Supported PBXs

Print Director records calls from the phone systems (PBXs) below. It reads the call records (SMDR or CDR data) the PBX sends after each call, so it can support a PBX that sends these records in real time, over the network (TCP) or a serial (RS232) connection.

Support for other PBXs is added on request. If yours is not listed, let your Print Director partner know, and Blue Swift will confirm whether support can be added.

On-premises PBXs

- 3CX
- Asterisk
- Avaya IP Office 500
- FreePBX (Asterisk)
- KAREL
- Mitel 3300
- Mitel 400 Series
- NEC SL 1000
- Opticon IP32
- Panasonic KX NS3
- Panasonic KX-NS500
- Panasonic KX-TEM824
- Panasonic TDA200
- Samsung OfficeServ
- Samsung SCM Compact
- Toshiba CTX/CIX
- Unify OpenScape X5
- Yeastar (Asterisk)

Hosted PBXs

- **Mitel 3300 multitenant:** needs an SMDR port for each tenant.
- **Yeastar S Series (cloud hosted):**
  - AMI must be enabled, with a port for each client instance.
  - The client's public IP address must be static, so it can be allowed on the Yeastar.
- **VoiceGate:**
  - Needs a BiCom platform version later than 7.3.
  - The client needs a static WAN IP address or a dynamic DNS address, and a port forwarded to receive API requests.

Related articles

- *How to update the BiCom webhook URL after upgrading Print Director*
- *How to open a telephone call report*
- *How to adjust telephone call pricing*

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