eZuce Vendor Certification Program

Introduction

As an open, standards based platform, unite**me** software is designed to run seamlessly on off-the-shelf products that support these standards. As a native SIP communications platform, devices, clients, applications and network services from heterogeneous vendor product suites can be combined to create the highest performing and most cost effective unified communications solution available. To ensure interoperability between these products, services and sipXcom/unite**me** software, eZuce supports a program that validates system components.

The eZuce Certification Program (ECP) is meant to give end users confidence that a particular vendor's product will interoperate properly with unite**me**. The program consists of three levels of certification which are applied to four different product categories. Product tests are broken down into two sections, Major and Important. Major tests must be passed for basic functionality levels. Important tests round out functionality and must be passed in order to be considered for full certification.

Certification Levels

There are three certification levels:, **Certified**, **Supported**, and **Verified**

Certified

A certified product must meet the highest compatibility standards passing all of the interoperability tests (Major and Important) and be configurable from within the sipXcom/Uniteme configuration GUI. The product must be re-certified with each new major firmware and Uniteme release. Additionally, eZuce technical staff must be provided direct access to level 2 or level 3 technical support staff for the vendor's certified products as well as 2 of each type of phone, 1 of each type of gateway, and 1 of each type of Session Border Controller submitted for certification for use in the eZuce lab. If an ITSP is being certified then eZuce must be given all necessary information to connect or register a testing account (with limited testing minutes) to the ITSP. Certified products are directly supported with eZuce technical staff acting as the one point of contact for Uniteme customers (Not available to sipXcom users).

Supported

A supported product must meet high compatibility standards passing all major interoperability tests and be configurable from within the sipXcom/Uniteme configuration GUI. The product must be re-certified with each new major firmware and Uniteme release. Support for these devices is deferred to the device manufacturer.

Verified

A verified product must meet basic compatibility standards passing all major interoperability tests. These products may be manually configured. Configuration information must exist on a Vendor's support portal and/or the sipXcom wiki. This information should be vendor or community maintained. The product must be re-certified with each new major firmware and **unite**me release. Support for these devices is deferred to the device manufacturer.

Product Categories

There are four product categories in the eZuce Vendor Certification Program program that the certification levels are applied to:

- **Phones**
- **Gateways**
- **Session Border Controllers**
- **Instant Messaging Clients**

If a product, such as a softphone, plays in two different categories it should be certified in both categories (for example, a softphone may have phone functionality and IM functionality).

Phones

This category includes all hard phones and softphones (including clients that run on mobile devices). This category also includes station-side gateways (fxs, etc.) devices such as an analog or digital handset or fax machine.

- Certified Phones
- Phone Certification Process

Gateways

Gateways provide connectivity to PSTN type circuits or other communications equipment. This category includes traditional PSTN (FXO, PRI, T1/E1, BRI, GSM, etc.) gateways. Gateways may also be modular in nature.

- No Vendors have gone through certification for their gateways for use with **unite**me

- **eZuce recommends:** Sangoma and Audiocodes gateways
- Also known to work: Patton Electronics, Grandstream, Cisco

Session Border Controllers

 The Session Border Controller category is for all SBCs. Remote user support and ITSP connectivity should be identified in the certification. SBC's may be physical devices or be software based.

- No Vendors have gone through certification for their SBCs for use with **unite**me

- **eZuce recommends:** Sangoma Vega, Frafos and Audiocodes gateways
- Also known to work: Oracle Acme Packet

Instant Messaging Clients

Instant Messaging clients are a new category for certification as compared to other communications systems. sipXcom/Uniteme is a communications platform that supports varied forms of communications.

- No Vendors have gone through certification for their XMPP clients for use with **unite**me

- **eZuce recommends:** eZuce Unite Mobile, Counterpath Bria, Jitsi
- Also known to work: Pidgin, Spark, Adium

Getting a Device Supported

Partners, manufacturers, developers, service providers, and end users can take the initiative to get a device or client supported by sipXcom/**unite**me should it not currently be supported or in the product roadmap. Interested parties can pursue two avenues when seeking assistance to get their device, self certification or eZuce Assisted certification.

eZuce Assistance

If an interested party requires eZuce assistance to attain any of the program levels (Certified, Supported, Verified), plugin creation or testing resources may be contracted directly from eZuce. This work can be performed on a scheduled professional services basis.

eZuce allows between 4-6 weeks for development and testing of a device, client or service request. Depending on the complexity of the device, number of features, and vendor support capabilities the effort may take longer. Should eZuce contract to meet the requirements, a detailed Statement of Work will be provided and a pricing quotation will be included for the SOW. Additionally, re-certification may be performed by the vendor pursuant to successful eZuce test plan execution and verification.

Contact Information

Interested parties can reach a qualified eZuce technical contact to discuss requirements and program options at sales@ezuce.com.