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I want to amek a brief story of my complaint against Sorenson VRS... Everytime I make my vp calls to my friends who have Sorenson vp always come up black screen or froze.. which I don't appreciate I have to hang up on them.. since other vp provider (Purple) have no problem calling them... Sorenson should open up and connect to other vp provider no matter what as same with many people I mean millions of people have telephone from many different company they can call each other with no problems.. even with cell phones and pagers (for emailing and texting) with many different provider of companies no problem which Sorenson should do that, too....