

# Supported Phone Service Providers and PBXs

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Certain Comrex products--such as VH2, STAC VIP, and EarShot IFB--require interoperability with established VoIP providers to a greater extent than other Comrex codecs 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, the ever-evolving nature of firmware and hardware alterations between Comrex and third-party systems presents practical limitations. **It is therefore imperative to remember that changes made by the service providers or PBXs themselves may cause subsequent compatibility issues with Comrex products.**

Below we have listed the VoIP service providers and PBXs that have been 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, as these services are constantly changing. It means that at least one Comrex customer has reported that their system currently interworks with our products successfully. ***It does not mean that Comrex has tested compatibility firsthand.***

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 complex and dynamic. This combined with the reality of limited resources prevents us from making our devices compatible with every service at each and every firmware version. **If you encounter difficulties interworking your Comrex product 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 selected.

**Note:** *Integration with Cisco Unified Communication Manager (CUCM) is not supported for Comrex VoIP-based products (VH2, EarShot IFB, STAC VIP).*

As of February 27, 2020, the following services are reported as compatible with Comrex Products:

## Compatible VoIP Providers

- OnSIP (Comrex preferred VoIP provider)
- 8x8
- BroadVoice
- CallCentric
- Crexendo
- Frontier VoIP (configure as a "SIP Trunk")
- Ring Central
- Sip2SIP
- Vonage (Business)
- Star2Star
- RCN (configure as a "SIP Trunk")
- Ixica

## Compatible PBXs

- 3Com NBX
- Asterisk
- Freeswitch
- Mitel