ComX change

Setting the New Standard In
Hospitality Phone Systems

You know better than anyone:
Hospitality Doesn't Sleep and, in this Industry, Customer Service is Held to the Highest Standards.

And while a phone system is no longer a revenue center, it is at the center of your operations. In a demanding and ever-evolving environment, we're setting the standard for a reliable, adaptable, and enduring communication system that enhances your guests' experience, ensures their safety, and streamlines operations for you and your team.

Developed for hospitality, ComXchange integrates with all major PMS systems and checks every box, from emergency notifications to wake-up calls to call accounting. Beyond high-quality products, we provide dedicated, personalized support to our customers can best serve their guests.

Trusted by the Industry's Most Reputable Brands

ComXchange

Where a Feature-Rich Solution Meets Unparalleled Support

Hosted or On-premise Platforms

ComXchange offers value-driven tailor-designed systems in either a hosted solution or on-premise deployment customized for your unique property needs.

Feature-Rich & Incredible Value

ComXchange checks every box, from emergency notifications and wake-up calls to call accounting for a high-value alternative with hospitality-specific functionality.

Hardware Agnostic

ComXchange is compatible with ClearlyIP's CIP phones and all other major brands of analog and IP desk phones. It's built on open standards, providing flexibility and longevity.

Specialized Phone Apps

Front desk staff can access guest information and wake-up call settings via phone apps to ensure the guest experience is never compromised.

Nationwide Network of Resellers

ComXchange is sold exclusively through highly trained resellers offering unparalleled support and industry knowledge.

PMS Integration

ComXchange uses secure methods to connect with all major property management systems and is capable of dual or multi-brand support.

ComXchange Base System Features

HOSPITALITY
» E-911 Notify
» Integrated Call Accounting
» IP/RS232 Serial Interface Connectivity
» PMS
  › Check-In/Check-Out
  › Hospitality Phone Apps*
  › Populate Names Directory
  › Room Changes/Moves
  › Room Status With ID
  › Single System Multi Flag Support
» Wakeup Calls
  › Bulk Wakeup Calls
  › Customizable Wakeup Call Announcement
  › Guest Initiated Wakeup Calls
  › Failed Wakeup Call Notify
  › PMS Enabled Guest Voicemail
  › Wakeup Calls with Snooze
» Web Dashboard for Hospitality Features

ATTENDANT CONSOLE*
Phone-Based with Hospitality Apps
» Call Transfer
» Change Guest Room Calling Restrictions
» Configure Guest Language
» Enable/Disable Do Not Disturb for Guest
» Enable/Disable Time based Routing or Call Flow Controls
» Manual Check-In/Check-Out
» Record Wake Up Call Announcements
» Park/Pickup Calls
» Room Moves
» Room-to-Room Block
» Set/Clear Wakeup Calls

CALL FEATURES
» Auto Answer*
» Automated Attendant
  › "0" Ring Down
  › Directory Dial by Name
  › Multi-Level Menus
» Blacklists -Caller ID Blocking
» Call Forward
  › CFB Call Forward on Busy
  › CFU Call Forward Unavailable
» Call Monitoring BLF (Busy Lamp Field)
» Call Parking/Call Pickup
» Call Pickup/Pickup Groups
» Call Queue Prioritization
» Call Recording**
» Call Recording to External Storage**
» Call Snooping
» Call Transfer
  › Blind
  › Supervised
» Call Waiting
» Caller ID
» Caller on Hold
» Conference Bridge
» Customizable Announcements
» Customizable Speed Dials*
» Direct Transfer to Voicemail

» Directed Call Pickup*
» Distinctive Ringing*
» Do Not Disturb
» Intercom*
» Mass Notification
» Music on Hold - Streaming**
» Music on Transfer
» Overhead Paging*/**
» Prepend Announcement (Call Features)
» Talk Detection
» Three-way Conferencing*

CALL ROUTING
» ACD (Automatic Call Distribution) Queues
» Auto Attendant/IVR (Interactive Voice Response)
» Automated Caller Routing
» Calendar-Based Call Routing
  › Holiday and Office Hours Routing
» Find Me/Follow Me
» Failover Trunking
» HotLine/Ring Down
» Ring Groups/Hunt Groups
» Time-Based Routing

USER CONTROL PANEL
» Call Accounting View/Schedule Reports
» Call Forward Controls
» Call History and CDR
» Call Waiting Controls
» Do Not Disturb Control
» Follow Me Control
» Hotel Dashboard Access
» User Setting Control
» Voicemail Control
» View Contacts
» Web RTC Phone

REPORTS & LOGGING
» Call Accounting Reports
» CDR (Call Detail Records)
» Centralized Logging
» ComX-Q-MetriX*** (Advanced Reporting Add-on)
» Extension Status
» Resource Usage Graphs
» Scheduled Call Accounting Reports
» Scheduled Wakeup Call Reports
» SMDR (Station Messaging Detail Records)
» Web Dashboard Reports
  › Emergency Calls Report
  › Wakeup Calls Pending Report
  › Wakeup Calls Completed Report
  › Wakeup Calls Failure Report

CORE SYSTEM
» Admin Interface (Web-Based GUI)
» Backup and Restore (Automated System Backup, Incremental Restore)
» Class of Service
» Date and Time Synchronized to Atomic Clock via NTP
» Daylight Savings Time Adjustment

» Directory
» Endpoint Manager
» Integrated Voicemail
  › Append Message
  › Caller ID in Message
  › Email Notification/Attachment
  › Guest Specific Voicemail
  › Message Envelope
  › Personal Greeting
  › MWI (Message Waiting Indicator)
  › Voicemail Blasting
» Linux Operating System
» Multi-Language Prompts
» Multi-Time Zone Support
» PBX Failover/Survivability
» User and Group Management

SECURITY
» Authentication for SIP Extensions
» Fail2Ban (Intrusion Detection)
» Granular Admin/User Access
» Secure Communications SRTP and TLS
» Secure Firewall
» Secure HTTP Access
» VPN (Remote Management)
» Weak Password Detection

NETWORK
» Analog Support
  › FXO Gateway
  › FXS Gateway
» IP Phone Plug and Play
» Remote Office Support**
» QoS Support
» PRI/T1/E1 Circuits
» SIP Trunking

ENDPOINT SUPPORT
» Door/Speaker Phones
» FXS/FXO Gateways
» SIP Phones
» SIP Talk Back Speakers
» SIP Strobe Lights
» Video Phones

CODEC SUPPORT
» Ulaw, Alaw, GSM, g.722, g.723, g.726, g.729

ADD-ONS
» ComX-Q-MetriX***
» Angie Guest Room Devices***

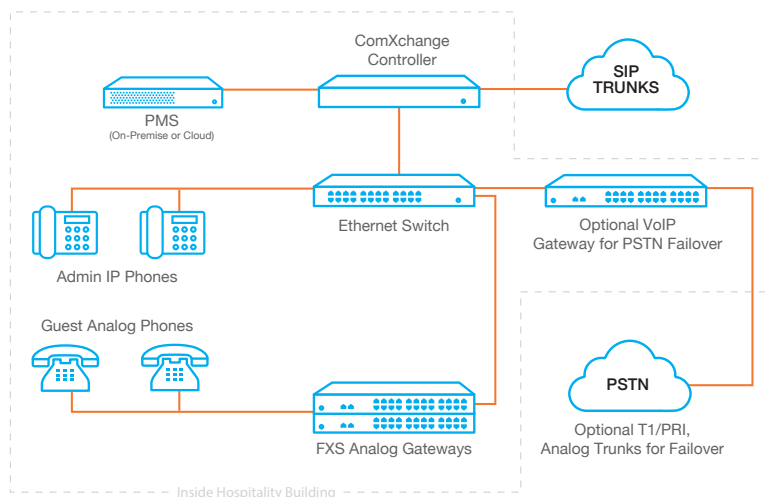* Handset dependent
**Additional equipment may be needed
***Add-on Module

ComXchange On-Premise

ComXchange offers complete control and customization options, enabling tailoring of features and configuration to the hotel's specific needs.

- ✓ Physically installed & maintained on-site at a hotel.

- ✓ Control over hardware and maintenance.

- ✓ Integrates with ClearlyIP's SIP Trunking services or traditional phone lines.

Diagram

ComXchange Controller

PMS (On-Premise or Cloud)

SIP TRUNKS

Admin IP Phones

Ethernet Switch

Optional VoIP Gateway for PSTN Failover

Guest Analog Phones

PSTN

FXS Analog Gateways

Optional T1/PRI, Analog Trunks for Failover

Inside Hospitality Building

Reliability

By hosting applications and data on-premises, customers can avoid potential downtime or latency issues caused by internet outages, ensuring that critical business operations remain unaffected.

Security

On-premise ComXchange offers enhanced security as all data is stored locally within the company's own infrastructure. This minimizes the risk of external threats and allows for stringent data protection measures.

Control and Customization

With an on-premise ComXchange, hotels have full control over their telecommunications infrastructure.
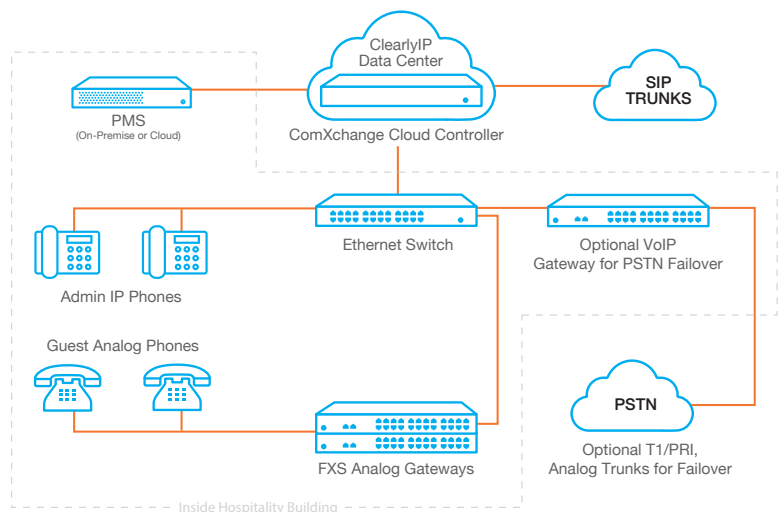
Cost Control

CapEx instead of OpEx. No recurring subscription fees, manage hardware upgrades on your own schedule.

ClearlyIP
Data Center

PMS
(On-Premise or Cloud)

ComXchange Cloud Controller

SIP
TRUNKS

Ethernet Switch

Optional VoIP
Gateway for PSTN Failover

Admin IP Phones

Guest Analog Phones

FXS Analog Gateways

PSTN

Optional T1/PRI,
Analog Trunks for Failover

Inside Hospitality Building

ComXchange Hosted benefits, making it an attractive solution for hotels seeking a modern, flexible, and cost-efficient communication solution:

Remote Access and Flexibility

With a hosted ComXchange solution, your team can access the phone system from anywhere with an internet connection. This is ideal for remote work and mobile employees, ensuring that communication remains seamless.

Scalability

ComXchange Hosted easily scales with your business needs. Whether you're adding new users or expanding to new locations, the hosted system can grow without the need for significant additional hardware investment.

Reliability and Redundancy

Hosted ComXchange provides high reliability due to built-in redundancies and regular maintenance managed by ClearlyIP. This reduces downtime and ensures continuous operation.

Cost-Effective

OpEx instead of CapEx. With hosted ComXchange, hotels can significantly reduce upfront costs related to hardware, maintenance, and infrastructure.

Simplified Management

The system is managed off-site, reducing the need for in-house IT resources. Updates, patches, and technical support are handled by ClearlyIP, freeing up your team to focus on core business activities.

Enhanced Security

ComXchange Hosted solution comes with robust security features, including encryption, firewalls, and regular security audits, ensuring that your communication data is protected.
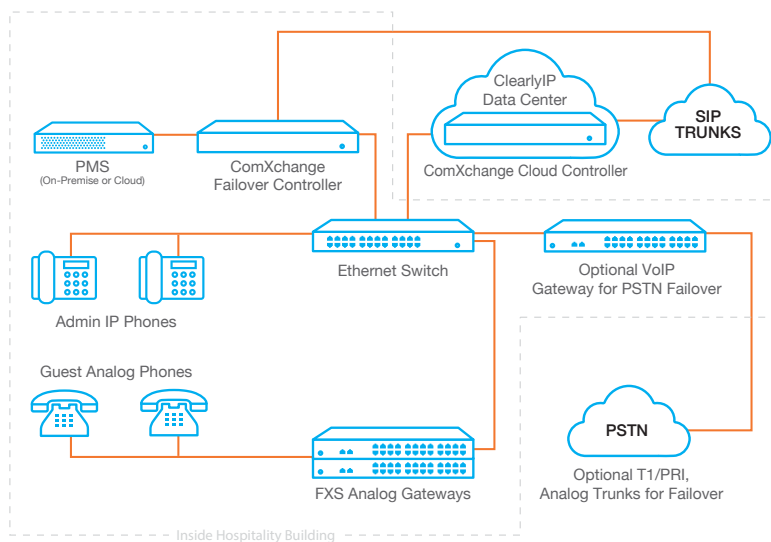
ComXchange Hybrid

ComXchange Hybrid is an all-in-one platform, ensuring continuous operation even if the internet or cloud system experiences downtime.

- ✓ Combines the reliability and control of on-premise with the flexibility & scalability of a hosted solution.

- ✓ Includes a local controller on the hotel property that maintains the PMS connectivity.

- ✓ Retains existing legacy guest room phones, on-site dependability, and redundancy while offering remote access and simplified scalability.

Benefits of ComXchange Hosted with Local Controller for Failover:

Enhanced Reliability

A local controller ensures that operations continue smoothly during a failure, minimizing downtime and maintaining service availability should the internet or hosted system disconnect.

Improved Performance

A local controller can handle failover with minimal impact on system performance, as it doesn't need to communicate with distant servers or cloud-based controllers.

Customization and Control

A local controller allows for more customization and better control over the failover process, enabling you to tailor it to the specific needs of your organization.

Reduced Dependency on External Networks

By using a local controller, the system is less dependent on external networks, which can be vulnerable to outages, cyberattacks, or other disruptions.

Cost Efficiency

A local failover system can be more cost-effective, especially in scenarios where constant uptime is critical, as it reduces the need for expensive, redundant infrastructure.

Faster Recovery

The failover is managed locally so recovery time is significantly reduced.

Ensure Support When You Need It Most

Software Assurance

Software Assurance guarantees you'll receive the latest software updates and have access to our technical support team for all your covered systems. These updates introduce new features, enhance usability, and incorporate the latest innovations. Staying up to date with your software not only ensures you receive support when you need it most but also includes critical security and stability improvements, even if you don't plan on using specific new features. Software Assurance is included with ComXchange Hosted and Hybrid versions.

ComXchange

Access to Technical Support

8-5 Monday-Friday CST for deployment, migration, and troubleshooting questions and 24/7/365 emergency support.

Software Upgrades, Updates, & Patches

Access new features, security updates, and improved useability. Get protection from glitches and bugs.

Multi-Year Discount Incentives

Support options are available for 2, 3, 4, or 5 years, with discounts.

Call Accounting Rate-Table Updates

Save time and ensure accuracy with annual updates of the call accounting rate tables.

ComXchange Controllers
Reliable, Robust, Economical

Powerful Appliances Designed Specifically for ComXchange

ComXchange controllers are cost-effective appliances that ensure reliable performance. Combined with ComXchange's robust hospitality features, these controllers provide a powerful and flexible phone system for any size property, from boutique hotels to expansive resorts with thousands of rooms.

- ✓ Best-in-Class Hardware – Featuring quad-core processors, solid-state drives for fast storage, and gigabit network ports for reliable connectivity.

- ✓ Compact 1U Rack Mountable Chassis

- ✓ Two-year warranty out of the box, with the option to purchase a three-year extended warranty for a total of five years of coverage.

- ✓ Scalable up to 3,000 Extensions

Hardware for On-Premise and Hybrid Deployments

ClearlyIP's ComXchange Controllers are powerful 1U appliances, available in five base configurations designed to suit the size and needs of various hospitality properties.

ComXchange CIP-740-CX
150 or Fewer Extensions

ComXchange CIP-750-CX
500 or Fewer Total Extensions

ComXchange CIP-760-CX
750 or Fewer Total Extensions

ComXchange CIP-790-CX
1500 or Fewer Total Extensions

ComXchange CIP-795-CX
3000 or Fewer Total Extensions

Best-in-Class Hospitality-Optimized IP Phones
ClearlyIP Phones for Front Desk and Back Office

Optimize management, contain costs and create a memorable stay for your guests with award-winning IP desk phones by ClearlyIP.

CIP230v2	CIP250v2	CIP270v2	CIP280	CIP290	CIP291 Plus

A Single Button Alerts All Necessary Administration

ClearlyIP's Panic Button is a single button that instantly dials multiple programmed numbers and plays a pre-recorded message to the recipients. The phone then goes into a broadcast-only mode, allowing the people on the receiving end to note the location of the call and hear what is transpiring in the room. The Panic Button™ is an add-on USB button that connects to ClearlyIP phones.

ClearlyIP CIP IP Phone Features

- ✓ PMS Integration
- ✓ Check-in/Check-Out
- ✓ Backup Solution if PMS Fails
- ✓ Setup Wakeup Calls on the Phone

- ✓ Panic Button/Silent Intercom
- ✓ Hotel Branding Available
- ✓ Zero Touch Configuration
- ✓ Dual Gigabit Ethernet with PoE

- ✓ Easy to Use Phone Apps
- ✓ Full-Color Displays
- ✓ 5 Way Conferencing
- ✓ 2 Year Warranty

Hospitality-Specialized Phone Apps

ComXchange offers two phone apps to work in connection with or assist in the event of a Property Management System (PMS) failure. Meaning staff will be able to operate and maintain essential tasks from a physical phone set, intended to work as an additional option with a PMS system or as a backup solution.

Guest Management App

The Guest Management app is designed to provide access to guest information. In the absence of a PMS or if the PMS is down, the app allows front desk staff to associate a guest's name with a room number, set call restrictions and DND, and move guest data to a new room. This app ensures that staff can continue providing a high service level.

Guest Wakeup App

The Guest Wakeup app allows staff to manually schedule wakeup calls for guests to ensure they don't miss important appointments or flights. The Guest Wakeup app will enable hotel staff to schedule wake-up calls to a guest's room directly from the front desk phone and works as a standalone solution.

ClearlyIP Analog and PRI Gateways

Modernize your legacy analog equipment without the high cost of copper lines. ClearlyIP FXS gateways enable seamless integration with existing analog telephones, fax machines, and POS devices. With up to 96 FXS ports available, these gateways offer a cost-effective solution while delivering advanced features.

ClearlyIP 2U 72/96 Port Modular FXS

2U rack-mountable chassis with capacity for up to four 24 port RJ21 FXS modules

ClearlyIP 1U 24/48 Port Non-Modular FXS

1U rack-mountable chassis with a built-in 24 or 48 port RJ21 FXS interface

ClearlyIP 8 Port Gateways

Seamlessly support existing analog trunks and devices, available in three models: 8 Port FXS, 8 Port FXO, and a 4 Port FXS & 4 Port FXO option.

ClearlyIP 2 Port Digital VoIP T1/E1 Gateway

1U rack-mountable chassis, supports up to 2 T1/E1 ports and up to 512 SIP trunks. Includes high performance speech processing chip.

Compact Design

Modular and non-modular high density gateways from 24 to 96 ports with 1U-2U rack mountable chassis.

Simplified Installation

Amphenol ports significantly reduce installation time using a single connector for multiple lines

Cost Savings

Reuse existing analog phones instead of IP phones, save on long-distance and international calls.

Analog Connectivity

Connects analog phones, fax machines, and POS devices.

PRI Connectivity

Provides seamless integration with T1/E1 PRIs.

Flexibility

VoIP allows you to make and receive calls from anywhere with an internet connection.

More Ways to Improve and Enhance
Hotel Operations through your ComXchange System

ClearlyIP SIP Trunking

» Inbound & Outbound Calling, backed by a fully Geo-Redundant infrastructure

» Local, Toll-Free, International, and Vanity Phone Numbers

» SMS/MMS Integration

» Advanced e911 integration

» Metered & Call Path Subscriptions Available

» Highly scalable, add or remove channels as you need

» Advanced features like forwarding, call waiting, caller ID

Clearly Anywhere Softphone

» Available for Desktop and Mobile devices

» Compatible with iOS and Android

» Your office in your pocket - answer calls from anywhere on or off the property

» Integrates with existing extensions (no separate extension necessary)

» Transfer, Hold, Forward calls as if using a deskphone

» Receive and respond to SMS messages

ComXchange Call Accounting

» Web GUI to efficiently track & manage telecom expenses

» Analyze usage patterns, identify cost-saving opportunities, ensure accurate billing

» Integrate telecommunication expenses directly with customer folio.

» Real-time monitoring, reporting, and integration

» Automatically applies long distance and international rates to calls.

» Included with ComXchange Hosted and Hybrid

Call Center Analytics - ComX-Q-Metrix

» Increase call center efficiency and quality

» Track, measure, and report on over 200 call center metrics

» Measure call volume, time on hold, and reservation booking stats

» Listen to live or recorded calls for training

» Manage your reservation center with wall boards and live alarms

Faxing/Fax Appliance

» Fax-To-Email and Email-To-Fax

» Fax to Existing Analog Fax machines with our SendFax.to Appliance.

» High Volume and Low Volume Subscriptions Available

» Fax-To-Print

» No Per Page, Per-user, or Per Group Fees

CodeX Emergency Alert System

» Included with ComXchange at no additional cost

» Detects and notifies staff when 911 is dialed from any extension on the ComXchange system.

» Sends an alert with room number and guest info to designated hotel staff.

» Supports Kari's Law and RAY BAUM's Act compliance

Elevate Your Communication to
New Heights
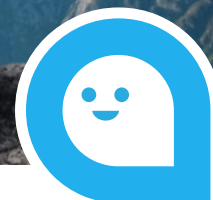
Why ClearlyIP
Stands Out

Choose ClearlyIP and discover why we are the top choice for superior solutions.

ClearlyIP is your premier choice for business telecommunications solutions. With a focus on modern infrastructure, secure connectivity, and productivity empowerment. Our experienced team provides top-notch services, applications, and hardware to businesses and communication providers globally.

- ✓ Clearly Cloud UCaaS
- ✓ ComXchange Hospitality Platform
- ✓ SIP Trunking
- ✓ IP Phones
- ✓ On-Premise Phone Systems
- ✓ Softphone Solutions
- ✓ Virtual Fax Platform
- ✓ AI Solutions

U.S.-Based Support
Our knowledgeable support team is based in North America and works directly with partners and end-users for faster, more effective issue resolution.

Transparent Pricing. No Gotchas.
No surprise fees. No "nickel and diming." Our pricing is straightforward and easy to understand—for both partners and customers.

Rapid Innovation
We're agile. We listen. And we build fast. Whether it's adding AI receptionist capabilities or enhancing security, we move quickly to meet real-world needs.

ROI Focused
Return-on-Investment focused framework to help reduce overhead and drive collaboration.

Customer First
A comprehensive approach to data collection, analysis, and usage that is built around a strong focus on relationships.

Decades of Experience
A dedicated team of telecom experts and professionals with a rich history in the industry.

Thorough Onboarding Program
A unique white glove experience with an all inclusive personal service approach.

Highly Trained Support Team
Highly proficient telecom professionals with diverse expertise, demonstrating excellence in their roles, leading to enhanced productivity for your business.