

SUPPORT · PHONE SYSTEM HEALTH CHECK

Is Your Phone System Too Old?

Twenty minutes, a torch, your last bill and your own mobile. Enough to decide whether to keep it, plan a move, or move now.

■ Four tests, not a birthday

- **Supported:** parts, updates and more than one technician.
- **Secure:** still patched, passwords and remote access reviewed.
- **Connected:** reaches staff at home, on site and on mobiles.
- **Capable:** answers after hours, handles texts, reports missed calls.

The rule of thumb

Fail **one** test and you can usually patch around it. Fail **two or more** and workarounds are costing more than a replacement.

■ The twenty minute walk through

Stop	Worrying finding	Test
1. Comms cupboard Make and model on the label	Nobody knows what it is. Discontinued brand. Running hot.	Supported
2. Handsets Make and model underneath	Proprietary to one system. Second hand spares.	Supported
3. Paperwork Carrier bill, maintenance invoice	More lines than you ever use. Auto renewing contract.	Supported
4. Passwords Voicemail and admin	Installer default. PIN 1234. Nobody knows.	Secure
5. After hours call Ring yourself from a mobile	Old greeting, full mailbox, dead end menu.	Capable
6. Ask three staff Mobiles, messages, home	Yes, paper, no.	Connected

■ The verdict

- **Keep:** passes all four, or one easy fix.
- **Plan:** fails two. Line up with contract end.
- **Move:** fails three or four, or unsupported with one technician.

If the box says Panasonic

Panasonic announced its exit from business communications in **December 2020** (KX-NS, KX-TDE, KX-NCP). No hardware, firmware or support left. Plan now, not after a failure.

■ Reading your own bill

Line item	Common surprise
Line rental	Eight lines paid, three used at peak.
Maintenance	Labour only. Parts extra, and parts are the expensive bit.
Moves and changes	A callout fee for every new starter.
Mobile allowances	Phone system costs filed under something else.
Missed calls	No line item. Usually the largest cost of all.

■ Keep

- Every number: local, 1300, 1800, mobile.
- Mainstream SIP desk phones, if unlocked.
- USB and Bluetooth headsets.
- Your internet, once checked.

■ Retire

- The PBX unit, after numbers confirm.
- Proprietary handsets.
- Analogue and ISDN lines, after the port.
- The maintenance contract. Check notice now.

■ The move, and the phones never go down

- 1 **Week 1:** full inventory, including alarms, lifts, fax and intercoms. Who holds each number.
- 2 **Week 2:** design the call flow you want, including after hours and holidays.
- 3 **Week 3:** build on temporary numbers, apps on phones, sign porting forms.
- 4 **Week 4:** test from outside, after hours and on mobiles.
- 5 **Week 5:** short training by role. Lodge ports for a quiet day.
- 6 **Week 6:** numbers move, test each one, then cancel old services in writing.

Worries worth taking seriously

Internet drops? Calls fail over to mobiles and the app keeps working on the mobile network. **Call quality?** Usually better. Problems are local and testable. **Staff?** Answering is unchanged. Transfers take one short session. Send us a photo of the label: **1300 663 222** or vocphone.com/about/contact-us.