

## Summary:

PROVIDER	Can make live calls	Can receive live calls	Can leave messages on answering machines	Can take answering machine messages	Issues
Convo	16 out of 26	18 out of 22	10 out of 26	<b>18 out of 22</b>	<ul style="list-style-type: none"> <li>1) Calling to any Purple videophone resulted in Purple VRS call instead of point to point calls</li> <li>2) Receiving nTouch mobile calls caused black video on Convo side</li> <li>3) Convo app making calls to CAAG VRS app did not ring</li> </ul>
CAAG VRS	24 out of 26	12 out of 22	<b>16 out of 26</b>	No Answering Machine Functionality	<ul style="list-style-type: none"> <li>1) CAAG VRS iOS app calling to either iOS or Android app of CAAG VRS resulted into black videos.</li> <li>2) Convo app calling to CAAG VRS apps did not ring. (See Convo #3)</li> <li>3) No answering machine offered for CAAG VRS customers</li> <li>4) Black video seen on CAAG VRS apps from nTouch app calls</li> </ul>
Global VRS	<b>13 out of 13</b>	0 out of 11	<b>8 out of 13*</b>	Could not test	<ul style="list-style-type: none"> <li>1) Can not receive calls</li> <li>2) No answering machine offered for CAAG VRS customers</li> </ul>
Sorenson	14 out of 26	<b>33 out of 33</b>	9 out of 26	6 out of 33	<ul style="list-style-type: none"> <li>1) Unable to accept live answering machines outside of Sorenson calls</li> <li>2) ZVRS answering machine greeting gets stuck on CONNECTING TO ANSWERING MACHINE graphic. (See ZVRS #2)</li> <li>3) Receiving mobile calls from nTouch mobile calls caused black video on Convo side (see Convo #2)</li> <li>4) nTouch Android calls can't connect to Purple mobile apps and Purple SmartVP (iOS is ok)</li> </ul>
Purple	<b>26 out of 26</b>	23 out of 33	<b>16 out of 26</b>	18 out of 33	<ul style="list-style-type: none"> <li>1) Calling to any Purple videophone resulted in Purple VRS call instead of point to point calls (See Convo #1)</li> <li>2) Can't receive nTouch Android calls (See Sorenson #4)</li> <li>3) ZVRS callers can't see Purple answering machine greetings (See ZVRS #2)</li> </ul>
ZVRS	25 out of 26	32 out of 33	10 out of 26	<b>27 out of 33</b>	<ul style="list-style-type: none"> <li>1) Z4 Android to Z20 resulted black video on Z4 side</li> <li>2) Black video on ZVRS app/device of Purple answering machine greetings</li> <li>3) nTouch calls leaving answering machine on ZVRS will get stuck on "CONNECTING TO ANSWERING MACHINE" graphic.</li> <li>4) Z5 mobile calls get stuck with RINGING or DIALTONE message on completed calls to providers without answering machine</li> </ul>

**Bold = Best of category**

**\*Global VRS has no iOS app**