



Phone System Comparison Chart
Autumn 2012 Edition

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Manufacturer/Provider	Product/Line Description	Product Type	System Size
Black Box Corp	<i>IPBX1224</i>	Voice over IP PBX	(12) FXO, (2) FXS, , 50 end points
Black Box Corp	<i>IPBX424</i>	Voice over IP PBX	(4) FXO, (2) FXS, , 50 end points
8x8	<i>8x8 Virtual Office</i>	Hosted IP PBX (Hosted VoIP)	Small businesses
8x8	<i>8x8 Virtual Office Pro</i>	Hosted IP PBX (Hosted VoIP)	Small to medium-size businesses
8x8	<i>8x8 Virtual Contact Center</i>	Hosted VoIP contact center	Small to medium-size businesses

Aastra	<i>Aastra 700</i>	IP PBX	Small to medium-size businesses
Aastra	<i>Aastra 5000</i>	IP PBX system	Medium-size and large enterprises
Aastra	<i>Aastra 400 series (415, 430, 470)</i>	IP PBX	Small to medium-size businesses
Aastra	<i>Aastra 800</i>	Communication Server IP PBX software to run on company servers or on Aastra 800 Appliance	Small businesses
Allworx	<i>Allworx 6x12</i>	Hybrid IP/Analog PBX/Key telephone system	Small businesses
Allworx	<i>Allworx 6x</i>	Hybrid IP/Analog PBX/Key telephone system	Small businesses
Allworx	<i>Allworx 48x</i>	Hybrid IP/Analog PBX/Key telephone system	Small to medium-size businesses

Alcatel-Lucent	<i>OmniPCX Office Rich Communication Edition</i>	Server-based hybrid TDM/IP PBX	Small to medium-size businesses
Alcatel-Lucent	<i>Business integrated Communication Solution (BiCS)</i>	Single-server IP/TDM business phone system	Medium-size enterprises
Alcatel-Lucent	<i>OmniPCX Enterprise Communication Server</i>	Centralized or distributed TDM/IP software-based business phone system running on standard servers	Medium-sized enterprises (expandable for larger applications)
Avaya	<i>Avaya Aura</i>	Communication platform supporting unified communications and contact center solutions. Includes Communication Manager, Session Manager, session border controller, messaging platform, application enablement services, presence services, system manager etc.	Medium-size and large enterprises
Avaya	<i>Avaya Aura Solution for Midsize Enterprise</i>	Communication platform supporting unified communications and contact center solutions for midsize enterprises, with core components integrated into a single server	Medium-size enterprises

Broadview Networks	<i>OfficeSuite Cloud-Based Phone System</i>	Hosted Phone System - Includes Phones over Internet or Private Network	Small to medium-size businesses
Cisco	<i>Cisco SPA9000 Voice System</i>	IP PBX appliance	Small businesses
Cisco	<i>Cisco Unified Communications 300 Series (UC300)</i>	Small key system/IP PBX appliance with integrated Ethernet switch & wireless router	Small businesses
Cisco	<i>Cisco Unified Communications 500 Series (UC500)</i>	IP PBX with unified communications features	Small to medium-size businesses
Cisco	<i>Cisco Business Edition 3000</i>	IP PBX system (rack or wall mount) with unified communications capabilities	Medium-size businesses
Cisco	<i>Cisco Business Edition 5000</i>	IP PBX system with unified communications capabilities	Medium-size businesses
Cisco	<i>Cisco Business Edition 6000</i>	IP PBX system with unified communications, contact center and video capabilities	Medium-size businesses

Digium	<i>Switchvox SOHO & SMB models 60, 65, 305, 355</i>	IP PBX	Small to medium-size businesses
Digium	<i>Hosted UC</i>	Hosted IP PBX (Hosted VoIP)	Small to medium-size businesses
Epygi	<i>Quadro IP PBX (models 2x, 2xi, 4L, 4Li, M8L, M12Li, M26x, M26xi, 32x, QX1000)</i>	IP PBX	Small to medium-size businesses
Fonality	<i>PBXtra: Standard, Professional, Call Center, Unified Agent Editions</i>	Hybrid hosted IP PBX	Small to medium-size business
Fonality	<i>Connect and Connect+</i>	Hosted VoIP	Small to medium-size businesses
Fonality	<i>Fonality Enterprise</i>	Dedicated hosted VoIP	Medium-size enterprises
FreedomIQ	<i>FreedomIQ Hosted VoIP PBX</i>	Hosted IP PBX (Hosted VoIP)	Small businesses

Interactive Intelligence	<i>Customer Interaction Center - Local Control VoIP Model</i>	Hybrid local/hosted VoIP contact center	Small to medium-size business
Interactive Intelligence	<i>Customer Interaction Center - Remote Control VoIP Model</i>	Hosted VoIP contact center	Small to medium-size businesses
Interactive Intelligence	<i>Customer Interaction Center - Remote Control TDM Model</i>	Hosted VoIP contact center working with existing customer PBX	Small to medium-size businesses
Interactive Intelligence	<i>Customer Interaction Center For Unified Communications</i>	Hosted VoIP contact center	Enterprises
Junction Networks	<i>OnSIP</i>	Hosted VoIP	Small to medium-size businesses, including SOHO
LG-Ericsson	<i>iPECS LIK 5.6</i>	LIK MFIM 50/100/300/600/1200	50 to 1200 users in 1 solid state small size (size of a small book)
MegaPath	<i>Hosted Voice & Integrated Voice</i>		Small to Medium-sized businesses
Microsoft	<i>Lync</i>	IP PBX/unified communications software	Enterprises
Mitel	<i>Communications Director</i>	IP PBX software for deployment on industry standard servers	Medium and large enterprise

Mitel	<i>SX-200 IP Communications Platform</i>	IP/TDM-capable PBX	Small to medium-size businesses
Mitel	<i>5000 Communications Platform</i>	Hybrid digital phone system/IP PBX	Small businesses
NEC	<i>DSX-40, -80, -160</i>	Hybrid analog/digital/VoIP key phone system	Small to medium-size businesses
NEC	<i>UX5000 and UX5000 IP Communication Server</i>	Hybrid TDM/IP PBX	Small to medium-size businesses
NEC	<i>Univerge 3C and Univerge 3C for MB/SE</i>	Software-based IP PBX/unified communications system	Medium business/small enterprise
NEC	<i>Univerge SV8000 Series (SV8100, SV8300, SV8500)</i>	Hybrid TDM/IP PBX/unified communications system	- SV8100: Small to medium-size business - SV8300: Medium-size businesses - SV8500: Enterprises

Nextiva	<i>Office Phone System</i>	Hosted IP PBX (Hosted VoIP)	Small businesses
Panasonic	<i>KX-TA824</i>	Hybrid TDM/IP PBX	Small office/home office (SOHO)
Panasonic	<i>IP Business Phone Systems KX-TDE100, KX-TDE200, KX-TDE600, KX-NCP500, KX-NCP1000</i>	Hybrid TDM/IP PBX	Small to medium-size businesses
Panasonic	<i>KX-TDA50G</i>	Hybrid TDM/IP PBX	Small business
Panterra Networks	<i>WorldSmart Business Voice Services</i>	Hosted IP PBX (Hosted VoIP)	Small to medium-size businesses
RingCentral	<i>RingCentral Office</i>	Hosted IP PBX (Hosted VoIP)	Small businesses
Samsung	<i>OfficeServ 7000 Series (7030, 7070, 7100, 7200, 7400)</i>	IP PBX system	Small to medium-size businesses

ShoreTel	<i>ShoreTel Voice Switch Digital trunk models 220T1, 220T1A, 220E1</i>	IP PBX	Small to medium-size businesses
ShoreTel	<i>ShoreTel Voice Switch BRI trunk models 30BRI, 90BRI, 90BRIV</i>	IP PBX	Small to medium-size businesses
ShoreTel	<i>ShoreTel Voice Switch Analog trunk models 30, 50, 50V, 90, 90V, 120</i>	IP PBX	Small to medium-size businesses
Siemens	<i>HiPath 500</i>	Digital PBX	Small business
Siemens	<i>HiPath 1100</i>	Digital PBX	Small to medium-size businesses
Siemens	<i>HiPath 3000 series models 3300, 3350, 3500, 3550, 3800</i>	Hybrid analog/digital/IP PBX	Small to medium-size businesses

Siemens	<i>HiPath 4000</i>	Hybrid analog/digital/IP PBX system	Medium-size to large enterprise
Siemens	<i>OpenScape Office: MX (cabinet) LX (single server)</i>	IP PBX/unified communications platform	Small to medium-size businesses
SimpleSignal	<i>SimpleVoIP</i>	Hosted VoIP	Small businesses
Tadiran Telecom	<i>Coral IPx family models 500, 800, 3000, 4000</i>	Hybrid IP/TDM PBX	SMB to enterprise
Tadiran Telecom	<i>Coral IPx Office</i>	IP PBX	Small to medium-size businesses
Tadiran Telecom	<i>Unified Communications Exchange (UCx)</i>	IP PBX	Small businesses
TalkSwitch	<i>TalkSwitch Phone System models 24vsx, 48vsx, 84vsx</i>	Hybrid analog/digital/IP PBX	Small businesses

Telesphere	<i>Telesphere Complete</i>	Hosted VoIP bundled with private Internet connection Phones supplied by Telesphere	Small to medium-size businesses
Telesphere	<i>Telesphere Select</i>	Hosted VoIP bundled with private Internet connection Phones supplied by customer or Telesphere	Small to medium-size businesses
Telesphere	<i>Telesphere Fusion</i>	Hosted IP PBX (Hosted VoIP)	Small to medium-size businesses
Telovations	<i>Hosted Voice</i>	Hosted IP PBX (Hosted VoIP)	Small to medium-size businesses
Teo	<i>Teo Unified Communications Platform</i>	Premise Based Private Cloud Unified Communications Platform	Small, Medium, Enterprise
Toshiba	<i>Strata CIX IP Communication System models CIX40, CIX100, CIX200, CIX670, CIX1200</i>	Hybrid analog/digital/IP PBX	Small to medium-size businesses
Toshiba	<i>IPedge models EP, EC, EM</i>	IP PBX	Small to medium-size businesses

Vertical Communications	<i>Wave IP Models 500 and 2500</i>	Hybrid analog/digital/IP PBX	Enterprises
Vertical Communications	<i>SBX IP and MBX IP</i>	Hybrid TDM/IP PBX	Small to medium-size businesses
Virtual PBX	<i>VirtualPBX Complete</i>	Hosted IP PBX (Hosted VoIP)	Small to medium-size businesses
Vocalocity/Aptela	<i>Small Business VoIP</i>	Hosted IP PBX (Hosted VoIP)	Small businesses
Voice Carrier	<i>Voice Carrier Office</i>	Hosted IP PBX (Hosted VoIP)	Small businesses
Whaleback Systems	<i>CrystalBlue Business Voice & Managed Enterprise Services</i>	Managed VoIP (solid-state IP PBX appliance resides in customer premises, management functions in Whaleback data center)	Small to medium-size businesses

Capacity	Auto Attendant	Instant Messaging	Voice Mail	Call Center Features Available
15 concurrent calls	Yes, Included	No	Yes, Included with dispatch to Email	Yes
15 concurrent calls	Yes, Included	No	Yes, Included with dispatch to Email	Yes
N/A (monthly fee per user)	Yes	No	Yes	No
N/A (monthly fee per user)	Yes	No	Yes	No
N/A (monthly fee per user)	Yes	Yes	Yes	Yes

50 to 300 users	Yes	Yes	Yes	Available Solidus eCare Lite IP and mobility-enabled call center solution
<ul style="list-style-type: none"> - Up to 15,000 subscribers when running on a standard server - Up to 4,000 subscribers when running on HP Procurve switch - 6 to 1,000 subscribers when running on dedicated Aastra X series gateways - With networking, up to 150,000 subscribers and 2,000 sites 	Yes	Yes	Yes	Yes
<ul style="list-style-type: none"> - 4 to 400 users, or up to 600 users when networked - Up to 40 locations 	Yes	Yes	Yes	Yes
<ul style="list-style-type: none"> - Up to 200 users depending on hardware - Basic license: for 1 SIP trunk and 3 SIP phones 	OpenAttendant 205		via OpenCTI 50	
<ul style="list-style-type: none"> - Up to 12 users (no expansion option) - Up to 24 extensions 	Yes	No	Yes	No
<ul style="list-style-type: none"> - 30 users (expandable to 60) - 60 extensions (expandable to 120) 	Yes	No	Yes	ACD (automatic call distribution)
<ul style="list-style-type: none"> - 48 users (expandable to 250) - 96 extensions (expandable to 500) 	Yes	No	Yes	No

<p>In TDM environment:</p> <ul style="list-style-type: none"> - Compact: 6 to 16 users - S Model: 6 to 20 users - M Model: 16 to 60 users - L Model: 30 to 90 users - XL Model: up to 200 users <p>In pure IP environment: all models support up to 200 users</p>	Yes	No	Yes	Yes, via OmniTouch Contact Center Office
Up to 1,000 users (employees)	Yes	Optional	Yes	Optional
<ul style="list-style-type: none"> - Single server: 15,000 IP users or 5,000 TDM users - 100 servers in a single network - With fully networked servers, 100,000 IP/TDM users with single image - Supra network: up to 250 servers, 1 million users - 1 million users in a supra-network • BHCC - 300,000 busy hour call completions (BHCC) per server 	Yes	Yes	Yes	Yes
<ul style="list-style-type: none"> - 100 to 36,000 users on a single Communication Manager. - Over 1 million users on a single network. - 250,000 SIP users. - Up to 3 million Busy-Hour-Call-Completions (BHCC) 	Yes	Yes	Yes	Yes
250 to 1,000 users	Yes	Yes	Yes	Optional

Unlimited	Yes	No	Yes	Yes
4 to 16 SIP phones	Yes	No	Yes	No
- Up to 24 SIP phones - Up to 9 analog phones/fax lines	Yes	No	Yes	No
Supports 8 to 138 IP phones (comes with 24 user licenses) for up to 5 sites	Yes	No	Yes	No
Up to 300 users and 10 sites	Yes	Yes	Yes	Yes
100 to 500 employees, up to 20 sites	Yes	Yes	Yes	Yes
100 to 1,000 employees	Yes	Yes	Yes	Yes, for up to 100 agents via Cisco Unified Contact Center Express

- 60 SOHO: Up to 20 users, 10 concurrent calls - 65 SMB: Up to 30 users, 12 concurrent calls - 305 SMB: Up to 150 users, 45 concurrent calls - 355 SMB: Up to 400 users, 75 concurrent calls	Yes	Yes	Yes	Call queues
N/A (monthly fee per user)	Yes	No	Yes	Call queues
Low to high end (M indicates medium-size business, i indicates ISDN model): - Quadro2x: 2 analog phones, up to 16 IP phones, 18 extensions, 12 concurrent calls - QX1000: Up to 1,000 IP phones, SIP only	Yes	No	Yes	ACD (automatic call distribution)
- Unlimited extensions - Two server models support 23 and 100 concurrent calls	Yes	Yes (with optional HUD Team call management software)	Yes	Yes with Call Center and Unified Agent Editions
N/A (monthly fee per user)	Yes	Yes (with optional HUD Team or HUD Agent call management)	Yes	Call center features with Connect+
N/A (monthly fee per user)	Yes	Yes (with optional HUD Team or HUD Agent call management)	Yes	Available
N/A (monthly fee per user)	Yes	No	Yes	ACD and Call Queue

100 or more users	Yes	No	Yes	Yes
100 or more users	Yes	No	Yes	Yes
100 or more users	Yes	No	Yes	Yes
Up to 5,000 agents or 15,000 business users	Yes	Yes	Yes	Yes
5 to 50+ employees	Yes	No (but supports XMPP messaging)	Yes	ACD queues in small and medium packages
Can Network 250 call servers (each can be 1200 ports) for a total capacity of 300,000 ports	Included and very flexible	Included with our UCS. And also Chat rooms	integrated, gateway or server based	ACD included or large call center software available
	Yes	Yes	Yes	Yes
Up to 10,000 users per server, 100,000 users per pool, unlimited number of pools	Yes	Yes	Yes	Yes
5 to 65,000 users	Yes	Yes	Yes	Yes

Depending on controller, maximum of: - 150 to 536 desktop stations - 100 to 250 IP phones - 104 to 288 TDM devices	Yes	No	Yes	Yes
Up to 240 digital phones or 250 IP phones	Yes	No	Yes	ACD (automatic call distribution)
Up to maximum (for DSX-160): - 160 ports - 96 digital phones/stations - 80 analog phones/stations - 64 PSTN lines	Yes	No	Yes	No
Up to 712 ports	Yes (with optional application packages)	Yes	Yes	ACD (automatic call distribution)
Up to 30,000 ports	Yes	Yes	Yes	Basic ACD (automatic call distribution)
- SV8100: 200 trunks, 512 terminals, 712 ports - SV8300: 512 trunks/channels (using 4 units), 1,536 terminals, 1,152 ports - SV8500: 4,000 trunks, 4,000 terminals, 6,144 ports (maximum 192,000 networked)	Yes	Yes	Yes	Yes

N/A (monthly fee per user)	Yes	No	Yes	No
3 to 8 PSTN lines, 8 to 24 extensions	Yes	No	Yes	No
- KX-TDE100: 96 analog, 128 TDM, 64 SIP trunks; 128 SIP, 192 IP proprietary extensions - KX-TDE200: 128 analog, 128 TDM, 64 SIP trunks; 128 SIP, 256 digital proprietary extensions - KX-TDE600: 640 analog, 640 TDM, 64 SIP trunks; 128 SIP, 1,152 maximum extensions - KX-NCP500: 52 analog, 128 TDM, 64 SIP trunks; 128 SIP, 172 maximum extensions - KX-NCP1000: 52 analog, 128 TDM, 64 SIP trunks;	Yes	Yes	Yes	Yes
Up to 12 PSTN trunks, 8 SIP trunks, 56 extensions	Yes	No	Yes	No
N/A (monthly fee per user)	Yes	Via optional integrated service	Yes	Via optional integrated service
N/A (monthly fee per user)	Yes	No	Yes	No
- 7030: Up to 8 trunks, 2 to 20 extensions - 7070: 28 analog trunks, 30 PRI trunks, 8 SIP trunks; 48 single line telephones, 36 digital phones, 32 proprietary IP phones, 32 SIP phones - 7100: 28 analog, 48 digital, 32 IP trunks; 48 ports; 24 analog, 24 digital, 16 IP phones - 7200: up to 128 users - 7400: up to 500 users	Yes	Optional	Yes	Optional

- 220T1: 220 IP phones - 220T1A: 220 IP phones - 220E1: 220 IP phones	Yes	Yes	Yes	Yes
- 30BRI: up to 2 BRI channels, 30 IP phones, 2 analog extension ports - 90BRI: up to 8 BRI channels, 90 IP phones, 4 analog extension ports - 90BRIV: up to 8 BRI channels, 90 IP phones, 4 analog extension ports and 56 hours of integrated voice mail storage	Yes	Yes	Yes	Yes
- 30: connects up to 30 IP phones and 4 analog ports to standard analog trunks - 50: up to 50 ShoreTel IP phones, soft phones, and SIP phones, and 6 analog ports - 50V: up to 50 ShoreTel IP phones, soft phones, and SIP phones, and 6 analog ports, and integrated voice mail with 22 hours storage - 90: up to 90 IP phones and 12 analog ports - Voice Switch 90V: up to 90 IP phones and 12 analog ports, , and integrated voice mail with 56 hours storage - 120: up to 120 IP phones and 16 analog ports	Yes	Yes	Yes	Yes
4 ISDN B channels, 4 analog or digital users plus 4 additional subscribers over phone adapters	No	No	Yes	No
6 to 32 trunks, up to 140 users, 24 voice mail boxes with 2 hours capacity	Yes	No	Yes	No
- 20 to 384 analog extensions - 24 to 284 digital extensions - 96 to 500 IP extensions	Yes	Yes	Yes	On 3800 model only

300 to 12,000 users (100,000 networked)	Yes	Yes	Yes	Yes
MX: Up to 150 users, 1,000 networked LX: Up to 500 users, 1,000 networked	Yes	Yes	Yes	Yes
N/A (monthly fee per user)	No	No	Yes	No
- 500: Up to 672 ports - 800: Up to 672 ports - 3000: Up to 6,000 ports - 4000: Up to 6,000 ports	Yes	Yes	Yes	Yes
Up to 240 IP endpoints, 48 digital key phones, 20 analog phones	Yes	Yes	Yes	Yes
- 30, 60, 90 or 120 IP terminals (SIP & MGCP) - 30 SIP trunks	Yes	No	Yes	ACD (automatic call distribution)
- 24vsx: 2 PSTN and 8 SIP trunks, 16 extensions (expandable to 32) including 4 analog - 48vsx: 4 PSTN and 8 SIP trunks, 24 extensions (expandable to 32) including 8 analog - 84vsx: 8 PSTN and 8 SIP trunks, 32 extensions including 4 analog	Yes	Yes, through optional Concera Console	Yes	No

N/A (monthly fee per user)	Optional	No	Yes	Optional ACD (automatic call distribution)
N/A (monthly fee per user)	Optional	No	Yes	Optional ACD (automatic call distribution)
N/A (monthly fee per user)	Optional	No	Yes	Optional ACD (automatic call distribution)
N/A (monthly fee per user)	Optional	Optional	Yes	Optional
1 - 100 Users Teo Mini, 100 - 2,500 Users Teo Pro, 100,000 Users Networked	Yes	Yes	Yes	Yes
- CIX40: 4 to 11 trunks, 8 to 40 telephones - CIX100: Up to 64 trunks or 72 telephones and combinations up to 112 trunks and telephones - CIX200: Up to 96 trunks or 160 telephones and combinations up to 192 trunks and telephones - CIX670: Up to 264 trunks or 560 telephones and combinations up to 672 trunks and telephones - CIX1200: Up to 440 trunks or 1,000 telephones and combinations up to 1,152 trunks and telephones	Yes	No	Yes	Optional ACD (automatic call distribution), IVR (interactive voice response)
- EP: 40 users per server - EC: 200 users per server - EM: 1,000 users per server	Yes	Yes	Yes	ACD (automatic call distribution)

- 500: Up to 50 per system, 100 networked systems - 2500: Up to 500 per system, 100 networked systems	Yes	Yes	Yes	Optional
- SBX IP: Up to 48 users, 8 networked systems - MBX IP: Up to 250 users, 72 networked systems	Yes	No	Yes	ACD (MBX model only)
N/A (monthly fee per user)	Yes	No	Yes	ACD Queuing
50 or fewer employees	Yes	No	Yes	No
2 to 8 lines	Yes	No	Yes	No
	Yes	Optional	Yes	Optional

Other Available Key Features	Integration	Hosted or On-Premises
No Licenses fees, auto provision of phones, Audion conferencing, Unlimited IVR's		On Premise
No Licenses fees, auto provision of phones, Audion conferencing, Unlimited IVR's		On Premise
Conference bridge	Salesforce, Outlook, ACT!, NetSuite	Hosted
<ul style="list-style-type: none"> - Call recording - Online meetings - Conference bridge - Internet faxing 	Salesforce, Outlook, ACT!, NetSuite	Hosted
<ul style="list-style-type: none"> - Skills-based routing - IVR (interactive voice response) - Case and contact management - CTI (computer-telephony integration) - Real-time monitoring and reporting - Call recording and logging - Web callback - FAQ knowledgebase 	Salesforce, NetSuite, MS Dynamcs and ZenDesk	Hosted

<ul style="list-style-type: none"> - Manager provisioning - IVR (Interactive Voice Response) - Contact Management Suite (CMG) - CMG NOW Attendant console - InTouch Soft Client - InConference extension-based conferencing bridge - CMG Calendar Connection 	<ul style="list-style-type: none"> - Calendar Connection with Microsoft Office/Outlook, Lotus Domino/Notes, Novel/GroupWise - Mobile (Aastra Mobile Clients AMC and AMC+) 	On-Premises
<ul style="list-style-type: none"> - IVR (interactive voice response) - Call distribution - Conference bridge - Web attendant console 	UCP, Microsoft Exchange, IBM Lotus Notes, TWP, MOCS, IBM Sametime	On-Premises
<ul style="list-style-type: none"> - IVR (interactive voice response) - Call routing - Desktop sharing - Chat - Video conferencing - IP faxing 	<ul style="list-style-type: none"> - Aastra 2380ip Softphone - Microsoft Outlook 	On-Premises
OpenConference 500 conferencing	Integrated Aastra 2770ip soft phone	On-Premises
<ul style="list-style-type: none"> - Conferencing bridge (8 seat) - Per-line conferencing (3 way) with Allworx phones - Presence management 		On-Premises
<ul style="list-style-type: none"> - Conferencing bridge (8 seat) - Per-line conferencing (3 way) with Allworx phones - Presence management 		On-Premises
<ul style="list-style-type: none"> - 4 conferencing bridges (30-seat) - Per-line conferencing (3 way) with Allworx phones - Automatic Call Distribution (ACD) - Presence management 		On-Premises

<ul style="list-style-type: none"> - Soft phones - Automatic Call Distribution (ACD) - Audio, video and Web conferencing via Visual Collaboration Suite for SMB - Automatic route selection 	<p>Mobile integration</p>	<p>On-Premises</p>
<ul style="list-style-type: none"> - Automatic call distribution - 6-party conferencing 	<p>Microsoft Outlook/Exchange, IBM Lotus Notes/Domino</p>	<p>On-Premises</p>
<ul style="list-style-type: none"> - Web soft phone - Conferencing and collaboration tools - Presence 	<ul style="list-style-type: none"> - With Microsoft Outlook, Microsoft Office Communicator, IBM Lotus Notes, IBM Lotus Sametime - Web soft phone provides integration with corporate directory, messaging systems, third-party CRM and ERP applications 	<p>On-Premises</p>
<p>Advanced conference calling, E911, video conferencing</p>	<ul style="list-style-type: none"> - Microsoft Office Communicator, IBM Lotus Sametime and others - Mobile integration through mobile version of one-X software for Android, BlackBerry, iPhone and Nokia Symbian devices - Salesforce and Microsoft Dynamics CRM applications - Microsoft Lync or OCS 2007 R2 	<p>On-Premises</p>
<ul style="list-style-type: none"> - Basic conferencing - E911 - Video conferencing 	<ul style="list-style-type: none"> - CRM systems - Microsoft OCS 2007 - IBM Lotus Sametime - IBM Lotus Notes - Mobile through one-X mobile software for Android, BlackBerry, iPhone and Nokia Symbian devices 	<p>On-Premises</p>

Automatic Call Distribution (ACD) Mobile Twinning Softphone Automatic failover for disaster avoidance Guaranteed quality		Hosted
- IVR (interactive voice response) - Configurable call routing - Call conferencing		On-Premises
- Integrated 802.11n wireless access point - 4-port Gigabit Ethernet switch		On-Premises
- Integrated wireless router on some models - Key system mode - Integrated employee hours tracking application - Single number reach - Call recording, voice replies to voice messages - Smart CallConnectors call control software - Monitoring of video surveillance cameras via desk phone displays - Optional video telephony - Remote access via soft phone	Smart CallConnectors call control software integrated with Windows Outlook, Internet Explorer etc.	On-Premises
- Point-to-point video calling - Attendant console - One-to-one and group paging - Conferencing bridge	- Cisco Jabber IM client - Cisco WebEx Connect cloud-based meeting service - Cisco IP Communicator Windows-based soft phone	On-Premises
- Speech-enabled messaging - Visual voice mail accessible from screen of IP phone	Access voice mail or e-mail through built-in ViewMail for Outlook or ViewMail for Notes player	On-Premises
- Virtualization software allows applications to share servers - Software-based attendant consoles - Automatic call distributor - IVR (interactive voice response)	With Cisco WebEx cloud- and Web-based online meeting applications	On-Premises

<ul style="list-style-type: none"> - IVR - Conferencing - Video calling 	<ul style="list-style-type: none"> Microsoft Outlook Salesforce.com - SugarCRM - Google Maps 	On-Premises
		Hosted
<ul style="list-style-type: none"> - 3-way conferencing - Multiparty audio conferencing (M8L, M12Li, M26x, M26xi, M32x and QX1000 models) - Video conferencing (M8L, 26x, 12Li, 26xi, M32X, Q1000 models) 		On-Premises
<ul style="list-style-type: none"> - Conference bridges (all except Standard Edition) - Web-based control panel - Find me/follow me (except Standard Edition) 	<ul style="list-style-type: none"> - Microsoft Outlook - Firefox browser - Advanced CRM integration (Unified Agent Edition) 	Equipment on customer premises, management functions & some data in Fonality data center
<ul style="list-style-type: none"> - Find me/follow me - Click-to-call 	Microsoft Outlook (via HUD, Heads Up Display GUI call management software)	Hosted
<ul style="list-style-type: none"> - Find me/follow me - Click-to-call 	SalesForce, NetSuite, SugarCRM, VanillaSoft and most Web-based CRM applications via contact center versions of HUD	Dedicated IP PBX hosted in Fonality data center
<ul style="list-style-type: none"> - Visual call reports - Employee scheduler tool - Voice mail transcription - Call recording 	<ul style="list-style-type: none"> - Microsoft Outlook - Salesforce.com 	Hosted

<ul style="list-style-type: none"> - Speech-enabled IVR (interactive voice response) - Presence management 	<ul style="list-style-type: none"> - Cloud CRM: RightNow, Salesforce - Premises software: Astute, Remedy (BMC), Heat (FrontRange), SAP, Onyx (Consona), Siebel (Oracle) 	Voice infrastructure equipment on customer premises, call center applications hosted in data center
<ul style="list-style-type: none"> - Speech-enabled IVR (interactive voice response) - Presence management 	<ul style="list-style-type: none"> - Cloud CRM: RightNow, Salesforce - Premises software: Astute, Remedy (BMC), Heat (FrontRange), SAP, Onyx (Consona), Siebel (Oracle) 	Hosted
<ul style="list-style-type: none"> - Speech-enabled IVR (interactive voice response) - Presence management 	<ul style="list-style-type: none"> - Cloud CRM: RightNow, Salesforce - Premises software: Astute, Remedy (BMC), Heat (FrontRange), SAP, Onyx (Consona), Siebel (Oracle) 	Hosted contact center, existing premises PBX
Conferencing for up to 250 parties	Microsoft Lync, IBM Sametime	Hosted
High-definition conferencing in small and medium packages		Hosted
Built-in ACD, Twinning, fully licensed, Solid State, 15 MultiTenanting, 5 years of warranty included on hardware and software, can use digital phones, DECT, Wi-Fi, most flexible system around, hundreds of other features	Integrates with Outlook, Act, Goldmine, SQL Databases with our Call Center Suite (such as Salesforce, NetSuite, CRM and others)	Can be both - and remote phones do not require VPN.
	<ul style="list-style-type: none"> - Hosted Voice Mobile - Find Me/Follow Me - Visual Voicemail 	Both available
<ul style="list-style-type: none"> - Audio conferencing - Video conferencing - Application sharing - White boarding 	<ul style="list-style-type: none"> - Microsoft Office - Windows Phone 	On-Premises
	<ul style="list-style-type: none"> - With Mitel Applications Suite (MAS) set of unified communications collaboration tools - Microsoft Outlook and Office, IBM Lotus Notes 	On-Premises

		On-Premises
Meet-me conferencing		On-Premises
<ul style="list-style-type: none"> - Call recording - Fax detection - 8-party conferencing - Meet-me conferencing 		On-Premises
<ul style="list-style-type: none"> - Call handling/management from PC - Video conferencing via PCs 		On-Premises
<ul style="list-style-type: none"> - Voice, video and Web conferencing - Voice and video call recording - IVR (interactive voice response) 	<ul style="list-style-type: none"> - Microsoft Active Directory - Microsoft Exchange - Microsoft Outlook 	On-Premises (can also serve as service provider's hosted services platform)
Video conferencing through soft phone	<ul style="list-style-type: none"> - Microsoft Outlook - Microsoft OCS/Lync - Lotus Notes - Novell GroupWise. 	on-Premises

Supports soft phones		Hosted
		On-Premises
Conferencing	Microsoft Outlook, CRM (TAPI) and LDAP Contact Databases	On-Premises
		On-Premises
<ul style="list-style-type: none"> - Call recording - 20-way conferencing - Meet-me conferencing 		Hosted
<ul style="list-style-type: none"> - Click-to-call (callback) - Conferencing 	<ul style="list-style-type: none"> - Windows applications - Outlook contacts - RingCentral CloudFax 	Hosted
	With Samsung OfficeServ UC applications including ACD, instant messaging, soft phone etc.	On-Premises

<ul style="list-style-type: none"> - Web conferencing - Audio conferencing - Desktop/application sharing - Online presentations - Multimedia recording 	<ul style="list-style-type: none"> - Salesforce.com - Microsoft Dynamics CRM - Microsoft UC - NetSuite - Microsoft Outlook 	On-Premises
<ul style="list-style-type: none"> - Web conferencing - Audio conferencing - Desktop/application sharing - Online presentations - Multimedia recording 	<ul style="list-style-type: none"> - Salesforce.com - Microsoft Dynamics CRM - Microsoft UC - NetSuite - Microsoft Outlook 	On-Premises
<ul style="list-style-type: none"> - Web conferencing - Audio conferencing - Desktop/application sharing - Online presentations - Multimedia recording 	<ul style="list-style-type: none"> - Salesforce.com - Microsoft Dynamics CRM - Microsoft UC - NetSuite - Microsoft Outlook 	On-Premises
		On-Premises
8-party conferencing		On-Premises
One-number routing	Microsoft Outlook	On-Premises

- Video conferencing - Web conferencing		On-Premises
Voice recording	Microsoft Outlook	On-Premises
- HD voice - 14-way conferencing - Call recording - Voicemail transcription - HD conferencing (up to 100 attendees) - Push-to-talk - Click-to-call	- Microsoft Outlook (via toolbar) - Internet Explorer (via toolbar)	Hosted
- Multiparty and meet-me conferencing - Web conferencing	- Microsoft Lync/OCS - Microsoft Exchange	On-Premises
Multiparty and 3-way conferencing	Microsoft Outlook	On-Premises
- 8-party conferencing - Video conferencing	- Microsoft Lync/OCS - Microsoft Exchange	On-Premises
Conferencing	Microsoft Outlook	On-Premises

<ul style="list-style-type: none"> - Optional Conferencing - Click-to-call - Simultaneous ring - Optional video calling - HD voice 	Microsoft Outlook	Hosted
<ul style="list-style-type: none"> - Optional Conferencing - Click-to-call - Simultaneous ring - Optional video calling - HD voice 	Microsoft Outlook	Hosted
<ul style="list-style-type: none"> - Optional Conferencing - Click-to-call - Simultaneous ring - Optional video calling - HD voice 	Microsoft Outlook	Hosted
<ul style="list-style-type: none"> - Optional find me/follow me - Optional voice, video conferencing - 3-way calling 	<ul style="list-style-type: none"> - Microsoft Outlook - Firefox (through toolbar) 	Hosted
HD Video, Intelligent Presence, Call Swipe, E911, Recording, Calendar Integration	Outlook, Google Calendar, XMPP chat, Web based CRM	On Premise
<ul style="list-style-type: none"> - Advanced features available via CIX-compatible Media Application Server - Find me/follow me - Call recording - Video conferencing - File sharing and collaboration tools 		On-Premises
<ul style="list-style-type: none"> - Call recording - Meet-me conferencing - Web collaboration - Find me/follow me call routing 	<ul style="list-style-type: none"> - Salesforce.com - Act! - Microsoft Outlook 	On-Premises

Call recording		On-Premises
15-party conferencing	Microsoft Outlook (with optional ezPhone CTI application)	On-Premises
<ul style="list-style-type: none"> - Call recording - Find me/follow me - Conferencing 		Hosted
	<ul style="list-style-type: none"> - Click-to-call-me (embedded Web-page buttons) - Caller locator 	Hosted
<ul style="list-style-type: none"> - Conferencing (3-way and 5-8 participants) - Call recording - IVR - Follow-me 		Hosted
<ul style="list-style-type: none"> - Find me/follow me with simultaneous ring - 3-way calling 	With optional Whaleback integrated messaging, mobility, conferencing & collaboration and contact center hosted services	Hosted management, on-premises call processing

Trunking	Unified Communications Features	Supported Handsets
FXO FXS SIP	Call pickup—answer any call, whether on hold or ringing, even if it's coming from another line.	Y-link, Snom Aastra, Black Box,
FXO FXS SIP	Call pickup—answer any call, whether on hold or ringing, even if it's coming from another line.	Y-link, Snom Aastra, Black Box,
N/A (runs over broadband Internet connection)	<ul style="list-style-type: none"> - Voice mail to e-mail - Mobile integration (Android, iPhone) - Integrated soft phone 	<ul style="list-style-type: none"> - Cisco and Polycom IP phones - Polycom cordless IP phones - Polycom IP conference phones - Polycom and Tango video phones - Linksys analog phone/fax adapters
N/A (runs over broadband Internet connection)	<ul style="list-style-type: none"> - Voice mail to e-mail - Mobile integration (Android, iPhone) - Integrated soft phone 	<ul style="list-style-type: none"> - Cisco and Polycom IP phones - Polycom cordless IP phones - Polycom IP conference phones - Polycom and Tango video phones - Linksys analog phone/fax adapters
N/A (runs over broadband Internet connection)	<ul style="list-style-type: none"> - Multimedia Management 	

SIP	<ul style="list-style-type: none"> - OneBox Unified Messaging - Mobile integration - InTouch Soft Client - Integrated soft phones - Fixed Mobile Convergence 	SIP, IP, IP DECT, digital, analog
SIP	<ul style="list-style-type: none"> - Unified messaging: <ul style="list-style-type: none"> - E-voicemail and unified mode (e-mail, voice mail and faxes in single inbox) compatible with Microsoft Exchange and Lotus - Integrated mode (separate inboxes for e-mail and voice mail/fax) compatible with Microsoft Outlook 	Aastra IP, SIP, video SIP, H323, IP DECT, Wi-Fi SIP or GSM/Wi-Fi, SIP or Aastra soft-phones, and analog and digital terminals, or traditional DECT sets, via Aastra X Series gateways
Analog, ISDN, SIP	<ul style="list-style-type: none"> - Unified messaging - Integrated chat, desktop sharing, video conferencing - Fixed-mobile convergence (FMC) - Integrated soft phone 	Aastra desk phones, DECT
SIP, ISDN PRI, DDI	Integrated Aastra 2770ip soft phone	SIP, DECT
6 SIP trunks and 6 FXO lines	- Unified messaging	Analog (2) and Allworx IP phones
SIP, FXO, T1/PRI 6 SIP trunks and 6 FXO lines	<ul style="list-style-type: none"> - Unified messaging - Mobile link 	<ul style="list-style-type: none"> - Analog (2) and Allworx IP - Allworx phones support remote users
SIP, up to 3 FXO trunks	- Unified messaging	<ul style="list-style-type: none"> - Analog (5) and Allworx IP - Allworx phones support remote users

SIP and TDM	<ul style="list-style-type: none"> - Mobile Integration - One-Number Service - Integrated Soft Phones - Integrated Video Conferencing 	Analog, digital, IP and mobile phones and PC softphones
SIP, TDM	<ul style="list-style-type: none"> - Unified messaging 	Any combination of IP, SIP, VoWLAN, TDM and DECT technologies
IP, IP/TDM, TDM	<ul style="list-style-type: none"> - One-number services - Visual voice mail - Mobile integration 	<ul style="list-style-type: none"> - OmniTouch IP Touch™ 8 and 9 Series - Mobile IP Touch 310/610 (WLAN) and 300/400 (DECT) wireless phones
SIP	<ul style="list-style-type: none"> - Access to voice mail, e-mail and fax messages via same interface - Access to messages via phones and PCs using various interfaces including Microsoft Outlook and Lotus Notes - Mobile integration through mobile version of one-X software - Video conferencing via Avaya Flare for tablets - One-X integrated soft phone for PCs with Avaya handsets connected 	SIP, analog, DCP, H.323
SIP	<ul style="list-style-type: none"> - Access to voice mail, e-mail and fax messages via same interface - Access to messages via phones and PCs using various interfaces including Microsoft Outlook and Lotus Notes - Mobile integration through mobile version of one-X software - Video conferencing via Avaya Flare for tablets - One-X integrated soft phone for PCs with Avaya handsets connected 	SIP, analog, DCP, H.323

Private network for guaranteed quality or over public Internet	Voice mail to e-mail included Mobile integration available Softphone available Fax to email available	Mitel phones included or Mitel phones for sale
SIP or FXO		Any SIP phones but optimized for Cisco SPA901, SPA921, SPA922, SPA941, and SPA942 small-business IP phones
- SIP (up to 12 active trunk calls) - PSTN FXO (4 built-in FXO ports, maximum 12 ports using 2 SPA8800 IP Telephony Gateways) - ISDN BRI (basic rate interface) via Mediatrix® 4400 Series Digital Gateways		Analog or Cisco SPA300 and SPA500 Series IP Phones
- 4 to 12 analog (PSTN) trunks - 2 to 6 BRI (basic rate interface) trunks - 1 or 2 optional PRI (primary rate interface) T1/E1 trunks	- Smart CallConnectors call control software integrated with Windows Outlook, Internet Explorer etc. - Integrated business productivity applications	- Unified IP Phones 6900 and 7900 Series and Cisco Small Business SPA Series IP Phones, including wireless handsets and Session Initiation Protocol (SIP) phones - Video telephony via Cisco USB video camera connected to any 7900 Series phone, selected 6900 Series phones or to the IP Communicator soft phone
SIP, T1/E1 PRI, and T1/E1 channel-associated signaling (CAS), analog (FXO/FXS)	- Cisco Unity Connection unified messaging - Cisco IP Communicator Windows-based soft phone - Single-number reach (mobile, remote integration) - Integrated video calling	Cisco Unified SIP Phone 3905, Unified IP Phone 6900 Series, Unified IP Phone 8900 Series, Unified Conferencing Station 7937, Unified IP Wireless IP Phone 7925G
H.323 or SIP	- Cisco Unified Mobility mobile integration - Cisco Unity Connection unified messaging	Full range of Cisco Unified IP phones
H.323 or SIP	- Integrated messaging and presence - Cisco Unity Connection unified messaging - Single-number-reach integrates calling to/from desktop, home and mobile phones	Full range of Cisco Unified IP Phones

PSTN or SIP	<ul style="list-style-type: none"> - Unified messaging - Presence - Mobile integration 	<ul style="list-style-type: none"> - Digium D40, D50, D70 HD voice IP desk phones - Mobile apps for Android, BlackBerry, iPhone
N/A (runs over broadband Internet connection)	<ul style="list-style-type: none"> - Mobile integration - Presence and collaboration 	
TDM, ISDN, SIP (QX1000: SIP only)		
T1/PRI and analog (FXO/FXS)	<ul style="list-style-type: none"> - Voice mail to e-mail - Mobile integration (Call Center and Unified Agent Editions) 	Analog and digital
N/A (runs over broadband Internet connection)	<ul style="list-style-type: none"> - Voice mail to e-mail - Mobile integration (via find me/follow me) 	<ul style="list-style-type: none"> - IP phones supplied by Fonality - HUD Mobile app available for iPhone, Android
N/A (runs over broadband Internet connection)	<ul style="list-style-type: none"> - Voice mail to e-mail - Mobile integration (via find me/follow me) 	<ul style="list-style-type: none"> - IP phones supplied by Fonality - HUD Mobile available for iPhone, Android
N/A (runs over broadband Internet connection)	<ul style="list-style-type: none"> - Voice mail and fax integration - Free CounterPath soft phone 	<ul style="list-style-type: none"> - Polycom Soundpoint IP 331, 335, 450, 550, 560, 650, 670 - Polycom VVX 500 - Cisco SPA504G - Linksys SPA2102 and 3102 ATAs

PSTN TDM to customer site	- Unified messaging	Interaction SIP Station (uses headset, dedicated processor)
Calls delivered from hosted VoIP contact center to customer premises over MPLS IP network	- Unified messaging	Interaction SIP Station (uses headset, dedicated processor)
Calls delivered from hosted contact center to customers' existing PBX via TDM phone lines	- Unified messaging	Customer's existing handsets
MPLS IP network and/or PSTN TDM	- Unified messaging - Mobile integration - Remote integration	- Desktop phones - SIP soft phone
SIP	- Voice mail to e-mail	SIP desk phones and soft phones
Supports Analog, T1, PRI and SIP (no 3rd party boxes needed for SIP)	Soft Phone, Screen & application sharing, Chat, Chat rooms, Conference rooms, Complex call routing, 6 party video conference, IP bridging, Outlook record pop, Presence, Grouping, Call Record, hold, transfer, click to call, presence synch with outlook, park, and much more	LG-Ericsson IP Phones, LG-Ericsson SIP phones, LG-Ericsson Digital Phones, LG-Ericsson DECT or Wi-Fi phones, LG-Ericsson Conference Phones, and 3rd party SIP phones (such as Polycom and others (limited functionality))
SIP	- Unified voice messaging - Mobile integration	3rd party SIP/analog phones
SIP and PSTN TDM	- Unified conferencing - Presence	SIP desk phones and Windows Mobile phones
SIP and PSTN TDM	- Unified messaging - Mobile integration - Integrated audio and video conferencing - Integrated user interface	SIP phones

SIP, PSTN TDM, PRI	- Unified messaging	- Mitel 5304, 5212, 5324, 5330, 5340 IP Phone, - Mitel Supersets 4015 and 4025 - Mitel 5310 IP Conference Unit - Mitel 12 and 48-button Programmable Key Modules (PKMs)
SIP, PSTN TDM, BRI	- Unified voice messaging - Mobile integration	- Mitel 8528 / 8568 Digital Telephones - Mitel 5304 / 5320 / 5330 / 5340 / 5360 IP Phones - Mitel Unified Communicator Advanced SoftPhone - Mitel Unified Communicator Express - Mitel 5610 DECT Wireless Handset and IP DECT Stand - Mitel Cordless Headset and Handset for the 5300 Series IP Phones - Mitel 5310 IP Conference Unit - Mitel IP Programmable Key Module (PKM) 12 and 48 for the Mitel 5324 IP Phone
PSTN TDM, ISDN PRI		Analog or digital (DSX phones)
H.323, SIP, ISDN BRI/PRI, T1 and fractional T1	- Unified messaging - Presence - Integrated soft phones - Integrated video conferencing via soft phone - Mobile extension	Variety of proprietary IP and digital terminals
Analog, SIP, T1 or PRI	- Unified messaging - Collaboration tools - Schedule-based presence and availability	- Any SIP device - Full line of Polycom video phones and conferencing units
PSTN analog/TDM, SIP, H.323, ISDN BRI and PRI	- Unified messaging - Mobile integration - Integrated soft phone with video conferencing capability	- SIP IP desk phones - Digital desk phones - DECT cordless phones - Wi-Fi handsets

N/A (runs over broadband Internet connection)	- Mobile integration	- Cisco SPA 303G & SPA 504G, - Polycom SoundPoint 331, 550 & 650 - Polycom SoundStation 6000 - Linksys PAP2T analog telephone adapter
PSTN analog/TDM		Proprietary analog
Analog, PRI, T1, H.323, SIP	- Mobile integration - Integrated soft phones	Analog, SIP, proprietary analog, proprietary IP, proprietary digital, DECT
Analog and TDM, H.323, SIP		Proprietary analog, digital and IP handsets including Panasonic KX-T7000, 7400, 7600, 7720, 7731, 7750 series as well as KX-NT136, KX-NT265 and SLTs
N/A (runs over broadband Internet connection)	- Unified messaging/enhanced voice mail - Integrated SIP soft phone - Mobile integration - Find me/follow me	SIP phones
N/A (runs over broadband Internet connection)	- Unified messaging - Mobile integration (Android, BlackBerry, iPhone) - Integrated soft phone	- Polycom IP phones 321, 335, 550, 650 - Polycom Conference Phone 6000 - Cisco SPA 303, SPA 508G, SPA 525G2 - Cisco Linksys SPA-2102 analog telephone adapter - Other SIP phones from Aastra, Cisco, Grandstream, Polycom, snom
Analog, ISDN2 and/or SIP trunks	- Unified messaging - Mobile integration - Integrated soft phones - Integrated video conferencing	- All models: IP/SIP phones, soft phones, digital phones, analog phones - Some models: video phones, 3G dual-mode phones, Wi-Fi phones

Digital	<ul style="list-style-type: none"> - Unified messaging - Find-me routing - Mobile integration - Integrated user interface - Integrated video conferencing 	ShoreTel IP or SIP (plus analog for 220T1A), soft phones
BRI	<ul style="list-style-type: none"> - Unified messaging - Find-me routing - Mobile integration - Integrated user interface - Integrated video conferencing 	ShoreTel IP or SIP, analog, soft phones
Analog	<ul style="list-style-type: none"> - Unified messaging - Find-me routing - Mobile integration - Integrated user interface - Integrated video conferencing 	ShoreTel IP or SIP, analog, soft phones
ISDN		
PSTN		
Analog, ISDN (BRI and PRI), SIP	<ul style="list-style-type: none"> - Unified messaging - Mobile integration - OpenScape Personal Edition integrated soft phone - Availability & presence 	<ul style="list-style-type: none"> - Siemens OpenStage and optiPoint digital phones - optiPoint WL2 wireless phones - DECT wireless phones - IP and analog phones

BRI, E1 PRI (30 channels), T1 PRI (24 channels), analog, SIP	<ul style="list-style-type: none"> - Unified messaging - Mobile integration - Integrated soft phones - Integrated video conferencing - Integrated user interface - Presence-based collaboration 	<ul style="list-style-type: none"> - OpenStage TDM and IP, DECT wireless, Wi-Fi, soft phones - Dual-mode (cellular-Wi-Fi) Apple, BlackBerry and Nokia
PSTN or SIP	<ul style="list-style-type: none"> - Mobile integration - Integrated user interface - Presence management - Conferencing 	<ul style="list-style-type: none"> - OpenStage digital - SIP - DECT - Wi-Fi (optiPoint WL2)
N/A (runs over broadband Internet connection)	<ul style="list-style-type: none"> - Unified messaging (voice mail and fax to e-mail) - Simultaneous ring 	<ul style="list-style-type: none"> - Polycom SoundPoint IP HD desk phones - SoundStation IP HD conference phones
E1, T1, PRI, and IP	<ul style="list-style-type: none"> - Unified messaging - Presence - Mobile integration 	<ul style="list-style-type: none"> - Analog, digital, and IP (SIP and MGCP) terminals, including Tadiran T300 Series and P-Series IP phones - DECT phones - Third party SIP devices, softphones, and video phones
SIP, T1/E1 PRI	<ul style="list-style-type: none"> - Unified messaging - Mobile integration - Presence 	<ul style="list-style-type: none"> - Tadiran FlexSet-IP phones and FlexIP softphones - Tadiran T200 series SIP/MGCP IP telephones
Analog (4), E1/T1 PRI, SIP (30)	<ul style="list-style-type: none"> - Unified messaging - Mobile integration 	SIP, MGCP, Wi-Fi, softphones, HD terminals
PSTN or SIP	<ul style="list-style-type: none"> - Unified messaging (voice mail to e-mail) - Click-to-call from Outlook - Mobile integration 	<ul style="list-style-type: none"> - Polycom 301, 320, 321, 330, 331, 430, 501, 550, 601, 650 - Grandstream GXP2000, GXP2020 - Counterpath Eyebeam soft client

Bundled private Internet connection	- Unified messaging	- Polycom SoundPoint IP 335, 450, 550, 650, 670 - Polycom SoundStation IP 6000, 7000 - Cisco 7940, 7960
Bundled private Internet connection	- Unified messaging	- Polycom SoundPoint IP 335 SIP, 450 SIP, 501 SIP, 550 SIP, 560 SIP, 601 SIP, 650 SIP, 670 SIP - Polycom SoundStation IP 5000 SIP, 6000 SIP, IP 7000 SIP - Cisco SPA 504G, spa 525G, 7940 - (Telesphere can supply all but Cisco 7940)
N/A (runs over customer's existing broadband Internet connection)	- Unified messaging	- Polycom SoundPoint IP 335, 450, 550, 650, 670 - Polycom SoundStation IP 6000, 7000 - Cisco 7940, 7960
N/A (runs over broadband Internet connection)	- Unified messaging - Mobile integration	Cisco SPA504G, SPA508G, SPA525G IP phones
T1, PRI, FXS, FXO, SIP	Presence Based Routing, Mobile Integration, HD Video, Unified Messaging, Move active calls across phones, Calendar Integration, Click to Call from Web and CRM	Teo 3101, Teo 4101, Teo 4104, Teo 7810, Teo 7810 TSG, SIP RFC compliant 3rd Party devices
Analog, digital T1, ISDN PRI, SIP	- Unified messaging - Mobile integration	Analog, proprietary digital and IP
SIP, plus analog and digital T1/PRI trunks via gateways	- Unified messaging - Presence - Mobile integration	Analog, digital, SIP, proprietary IP, proprietary soft phone, wireless IP phones

Analog, T1, E1, ISDN BRI, SIP	<ul style="list-style-type: none"> - Unified messaging - Integrated soft phone 	<ul style="list-style-type: none"> - Proprietary digital and IP - Spectralink digital - Aastra IP - SIP - Analog - DECT
T1, PRI or SIP	<ul style="list-style-type: none"> - Unified messaging - Mobile extension 	Analog, digital, IP, soft phones, Wi-Fi, DECT
N/A (runs over broadband Internet connection)	<ul style="list-style-type: none"> - Unified messaging - Presence 	<ul style="list-style-type: none"> - Polycom IP 321 and 335 VoIP phones - Polycom IP 5000 conference VoIP phone - Panasonic TPA50B cordless Phone - Linksys SPA2102 ATA - Standard SIP soft phones for smart phones or PCs
N/A (runs over broadband Internet connection)	<ul style="list-style-type: none"> - Unified messaging - Mobile integration 	<ul style="list-style-type: none"> - Cisco 303G, 502G, 504G, 525G2 - Panasonic TGP 500 (desk/cordless), TPA 50 (cordless) - Polycom SoundPoint IP 331, 450, 550, 650 - Polycom SoundStation IP 6000 - CounterPath X.lite 4.0 (free) and eyeBeam 1.5 soft phones - Yealink T20 - Android and iPhone with free mobile apps
N/A (runs over broadband Internet connection)	<ul style="list-style-type: none"> - Unified messaging - Simultaneous ring 	<ul style="list-style-type: none"> - Generic SIP - Yealink T-20, T-22, T-26, SIP-T28P - Panasonic TPA50 and TGP500 cordless - Cisco 2102 ATA (analog telephone adapter) - SIP Soft phones
SIP over managed IP networks	<ul style="list-style-type: none"> - Optional unified messaging - Optional mobile integration - Optional integrated soft phones - Optional audio conferencing and Web meetings - Optional presence 	

Management Interface	User Interface	Pricing/Billing Model
GUI Setup Wizard		Call for discounts
GUI Setup Wizard		Call for discounts
Web portal ("online administration")	Web portal ("online administration")	Monthly fee per extension, plus one-time activation fee and cost of phones
Web portal	"Web dashboard"	Monthly fee per extension, plus one-time activation fee and cost of phones
Web portal (browser based)	Web portal (browser based)	Monthly fee per user/seat

		Purchase
Web portal (Aastra Management Portal, or AMP)	Telephony Web Portal (TWP)	Purchase
Client software	OfficeSuite client software	Purchase
Web portal	Via browser-based OpenCTI 50	Purchase
		Purchase
		Purchase
		Purchase

	Alcatel-Lucent My IC Web for Office Web interface	Purchase
Detailed call reporting and accounting	GUI-based desktop client	Purchase
Unified graphical interface	Via OmniTouch My Instant Communicator	Purchase
Aura System Manager secure browser-based management console	<ul style="list-style-type: none"> - one-X Portal provides access to unified communications capabilities through Web browsers - one- X Communicator client software - One-X Mobile 	Purchase
Aura System Manager secure browser-based management console	<ul style="list-style-type: none"> - MyPhone Web-based GUI - one-X Communicator - one-X Portal - one-X Mobile 	Purchase

Website	Website	Monthly fee per extension, per virtual line and any access/transport circuits plus one-time activation fee. Phones are included or available for sale.
Web portal	Via phone	Purchase
Web-based configuration utility with setup wizard	Through phones	Purchase
Via Cisco Configuration Assistant Windows-based client software	Via Smart CallConnectors call control software	Purchase
Web-based with initial setup wizard	Through device	Purchase
Via Cisco Unified Communications Manager Assistant application	Via Cisco Unified Personal Communicator client	Purchase
Via Cisco Unified Provisioning Manager application	Desktop client software	Purchase

Web browser-based	Browser-based Switchboard	Purchase appliance, phones & software with user licenses
		Monthly fee per user/seat plus cost of phones
Web portal		Purchase
Via Web-based hosted Fonality Control Panel	Fonality HUD (Heads Up Display) GUI-based call management client software	Purchase
Via Web-based hosted Fonality Control Panel	- Fonality HUD (Heads Up Display) GUI-based call management client software - HUD Queues for contact center applications	Monthly fee per user, cost of phones included
Via Web-based hosted Fonality Control Panel	- HUD (Heads Up Display) GUI-based call management client software - HUD Agent and HUD Queues for contact center applications	Monthly fee per user, cost of phones included
WebLINK Internet Control Panel		Monthly fee, cost of phones not included

Web portal	Interaction client (works with Interaction SIP Station)	Monthly fee
Web portal	Interaction client (works with Interaction SIP Station)	Monthly fee Endpoint cost included???
Web portal	Web client	Monthly fee
Web portal	- Web client - Mobile client	Monthly fee per user/seat
Web portal	Web portal	Monthly fee plus calling and other charges
Secure web based (no special applications needed) and can be managed from anywhere	Windows based - GUI - Integrates with our Managed PoE Switches	Reseller based
PC-based	Via phone	Monthly fee per user/seat
Lync server control panel	Via Office apps	Software license
PC-based	Via Mitel Unified Communicator Express, Advanced and Mobile client applications	Purchase

PC-based	Phone and soft phone	Purchase
PC-based	Via phone and soft phone	Purchase
Administration via telephone set or PC connected via USB or Ethernet port	Via telephone set	Purchase
Centralized PC-based management, including installation wizard	<ul style="list-style-type: none"> - PC attendant for handling calls directly from PC - PC assistant for managing desktop terminal from PC 	Purchase
GUI-based client or Web interface	UC client providing point-and-click drag-and-drop call management	Purchase
Local or remote Web-based	<ul style="list-style-type: none"> - PC attendant for handling calls directly from PC - PC assistant for managing desktop terminal from PC 	Purchase

Web portal	Via phone	Monthly fee plus cost of phones
		Purchase
	Communication Assistant call management software	Purchase
		Purchase
Browser-based dashboard	Unified Command Center browser-based client dashboard	Monthly fee per user/seat
Web portal (browser based)	Integrated call control software and soft phone for Mac and Windows	Monthly fee plus initial cost of phones
Web portal (browser based)	Web portal (browser based)	Purchase

ShoreTel Director Web-based call management	- ShoreTel Communicator (browser and client apps) - RoamAnywhere Client for Android, BlackBerry, iPhone, Nokia Symbian	Purchase
ShoreTel Director Web-based call management	- ShoreTel Communicator (browser and client apps) - RoamAnywhere Client for Android, BlackBerry, iPhone, Nokia Symbian	Purchase
ShoreTel Director Web-based call management	- ShoreTel Communicator (browser and client apps) - RoamAnywhere Client for Android, BlackBerry, iPhone, Nokia Symbian	Purchase
PC-based		Purchase
PC-based		Purchase
PC-based	myPortal UC client	Purchase

PC-based	myPortal UC client	Purchase
Web-based system management	Client software: - myPortal for Desktop - myPortal for Outlook - myPortal for Mobile - myPortal for OpenStage - myAttendant	Purchase
Web-based administrator dashboard	Via phones, Microsoft Outlook or IE toolbars	- Monthly fee plus cost of phones (purchase or lease) - Quality of Service router supplied
PC-based GUI administrative tool	Coral Navigator toolbar or full-screen client application	Purchase
PC-based	Coral Navigator toolbar or full-screen client application	Purchase
Web-based administration	Optional Navigator desktop UC client	Purchase
TalkSwitch Concero Console desktop client	TalkSwitch Concero Console desktop client	Purchase

Web portal (browser based)	Microsoft Outlook, browser toolbar, Web page	Monthly fee, phones and Internet connection included
Web portal (browser based)	Microsoft Outlook, browser toolbar, Web page	Monthly fee with Internet connection included, customer pays for existing or Telesphere-provided phones
Web portal (browser based)	Microsoft Outlook, browser toolbar, Web page	Monthly fee, phones included
Web-based Admin Technical Portal	Web-based User Teleo Portal	Monthly fee
RIA Rich Internet Application - Application style capabilities with Web accessibility.	Deskphone, PC/Mac Softphone, Web Based Interface, Smartphone, Tablet	System Hardware + One Time User Licence + User Devices
eManager browser-based system administration	My Phone Manager (browser-based)	Purchase
Browser-based (Web portal)	Browser-based (Web portal)	Purchase

Web-based Wave Global Administrator management console	Viewpoint desktop client (Windows)	Purchase
PC-based	Optional ezPhone desktop call manager	Purchase
Web-based	Web-based	Monthly fee plus one-time \$19.99 activation fee plus cost of phones
Web portal (administration)	- Web portal (account settings/administration only) - Vocalocity Desktop (Mac and Windows) call handling	Monthly fee for unlimited or metered extensions plus cost of phones
Web portal (administration)	Web portal (voice mail access and settings)	Monthly fee
		Monthly fee

Estimated Cost	Installation	Product Web Page
under \$1,600	Available or Easily done as DIY	http://www.blackbox.com/Store/Detail.aspx/Hybrid-PBX-VoIP-Gateway-with-12-FXO-2-FXS-and-4-Port-Ethernet-Switch-with-4-10-100-Ports/IPBX1224
under \$1,200	Available or Easily done as DIY	http://www.blackbox.com/Store/Detail.aspx/Hybrid-PBX-VoIP-Gateway-with-4-FXO-2-FXS-and-4-Port-Ethernet-Switch-with-4-10-100-Ports/IPBX424
<ul style="list-style-type: none"> - Unlimited extension: \$29.99 per month plus \$39.99 activation fee - Metered extension: \$24.99 per month for 250 minutes, plus 2.9 cents per minute thereafter, plus \$39.99 activation fee - Global extension (includes international calls to multiple destinations) \$79.99 per month plus \$39.99 activation fee 	<ul style="list-style-type: none"> - Self (with phone help from installation reps) - Professional installation available 	http://www.8x8.com/CommunicationsSolutions/ByProduct/VirtualOffice.aspx
<ul style="list-style-type: none"> - Unlimited Extension Pro: \$49.99 per month for calls to North America/Europe etc. plus \$39.99 activation fee - Metered Extension Pro: \$49.99 per month for 250 minutes, plus 2.9 cents per minute thereafter, plus \$39.99 activation fee - Global Extension Pro (includes international calls to multiple destinations) \$104.99 per month plus \$39.99 activation fee 	<ul style="list-style-type: none"> - Self (with phone help from installation reps) - Professional installation available 	http://www.8x8.com/CommunicationsSolutions/ByProduct/VirtualOfficePro.aspx
Contact vendor for detailed pricing	<ul style="list-style-type: none"> - Self through Jumpstart program - Professional 	http://www.8x8.com/CommunicationsSolutions/ByProduct/CompleteContactCenter.aspx

Contact vendor for detailed pricing	Professional	http://www.aastra.com/aastra-700.htm
Contact vendor for detailed pricing	Professional	http://www.aastra.com/aastra-5000.htm
Contact vendor for detailed pricing	Professional	http://www.aastra.com/aastra-400.htm
Contact vendor for detailed pricing	Self	http://www.aastra.com/aastra-800.htm
Contact vendor for detailed pricing	Professional (by Authorized Allworx Partner)	http://www.allworx.com/phone_systems/6x12.aspx
Contact vendor for detailed pricing	Professional (by Authorized Allworx Partner)	http://www.allworx.com/phone_systems/6x.aspx
Contact vendor for detailed pricing	Professional (by Authorized Allworx Partner)	http://www.allworx.com/phone_systems/48x.aspx

Contact vendor for detailed pricing		http://enterprise.alcatel-lucent.com/?product=OmniPCXOffice&page=overview
Contact vendor for detailed pricing	Professional	http://enterprise.alcatel-lucent.com/?product=BiCS&page=overview
Contact vendor for detailed pricing	Professional	http://enterprise.alcatel-lucent.com/?product=OmniPCXEnterprise&page=overview
Contact vendor for detailed pricing	Professional	http://www.avaya.com/usa/product/avaya-aura
Contact vendor for detailed pricing	Professional	http://www.avaya.com/usa/product/avaya-aura-solution-for-midsize-enterprise

	Self (with phone help from installation reps) Professional installation available	http://www.broadviewofficesuite.com
Contact vendor for detailed pricing	Self	http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps10030/ps10031/data_sheet_c78-504126.html
Contact vendor for detailed pricing	Self	http://www.cisco.com/en/US/products/ps10782/index.html
Contact vendor for detailed pricing	Professional (available only through Cisco distribution partners)	http://www.cisco.com/en/US/products/ps7293/index.html
Contact vendor for detailed pricing	Professional	http://www.cisco.com/en/US/products/ps11370/index.html
Contact vendor for detailed pricing	Professional	http://www.cisco.com/en/US/products/ps7273/index.html
Contact vendor for detailed pricing	Professional	http://www.cisco.com/en/US/products/ps11369/index.html

- 60 SOHO: \$2,079 with 10 silver subscriptions - 65 SMB: \$3,729 with 10 silver subscriptions - 305 SMB: \$4,664 with 10 silver subscriptions - 355 SMB: \$6,545 with 10 silver subscriptions	Self or via distributor	http://www1.digium.com/en/products/switchvox
\$35 per user per month	Self	http://www1.digium.com/en/products/hosted-pbx
Contact vendor for detailed pricing	Professional	http://www.epygi.com/quadro-ip-pbx/69
\$620 per user (\$6,200 capital expenditures for minimum of 10 users)	Professional	http://www.fonality.com/solutions/resources/hybrid-hosted-pbxtra
Starts at \$30 per user per month, 1 year minimum contract	Self (phones shipped to customer)	http://www.fonality.com/solutions/resources/hosted
Starts at \$25 per user per month, 50 users under 3-year contract	Self (phones shipped to customer)	http://www.fonality.com/solutions/fonality-enterprise-solution
Contact vendor for detailed pricing	Self	http://www.freedomiq.com/

Contact vendor for detailed pricing	Professional	http://www.inin.com/ProductSolutions/Pages/Custom-Interaction-Center.aspx
Contact vendor for detailed pricing	Professional	http://www.inin.com/ProductSolutions/Pages/Custom-Interaction-Center.aspx
Contact vendor for detailed pricing	No installation (uses existing premises equipment)	http://www.inin.com/ProductSolutions/Pages/Custom-Interaction-Center.aspx
Contact vendor for detailed pricing	Professional	http://www.inin.com/ProductSolutions/Pages/Custom-Interaction-Center-Enterprise.aspx
<p>Monthly fees:</p> <ul style="list-style-type: none"> - SOHO (up to 5 users) \$39.95 per month - Small business (15+ employees) \$99.95 per month - Medium business (50+ employees) \$199.95 per month 	No installation except connecting SIP phones	http://www.onsip.com/
Depends on Models, features needed, size, but since there is no user or trunk licenses, system is extremely affordable	Done by resellers worldwide	www.lgericssonus.com
\$19.95 price per user	Professional	http://www.megapath.com/voice/
Contact vendor for detailed pricing	Professional	http://lync.microsoft.com/en-us/Pages/unified-communications.aspx
Contact vendor for detailed pricing	Professional	http://mitel.com/products/unified-communications-platforms/mitel-communications-director/

Contact vendor for detailed pricing	Professional	http://mitel.com/products/unified-communications-platforms/mitel-sx-200-ip/
Contact vendor for detailed pricing	Professional	http://mitel.com/products/unified-communications-platforms/mitel-5000/
Contact vendor for detailed pricing	Professional	DSX-40: http://www.necunifiedsolutions.com/main/Products/ProProduct.asp?prodid=427&solid=5&primprodid=&primprodname=&catid=&searchtext= DSX-80, -160: http://www.necunifiedsolutions.com/main/Products/ProProduct.asp?prodid=428&solid=5&primprodid=&primprodname=&catid=&searchtext=
Contact vendor for detailed pricing	Professional	
Contact vendor for detailed pricing	Professional	http://www.necunifiedsolutions.com/main/Products/ProProductCategoryMain.asp?catid=210
Contact vendor for detailed pricing	Professional	http://www.necunifiedsolutions.com/main/Products/ProProduct.asp?catid=212&prodid=380

- \$34.95 per user per month for 1 user - \$24.95 per user per month for 4 users - \$21.95 per user per month for 8 users	Self (phones shipped to customer)	http://www.nextiva.com/products/office.html
Contact vendor for detailed pricing	Authorized dealer	http://panasonic.com/business/psna/products-home-business/business-phones/systems/soho/KX-TA824.aspx
Contact vendor for detailed pricing	Authorized dealer	http://panasonic.com/business/psna/product-listing/141506.aspx
Contact vendor for detailed pricing	Authorized dealer	http://panasonic.com/business/psna/products-home-business/business-phones/systems/digital/KX-TDA50G.aspx
\$33 to \$99 per user per month	Self (phones shipped to customer)	http://www.panerranetworks.com/products/voice/index.php
Monthly fee per user: - \$39.99 for 1 to 3 users - \$24.99 for 50 or more users	Self (phones shipped to customer)	http://www.ringcentral.com/office/how-it-works.html
Contact vendor for detailed pricing	Professional	http://www.samsung.com/global/business/telecommunication/productType.do?ctgry_group=13&ctgry_type=28

Contact vendor for detailed pricing	Professional	http://www.shoretel.com/products/uc_platform
Contact vendor for detailed pricing	Professional	http://www.shoretel.com/products/uc_platform
Contact vendor for detailed pricing	Professional	http://www.shoretel.com/products/uc_platform
Contact vendor for detailed pricing	Professional	http://www.siemens-enterprise.com/us/products/communications-systems-for-small-medium-businesses/hipath-500.aspx
Contact vendor for detailed pricing	Professional	http://www.siemens-enterprise.com/us/products/communications-systems-for-small-medium-businesses/hipath-1100.aspx
Contact vendor for detailed pricing	Professional	http://www.siemens-enterprise.com/us/products/communications-systems-for-small-medium-businesses/hipath-3000.aspx

Contact vendor for detailed pricing	Professional	http://www.siemens-enterprise.com/us/products/voice-solutions/hipath-4000.aspx
Contact vendor for detailed pricing	Professional	- MX: http://www.siemens-enterprise.com/us/products/communications-systems-for-small-medium-businesses/openscape-office-mx-platform.aspx - LX: http://www.siemens-enterprise.com/us/products/communications-systems-for-small-medium-businesses/openscape-office-lx-solution.aspx
- Monthly per-user fee starting at \$29 per month per line - Polycom phones \$100 to \$100 each	Self (phones shipped to customer)	http://www.simplesignal.com/hosted_pbx.php
Contact vendor for detailed pricing	Professional	http://www.tadirantele.com/tadiran-telecom/products/ip-pbx/coral-ipx-family.aspx
Contact vendor for detailed pricing	Professional	http://www.tadirantele.com/tadiran-telecom/products/ip-pbx/coral-ipx-office.aspx
Contact vendor for detailed pricing	Professional	http://www.tadirantele.com/tadiran-telecom/products/ip-pbx/ucx.aspx
- 24vsx: \$695 or \$44 per extension - 48vsx:\$1,295 or \$41 per extension - 84vsx: \$1,495 or \$47 per extension - 8 additional IP extensions: \$300 or \$38 per extension	Self or reseller	http://talkswitch.com/us/en/Products/phoneSystems/

Contact vendor for detailed pricing	Self	http://www.telesphere.com/Telesphere_Complete.html
Contact vendor for detailed pricing	Self	http://www.telesphere.com/Telesphere_Select.html
Contact vendor for detailed pricing	Self	http://www.telesphere.com/Telesphere_Fusion.html
Contact vendor for detailed pricing	Self	http://telovations.com/index.php/homepage-2/cloud-communications-a-collaboration/hosted-voice
Contact Vendor for detailed pricing	Professional via Teo Elite Partners	http://www.teotech.com
Contact vendor for detailed pricing	Professional	http://www.telecom.toshiba.com/Products/Strata-CIX-IP-Telephone-Systems.cfm
Contact vendor for detailed pricing	Professional	http://www.telecom.toshiba.com/Products/IPedge-IP-Telephone-System.cfm

Starting at \$750 per user	Professional	http://www.vertical.com/vertical/waveip
- SBX IP: Starting at \$350 per user - MBX IP: Starting at \$500 per user	Professional	SBX: http://www.vertical.com/vertical/sbxip MBX: http://www.vertical.com/vertical/mbxip
Flat-rate pricing - \$39.99 per user per month for 1 user - \$19.99 per user per month for 50 users Usage-based pricing: - \$9.99 per month for 300 minutes - \$94.99 per month for 2,500 minutes	Self or reseller	http://www.virtualpbx.com/product-info/
- Unlimited extension \$39.99 per month - Metered extension \$14.99 per month plus \$0.03 per minute - Virtual extension (calls forwarded to cellular phone): \$14.49 per month (unlimited minutes)	Self or reseller	http://vocalocity.com/small-business-voip/
- 2 lines, 1 to 5 employees: \$59.95 per month, average \$14.98 per user per month - 5 lines, 6 to 10 employees: \$129.95 per month, average \$8.75 per user per month - 8 lines, 11 to 20 employees: \$209.95 per month, average \$8.75 per user per month	Self	http://voicecarrier.com/
Contact vendor for detailed pricing	Professional	http://www.whalebacksystems.com/unified_communications/business_voice

