



System Acceptance Test Plan

PSAP LOCATION Rock Island Arsenal DATE _____

PSAP 911 Conditional Routing CHECKLIST

1. Call Certification Procedure

- CALL PROCESSING

#	Task	Completed Position #
1	Make a 9-1-1 call from a known source and answer at your PSAP position using either Answer Call Function Button.	
2	Verify that you received the correct ANI and ALI for this known source and that it is displayed in the ALI window.	
3	Perform Call Park Functionality Click on "Park Loop" Select a Loop # _____ and click OK. The status of the call appearance is now IDLE and Call Park Status is "ON". Verify this call may be retrieved at other PSAP positions. Continue Park status with 1 st Caller.	
4	Make at least 3 more of these types of calls. A TOTAL of 4 calls should be "Call Parked". Verify that you received the correct ANI and ALI for this known source and it is displayed in the ALI window for each call.	
5	Perform Call Park Functionality Click on "Park Loop" Select a Loop # _____ and click OK. The status of the call appearance is now IDLE and Call Park Status is "ON". Verify this call may be retrieved at other PSAP positions. Continue Park status with 1 st and 2 nd Caller.	
6	Perform Call Park Functionality Click on "Park Loop" Select a Loop # _____ and click OK. The status of the call appearance is now IDLE and Call Park Status is "ON". Verify this call may be retrieved at other PSAP positions. Continue Park status with 1 st , 2 nd & 3 rd Caller.	
7	Perform Call Park Functionality Click on "Park Loop" Select a Loop # _____ and click OK. The status of the call appearance is now IDLE and Call Park Status is "ON". Verify this call may be retrieved at other PSAP positions. Continue Park status with 1 st , 2 nd , 3 rd & 4 th Caller.	
8	Make a 5 th 9-1-1 call from a known source and answer at your PSAP position using either Answer Call Function Button. (Call will be routed in on 1 st Admin Back-up trunk verify in Call status screen)	
9	Perform Call Park Functionality Click on "Park Loop" Select a Loop # _____ and click OK. The status of the call appearance is now IDLE and Call Park Status is "ON". Verify this call may be retrieved at other PSAP positions. Continue Park status with 1 st , 2 nd , 3 rd , 4 th & 5 th Caller.	
10	Make a 6 th 9-1-1 call from a known source and answer at your PSAP position using either Answer Call Function Button. (Call will be routed in on 2nd Admin Back-up trunk verify in Call status screen)	



911 Conditional Routing Test Plan for Rock Island Arsenal

#	Task	Completed Position #
11	Perform Call Park Functionality Click on "Park Loop" Select a Loop # _____ and click OK. The status of the call appearance is now IDLE and Call Park Status is "ON". Verify this call may be retrieved at other PSAP positions. Continue Park status with 1 st , 2 nd , 3 rd , 4 th , 5 th & 6 th Caller.	
12	Make a 7 th 9-1-1 call from a known source; call should be routed to the City of Rock Island, IL. PSAP. Verify that the City of Rock Island PSAP has received the correct ANI and ALI for this known source and that it is displayed in the ALI window.	
13	Proceed in disconnecting all calls.	

Note: RIA conditional routing includes having calls route to the City of Moline, IL PSAP in the event that all positions at the City of Rock Island are busy. This functionality is not being tested in this plan because that forwarding functionality is already operational between these two PSAPs.

2. Test Completion Approvals

PSAP Representative _____ Date _____
DCATS Representative _____ Date _____
Teltronics Representative _____ Date _____



System Acceptance Test Plan

PSAP LOCATION Rock Island Arsenal DATE _____

PSAP 911 SBC ANI/ALI MSAG TEST CHECKLIST

1. Call ANI/ALI Certification Procedure

• CALL PROCESSING

#	Task
1	Make a 9-1-1 call from a known source and answer at your PSAP position using either Answer Call Function Button.
2	Verify that you received the correct ANI and ALI for this known source and that it is displayed in the ALI window.
3	Proceed in disconnecting the call.
4	Repeat steps 1-3 until 40% of the database entries have been tested.

SAMPLE DATABASE (Database to be provided by SBC)

Phone #	House #	Street Name	Location	Community Name	Customer Name	Verification (YES/NO)
6125551234	1	MAIN ST SE	SUITE 85 RM 1	Minneapolis	TELIDENT/Street Dept	
6125551235	4510	W 77 ST	FIRST FLOOR W SIDE	Minneapolis	TELIDENT/Police #3	

2. Test Completion Approvals

PSAP Representative _____ Date _____

DCATS Representative _____ Date _____

Teltronics Representative _____ Date _____



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PSAP SITE CHECKLIST

Please check in the brackets as each of the following items is discussed.

- (x) 1. PSAP equipment to be added, removed, or modified. Yes ___ No ___
- (x) 2. PSAP software to be added, removed, or modified. Yes ___ No ___
- (x) 3. Compatibility of the proposed equipment and or software adds with the existing PSAP equipment or software. Yes ___ No ___
- (x) 4. Working PSAP equipment will be taken out of service. Yes ___ No ___
- (x) 5. Testing requires the presence of the PSAP Vendors (CAD, Radio, Logging Recorder, etc.) Yes ___ No ___
- (x) 6. Service restoration procedures & responsibilities in the event of an interruption to working PSAP equipment.
- (x) 7. Records & administrative documents to be corrected. Yes ___ No ___
- (x) 8. Safety Precautions.
- (x) 9. Impact on working E9-1-1 System.
- (x) 10. Customer Operation.

ORIGINAL



1. Equipment Certification Procedure

Document the following information for each of the IPS Equipment Positions:

Step #	Task	Date Completed
1	From the WIN 2000 Maintenance Console: Start Programs Administrative tools Windows 2000 Diagnostics	
2	Check the following and write the current value of:	
	Physical memory = Server	
	Client 1	
	Client 2	
	Client 3	
	Microsoft OS version =	
	WIN 2000 service pack version =	
	Free space on the hard drives = Server	
	Client 1	
	Client 2	
	Client 3	
	Processor speed = Server	
	Clients	
	3	Teltronics Software Version
4	Teltronics Call Recording Version	

2. LAN Networking

WINDOWS 2000

- NETWORKING**

#	Task	Date Completed
1	Verify that the client machine(s) is able to locate a primary domain controller and log onto the network.	
2	Open the Windows 2000 Explorer program on the client positions.	
3	Verify that you can access files located on the server via the client position.	
4	Verify that each of the client machines can print using the network printer.	
5	Verify that lu_psap is accessible from the network neighborhood.	

- TCP/IP**

#	Task	Date Completed
1	Open the TCP/IP properties menu found under the network neighborhood option under the control panel of the server.	
2	Take note of the IP address and subnet mask of the server.	
3	Verify that each of the clients has the same subnet mask as the server 255.255.255.0.	
4	Verify that each of the clients has a different IP address than the server and each of these addresses are consecutively numbered after the server (i.e. 9.1.1.1 -> 9.1.1.2 -> 9.1.1.3). Also the last Octet should be reflective of the computers position number. (i.e. Position 1's IP Address would be 9.1.1.1, position 2 = 9.1.1.2).	

- WIN 2000 USER ACCOUNTS**

#	Task	Date Completed
1	Verify that the PDC (server) machine has a username defined with administrative privileges such as intrado1 and a password of intrado1.	
2	Verify that each client has the log on local privileges activated on the server as appropriate for your site.	
3	Verify that each computer has another username defined with administrative privileges. This username is to be the same and also have the same password for each computer.	

3. TELTRONICS SOFTWARE

- **ALI LINK AND DATABASE COMMUNICATIONS**

#	Task	Date Completed
1	Verify that the link(s) to the database are active by checking the link status viewable within the ALI window at the PSAP position.	
2	Verify that you are able to get ALI by performing a 9-1-1 test call and a Manual Query (if allowed).	
3	Remove the COM port connected to the ALI modem or phone and wait for up to 200 seconds. Verify that the PSAP detects this broken link to the database. The link status should change from UP to 1 Link. (Only if Link redundancy is provisioned)	
4	Verify that you are able to get ALI with only 1 link by performing a 9-1-1 test call and a Manual Query (if allowed). (Only if Link redundancy is provisioned)	
5	Plug this port back in to the modem or phone and verify that the ALI link re-establishes its connection. Redo the above step using the other ALI modem or phone.	
6	Once both links are back up shutdown the Teltronics software on the server machine and verify that one of the ALI links drop and an error message, notifying you that the server position is no longer in operation, is generated on each of the client positions.	
7	Re-start the Teltronics software on the server machine and verify both ALI links are back in operation.	
8	Once both links are back up, verify that you are able to get ALI by performing a 9-1-1 test call and a Manual Query (if allowed).	
9	Locate the secondary ALI Link position and shut down the Teltronics software. Verify that an alarm message is generated, notifying you that the server position is no longer in operation, on each of the client positions.	
10	Restart the software at the secondary ALI host and verify the ALI links are re-established.	
11	Verify that you are able to get ALI by performing a 9-1-1 test call and a Manual Query (if allowed).	

- **CALL PROCESSING**

#	Task	Completed Position #
1	Make a 9-1-1 call from a known source and answer at your PSAP position using either Answer Call Function Button, Answer Call Button on the Tool Bar or click on the Call Appearance Button next to the Call Appearance to be answered in the Call Status Window, A,B,C, etc. Status of the call appearance changes from "Idle" to "Talk"	
2	Verify that you received the correct ANI and ALI for this known source and that it is displayed in the ALI window.	
3	Verify that Auxiliary Data added during a previous call is displayed in the Auxiliary Data Window. (If permitted by the jurisdiction, verify that you can add an auxiliary data note to the record by pressing the ADD AUX function key and entering information pertinent to the known call source.)	
4	The Phone Status Area displays the ANI, date and time.	
5	The appropriate Tool bar and Function keys become active.	
6	Click on the Hold Call Button on the Tool Bar or the hold Call Function Key. The	

	status of the call is changed to "HOLD". On the Call Status Window.	
7	Retrieve the "HOLD" call by clicking on the Answer Call button on the Tool Bar, the Answer Call Function Key, or the associated Call Appearance Button in the Call Status Window.	
8	Optional Call Park Functionality Click on "Park Loop" Select a Loop and click OK. The status of the call appearance is now IDLE and Call Park Status is "ON". Verify this call may be retrieved at other PSAP positions and 911 calls may be accepted at this position.	
9	Disconnect the call using the DISCON CALL function button on the keyboard or Disconnect Button on the Tool bar.	
10	Clear the ALI screen.	
11	Within parameters defined by the administrator's preset ALI retention time, verify that the record can be reviewed locally (Review ALI) and globally (Review Global ALI).	
12	Within parameters defined by the administrator's preset ALI retention time, make a second test call from the same known source.	
13	Verify that along with the ANI and ALI, the AUX data record associated with the call is also displayed at the call taking position.	
14	Verify that a visual indicator is present indicating that the call is a duplicate call	
15	Disconnect the call.	

- ABANDONED CALL PROCESSING**

#	Task	Completed Position #
1	Activate the Abandon Call Alerting feature within the Teltronics's Position Data Configuration Menu. If you haven't already done so add the Abandon ALI function key to the Teltronics call screen.	
2	Make a 9-1-1 call from a known source, but do not answer.	
3	Verify the call is ringing at your PSAP position.	
4	Disconnect the call from the source.	
5	Make at least 2 more of these types of calls.	
6	Verify that the red visual abandon call indicator (ABAND) is present at each position that has been defined to receive abandoned call alerts and the Abandon ALI function key is active (no longer grayed out).	
7	Verify that the oldest (first-in/first out), unviewed abandoned call record is displayed first.	
8	Click on the ABAND indicator to display the number of abandoned calls.	
9	Clear the information from the screen and press the Abandon ALI function key.	
10	Verify that the correct ALI information is displayed. Continue viewing the abandoned information (using the Abandon ALI function key) until the ABAND indicator is no longer displayed.	
11	Verify that the caller can be reached in the case of an abandoned call by pressing the Call Back function key.	
12	Disconnect the call.	
13	Clear the screen and within parameters defined by the administrator, verify that the record is stored and can be reviewed by pressing the Review Global ALI function key.	

- VOICE TRANSFER

#	Task	Completed Position #
1	Make a 9-1-1 call from a known source and answer at your PSAP position using either Answer Call Function Button, Answer Call Button on the Tool Bar or click on the Call Appearance Button next to the Call Appearance to be answered in the Call Status Window, A,B,C, etc. Status of the call appearance changes from "Idle" to "Talk"	
2	Verify that you received the correct ANI and ALI for this known source and it is displayed in the ALI window.	
3	If One Button transfer keys have been configured, select the desired button, Police, Fire, EMS, etc. on the Function Key screen or Keyboard and a conference to the configured button telephone number will be established. Note: If "Consult Before Conference Feature is enabled, the 911 calltaker can announce the call to the conferenced party while keeping the 911 called on hold.	
4	Once the call is connected, verify that each party has a talk path. Verify that the PSAP call taker can disconnect from the call the call by pressing the Discon Call function key leaving the conferenced parties connected.	
5	Make a 9-1-1 call from a known source and answer at your PSAP position using either Answer Call Function Button, Answer Call Button on the Tool Bar or click on the Call Appearance Button next to the Call Appearance to be answered in the Call Status Window, A,B,C, etc. Status of the call appearance changes from "Idle" to "Talk"	
6	Verify that you received the correct ANI and ALI for this known source and it is displayed in the ALI window.	
7	Select the Add Other function key and enter a phone number in the manual entry window. Click OK to initiate dialing of the phone number. Note: If "Consult Before Conference Feature is enabled, the 911 calltaker can announce the call to the conferenced party while keeping the 911 called on hold.	
8	Once the call is connected, verify that each party has a talk path. Verify that the PSAP call taker can disconnect from the call the call by pressing the Discon Call function key leaving the conferenced parties connected.	
9	Make a 9-1-1 call from a known source and answer at your PSAP position using either Answer Call Function Button, Answer Call Button on the Tool Bar or click on the Call Appearance Button next to the Call Appearance to be answered in the Call Status Window, A,B,C, etc. Status of the call appearance changes from "Idle" to "Talk"	
10	Verify that you received the correct ANI and ALI for this known source and it is displayed in the ALI window.	
11	Verify the PSAP Administrator has defined one or more Voice Transfer Matrix Lists. Click on one of the established categories. Click on one of the locations and verify the number is automatically dialed.	
12	Once the call is connected, verify that each party has a talk path. Verify that the PSAP call taker can disconnect from the call the call by pressing the Discon Call function key leaving the conferenced parties connected.	

- **ALI INFORMATION PROCESSING**

#	Task	Completed Position #
1	Review a call record by pressing the Review ALI function key.	
2	Review call records by pressing the review Global ALI feature.	
3	Verify that you can print out the ALI record by pressing the PRINT SCREEN function key, if enabled.	
4	If configured, verify the Transfer ALI feature is operational. Click on the Transfer ALI feature button and the ALI Transfer menu appears. Select one of the destinations for the transfer. Click Transfer, the bottom text box will show the transfer status, and the current ALI information will be transmitted to the selected emergency agency.	

4. TDD

#	Task	Completed Position #
1	Open the TDD configuration menu and verify that it is configured correctly to automatically enter TDD mode upon detection of TDD caller.	
2	Make a 911 call from a TTY/TDD device. Verify the TDD system automatically activates and takes control of the call.	
3	Verify that a greeting is either sent via an automatic predefined greeting, manually sent via function key, or by typing the greeting.	
4	Verify that that the call taker can click on the on the automatic message boxes and the selected message is sent to the caller.	
5	Verify that the call taker can type a message and the message is transmitted to the caller.	
6	Verify the caller's response is received.	
7	Verify TTY/TDD session is ended by clicking on END SESSION and the conversation is automatically printed upon termination of the call if configured to do so.	

5. Call Recording

#	Task	Completed Position #
1	Verify that Call Recording is running and displayed on the screen	
2	Maximize Call Recording-The last call recorded is shown in the Call Record Status Area. Use Play Back Control buttons to play back the conversation.	
3	To listen to a previously recorded call, select FILE and then Open Sound File	
4	Select a file to play back—click OPEN	
5	Use the Playback control buttons to play-back the conversation	
6	Minimize Call Recording Feature	

6. CDR /Aux Data Browsers

- **PC Validation**

#	Task	Date Completed
1	Verify that the Call Detail Records and Auxiliary Data Browsers can be opened on all machines.	

- **Manual Query (If applicable)**

#	Task	Date Completed
1	Verify that when the Manual Query is enabled through the Configuration program, Teltronics Call Handling will record all manual queries with a date/time stamp, position, phone number, call-taker's name and ALI fields when you perform a Manual Query from the Call Taker screen.	
2	Verify the reports in the CDR Browser specifically for Manual Query.	

- **Outbound Calls**

#	Task	Date Completed
1	Verify that the Teltronics Call Handling CDR has the called number, call type (Outgoing, Admin call), originating time, and hang up time for an outbound call. Call Process: <ul style="list-style-type: none"> • Call Taker uses the Call Out function to make an outgoing call. • The called party answers. • The call is disconnected. 	

7. Extended Features (if applicable)

- **CAD**

#	Task	Date Completed
1	Activate the Automatic Dispatch option within the TELTRONICS configuration for CAD OUT.	
2	Make a test call so that the Call Handling screen is populated with a valid ALI record.	
3	Verify that the information is sent to the CAD system.	
4	Activate the Manual Dispatch option within the TELTRONICS configuration for CAD OUT.	
5	Populate the screen with an ALI record that has been in the system for more than 30 minutes (ALI retention time must be greater than 30 minutes) by pressing the Review ALI function key several times.	

6	Once a valid record is on the screen verify that you are able to manually send a call record to the Cad system by pressing the Manual Dispatch button.	
7	Verify that the information is sent to the CAD system.	

8. Extended Features (if applicable)

- MAPPING**

#	Task	Date Completed
1	Activate the Automatic Dispatch option within the TELTRONICS configuration for MAPPING.	
2	Make a test call so that the Call Handling screen is populated with a valid ALI record.	
3	Verify that the information is sent to the MAPPING system.	
4	Activate the Manual ALI option within the TELTRONICS configuration for MAPPING.	
5	Populate the screen with an ALI record that has been in the system for more than 30 minutes (ALI retention time must be greater than 30 minutes) by pressing the Review ALI function key several times.	
6	Once a valid record is on the screen verify that you are able to manually send a call record to the MAPPING system by pressing the Manual Dispatch button.	
7	Verify that the information is sent to the MAPPING system.	

- Other Features (If Applicable)**

#	Task	Date Completed
1	Verify that the External Alarm is functional.	
2	Verify that the External Ringer is functional	
3	Verify that the Priority Call Status Answer Call button is functional.	
4	Verify that the Priority Call Status toggle button is functional.	
5	Verify that connectivity to PSAP Clock Sync is enabled.	

9. Customer Documentation

Refer to the Release Notes on the Teltronics Call Handling installation CD for "behind the scenes" additions/changes to the program.

See the "What's New in this Document" section at the beginning of each guide for visible features and functionality available with this release. Each guide lists the information appropriate for the audience of that guide. For example, the User Guide will only have the items that directly affect the user.

Teltronics Public Safety Answering Point (PSAP) DPS System Hardware Connection Guide Software version 1.5; Version 2002.7

Teltronics Public Safety Answering Point (PSAP) DPS System Software Installation/Upgrade Guide Software version 1.5; Version 2002.7

Teltronics Public Safety Answering Point (PSAP) DPS Software Administration Guide Software



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version 1.5; Version 2002.7

Teltronics Public Safety Answering Point (PSAP) DPS System Calltaker's Guide Software version 1.5; Version 2002.7

Teltronics Public Safety Answering Point (PSAP) DPS System Data Base Administrators Guide Software version 1.5; Version 2002.7

10. Test Completion Approvals

PSAP Representative	_____	Date	_____
DCATS Representative	_____	Date	_____
Teltronics Representative	_____	Date	_____