" button. – In case of EC UI In case of only SDK, use ABLconfig file to set the setting	The Ringtone Volume value should be set and saved as "Ringtone3" and once the auto play of the audio will happen so that user can know what type of music/tone is for Ringtone1	
10	Make an incoming call from User B to User A C	- The Busylight device, there "Ringtone3" will be played. - The Busylight LED will be blinking RED (if setting is default" otherwise takes whatever configured for incoming call". - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
11	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	

3. Test Case 64

Test Case #	64	RESULT	
Objective	Single SP – Busylight setting test - Ringtone Volume settings set to (Very Low, Low, Medium, High, Off) and its functionality of Busylight device		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE : The default value for “Ringtone Volume” setting is “Medium”	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Select the Ringtone Volume value as "Very Low" Click on "SAVE" button. – In case of EC UI In case of only SDK, use Busylight config file to set the setting	The Ringtone Volume value should be set and saved as “Very Low”	
4	Make an incoming call from User B to User A C	- The Busylight device, the ringtone will be played as very Low volume. - The Busylight LED will be blinking RED (if setting is default” otherwise takes whatever configured for incoming call”. - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
5	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	
6	Select the Ringtone Volume value as “Low” Click on "SAVE" button. – In case of EC UI In case of only SDK, use Busylight config file to set the setting	The Ringtone Volume value should be set and saved as “Low”.	

7	Make an incoming call from User B to User A C	- The Busylight device, the ringtone will be played as Low volume. - The Busylight LED will be blinking RED (if setting is default" otherwise takes whatever configured for incoming call". - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
8	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	
9	Select the Ringtone value as "Medium" Click on "SAVE" button. – In case of EC UI In case of only SDK, use Busylight config file to set the setting	The Ringtone Volume value should be set and saved as "Medium".	
10	Make an incoming call from User B to User A C	- The Busylight device, the ringtone will be played as Medium volume. - The Busylight LED will be blinking RED (if setting is default" otherwise takes whatever configured for incoming call". - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
11	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	
12	Select the Ringtone value as "High" Click on "SAVE" button. – In case of EC UI In case of only SDK, use Busylight config file to set the setting	The Ringtone Volume value should be set and saved as "High".	
13	Make an incoming call from User B to User A C	- The Busylight device, the ringtone will be played as High volume. - The Busylight LED will be blinking RED (if setting is default" otherwise takes whatever configured for incoming call". - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
14	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state	

		- Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	
15	Select the Ringtone value as “Off” Click on “SAVE” button. – In case of EC UI In case of only SDK, use Busylight config file to set the setting	The Ringtone Volume value should be set and saved as “Off”.	
16	Make an incoming call from User B to User A C	- The Busylight device, the ringtone will NOT be played as volume is set as Off. - The Busylight LED will be blinking RED (if setting is default” otherwise takes whatever configured for incoming call”. - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
17	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	

4. Test Case 65

Test Case #	65	RESULT	
Objective	Single SP – Busylight setting test - Ringtone Pattern settings set to (“Play On Repeat”, “Play Once”) and its functionality of Busylight device		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE : The default value for “Ringtone Pattern” setting is “Play On Repeat”	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	

3	Select the Ringtone Pattern value as "Play On Repeat" Click on "SAVE" button. – In case of EC UI In case of only SDK, use Busylight config file to set the setting	The Ringtone Pattern value should be set and saved as "Play On Repeat"	
4	Make an incoming call from User B to User A C	- The Busylight device, the ringtone will be played as Configured. - The ringtone value should be played till the incoming call is answered or the call gets dropped without answering. - The Busylight LED will be blinking RED (if setting is default" otherwise takes whatever configured for incoming call". - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
5	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	
6	Select the Ringtone Pattern value as "Play Once" Click on "SAVE" button. – In case of EC UI In case of only SDK, use Busylight config file to set the setting	The Ringtone Pattern value should be set and saved as "Play Once".	
7	Make an incoming call from User B to User A C	- The Busylight device, the ringtone will be played as Configured. - The ringtone value should be played completely only once. - The Busylight LED will be blinking RED (if setting is default" otherwise takes whatever configured for incoming call". - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
8	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	

5. Test Case 66

Test Case #	66	RESULT	
Objective	Single SP – Busylight setting test - LED color settings set to “OFF” and its functionality of Busylight device		
Pre-Test Conditions			
• The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running.			

- The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE : The default value for "LED color" setting is "softphone Integration"	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Select the LED color value as "Off" Click on "SAVE" button. – In case of EC UI In case of only SDK, use Busylight config file to set the setting	- The Ringtone Pattern value should be set and saved as "Off" - The "LED pattern", Status section – "Incoming call", "Outgoing call", "Call on Call", "In a Call", "IM Notification", "Do Not Disturb", "Available", "Busy", "Away", settings are disabled	
4	Make an incoming call from User B to User A C	- The Busylight device, the LED should not glow or Turn on. It remain off. - The ringtone value should NOT play too for Busylight device. NOTE : The ringtone for the Busylight device glows only when the LED color is set to "Softphone Integration" - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
5	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED should be Off - There is no audio in Busylight device	
6	Make outgoing call from User A to User B	- The Busylight device, the LED should not glow or Turn on. It remain off. - The outgoing call indication (audio and LED if applicable) should be visible in The call control DUT - The outgoing call indication should be in SP UI. Both SP and DUT should be in sync	
7	End the outgoing call from user A	- The outgoing call is ended. - The CC DUT is on idle state - Busylight LED should be Off - There is no audio in Busylight device	
8	Change the softphone status from Available ot Busy	The Busylight LED should not glow or indicate any color.	

6. Test Case 67

Test Case #	67	RESULT	
Objective	Single SP – Busylight setting test - LED Pattern settings set to Pulse / Flash / Long Flash and its functionality of Busylight device		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE : The default value for “LED Pattern” setting is “Long Flash”	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Select the LED Pattern value as "Pulse" Click on "SAVE" button. – In case of EC UI In case of only SDK, use Busylight config file to set the setting	The LED Pattern value should be set and saved as “Pulse”	
4	Make an incoming call from User B to User A C	- The Busylight device, the ringtone will be played as Configured. - The Busylight LED will be pulsing in RED (if setting is default” otherwise takes whatever color configured for incoming call”. - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
5	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	
6	Select the LED Pattern value as “Flash” Click on "SAVE" button. – In case of EC UI	The LED Pattern value should be set and saved as “Flash”.	

	In case of only SDK, use Busylight config file to set the setting		
7	Make an incoming call from User B to User A C	- The Busylight device, the ringtone will be played as Configured. - The Busylight LED will be flashing in RED (if setting is default" otherwise takes whatever color configured for incoming call". - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
8	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	
9	Select the LED Pattern value as "Long Flash" Click on "SAVE" button. – In case of EC UI In case of only SDK, use Busylight config file to set the setting	The LED Pattern value should be set and saved as "Long Flash".	
10	Make an incoming call from User B to User A C	- The Busylight device, the ringtone will be played as Configured. - The Busylight LED will be long flashing in RED (if setting is default" otherwise takes whatever color configured for incoming call". - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
11	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	

7. Test Case 68

Test Case #	68	RESULT	
Objective	Single SP – Busylight setting test - LED Brightness settings set to Low/Medium/High and its functionality of Busylight device		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result

1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE : The default value for “LED Brightness” setting is “High”	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	
3	Select the LED Brightness value as "Low" Click on "SAVE" button. – In case of EC UI In case of only SDK, use Busylight config file to set the setting	The LED Brightness value should be set and saved as “Low”	
4	Make an incoming call from User B to User A C	- The Busylight device, the ringtone will be played as Configured. - The Busylight LED will be Blinking with low Brightness in RED color (if setting is default” otherwise takes whatever color configured for incoming call”. - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
5	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	
6	Select the LED Brightness value as “Medium” Click on "SAVE" button. – In case of EC UI In case of only SDK, use Busylight config file to set the setting	The LED Brightness value should be set and saved as “Medium”.	
7	Make an incoming call from User B to User A C	- The Busylight device, the ringtone will be played as Configured. - The Busylight LED will be Blinking with Medium Brightness in RED color (if setting is default” otherwise takes whatever color configured for incoming call”. - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
8	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	

9	Select the LED Brightness value as "High" Click on "SAVE" button. – In case of EC UI In case of only SDK, use Busylight config file to set the setting	The LED Brightness value should be set and saved as "High".	
10	Make an incoming call from User B to User A C	- The Busylight device, the ringtone will be played as Configured. - The Busylight LED will be Blinking with High Brightness in RED color (if setting is default" otherwise takes whatever color configured for incoming call". - The incoming call indication (audio and LED if applicable) should be visible in The call control DUT - The incoming call indication should be in SP UI. Both SP and DUT should be in sync	
11	End the call from user B	- The incoming call is ended. - The CC DUT is on idle state - Busylight LED takes the default state of ideal – GREEN - There is no audio in Busylight device	

Busylight IM Notification Scenario

The Busylight IM Notification feature applicable only for those softphones for which it is implemented and integrated from SDK side. Currently it is only applicable to Microsoft Teams softphone.

1. Test Case 69

Test Case #	69	RESULT	
Objective	Single SP – Busylight IM notification setting Test – Setting the IM notification to different color “RED”/”Blue”/Yellow” or any custom color.		
Pre-Test Conditions			
- The EPOS Connect or plugin application is installed and running. Or SDK is installed or intergraded with the 3rd party software and that software is installed and running. - The required Softphone is installed and logged in. - The DUT is connected to the test PC, and the softphone is Ready - User A = SP client in Test PC (PC_1) - User B = SP client at Remote PC (PC_2) - The call control DUT (Device under test) is connected at Test PC(User A) - The Busylight device (UI20BL) is connected at the Test PC(User A)			
Step No	Test Steps	Expected Results	Actual Step Result
1	Check the Busylight default setting in EPOS connect UI or ABLConfig.json file (in case of only SDK or plugin test)	The default values show be there and visible to user NOTE : The default value for “IM Notification” setting is “Blue”	
2	Set the softphone under test as default softphone in EC UI. In case of only SDK or Plugin this step is not required. But make sure only one softphone is only running	The softphone in EC UI should be set and visible.	

3	Select the IM Notification value as "Blue" Click on "SAVE" button. – In case of EC UI In case of only SDK, use ABLconfig file to set the setting	The IM Notification value should be set and saved as Blue	
4	Send a chat message in the softphone under test from user B to user A	- If the default setting is done for the Busylight configuration, then Busylight LED should show Blue color solid. - Incase user has configured the Busylight setting , then Busylight LED should show the color	
5	Once the user open the chat message and view it	Then after few second, the Busylight LED goes back to its previous state. (By default available or GREEN color until the user has configured something else)	

Test Results Matrix

Test Case #	P	F	NA	NS	NT	B	Comments
TC -1							
TC -2							
TC -3							
TC -4							
TC -5							
TC -6							
TC -7							
TC -8							
TC -9							
TC -10							
TC -11							
TC -12							
TC -13							
TC -14							
TC -15							
TC -16							
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TC -28							
TC -29							
TC -30							
TC -31							
TC -32							
TC -33							
TC -34							
TC -35							

Test Case #	P	F	NA	NS	NT	B	Comments
TC -36							
TC -37							
TC -38							
TC -39							
TC -40							
TC -41							
TC -42							
TC -43							
TC -44							
TC -45							
TC -46							
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