

# Supported Phone Service Providers and PBXs

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Certain Comrex products -- such as VH2, STAC VIP, and EarShot IFB -- must be able to work with established VoIP providers to a greater extent than other Comrex products do. This service may be delivered via either a cloud-based telephone service provider or a SIP-based IP PBX.

Each of these services can be quite complex, and that complexity is reflected in the the difficulties that often arise when configuring Comrex products to work with them. While Comrex is committed to its products being as compatible as possible with both of these types of services, this commitment has practical limitations.

Below we have listed the VoIP service providers and PBXs that we know can be used successfully with our products. (Please note that **OnSIP** is our preferred VoIP provider.) This doesn't mean that these services are guaranteed to be fully compatible with those products 100% of the time, of course. It means that at least one Comrex customer has reported that their system successfully interworks with these products. It does **not** mean that Comrex has tested compatibility firsthand. It's also important to remember that both firmware updates for Comrex products and changes made by the service providers or PBXs themselves may cause subsequent compatibility issues.

Our hope is that this document will lead customers who are considering using our products **with any services other than the ones listed below** to contact our tech support team **before** purchasing that service.

As stated above, the worlds of VoIP and PBX are complicated and the reality of limited resources prevents us from making our devices compatible with every service in each and every firmware version. If you encounter difficulties interworking your Comrex codec with your VoIP provider or PBX, please contact Comrex tech support for ideas or workarounds. Ultimately, we will allow a customer to return their unit and offer them a refund if the device simply isn't compatible with the service they've chosen.

## Compatible VoIP Providers

- **OnSIP** (preferred VoIP provider)
- 8x8
- BroadVoice
- CallCentric
- Crexendo
- Frontier VoIP (configure as a "SIP Trunk" in STAC VIP)
- Ring Central
- Sip2SIP
- Vonage (Business)

## Compatible PBXs

- 3Com NBX
- Asterisk
- Cisco CUCM
- Freeswitch