

SUPPORT GUIDE · UPGRADING 2026

Is It Time to Upgrade Your Phone System?

Most old systems do not fail. They keep ringing while the business around them changes. Score yours, count what staying costs, and move without losing a call.

■ Score your system. Maximum 24

Sign	Pts
Manufacturer no longer sells or supports it	3
Only one technician or company can work on it	3
Staff give customers personal mobile numbers	3
After hours calls go to unchecked voicemail	2
Messages written on paper or typed up later	2
You cannot say how many calls were missed yesterday	2
Remote staff cannot take calls on the business number	2
Lines are still copper or ISDN based	2
Parts or handsets bought second hand	2
Moving a desk needs a technician visit	1
Passwords unchanged since installation	1
Callers wait with no idea how long	1

■ What the total means

- **0 to 7:** keep it, fix passwords and after hours routing, rescore next year.
- **8 to 15:** start planning while you have time to do it properly.
- **16+:** you are already paying for the upgrade through workarounds.

■ Two combinations that matter anyway

- **Unsupported plus one technician** is a continuity risk. One failed card can mean days without phones.
- **Personal mobiles** means customers leave when those staff leave.

End of life is not the day it stops working

Panasonic announced in **December 2020** that it was leaving the global business communications market, including the KX-NS, KX-TDE and KX-NCP ranges. Many are still running. None has a manufacturer path left: no firmware, no security fixes, no new parts. **Check your own model** against its maker's end of sale and end of support notices.

■ The real cost of staying, most of it hidden

Cost	Where to find it
Maintenance contract	Three years of payments to your maintainer.
Callouts and changes	Invoices outside the contract.
Parts and handsets	Card purchases from auction sites.
Line rental	Services on the bill against calls you run at once.
Missed calls	No invoice. Missed calls x new enquiries x customer value.
Admin time	Hours a day spent writing and retyping messages.

■ Six weeks, and the phones never go down

- 1 **Week 1, audit** every number, line, handset and device, including fax, alarms, lifts and intercoms.
- 2 **Week 2, design** the call flow you want, not the one you had.
- 3 **Week 3, build** on temporary numbers. Sign porting paperwork.
- 4 **Week 4, test** from outside, after hours and on mobiles.
- 5 **Week 5, train and lodge ports** for a quiet cutover day.
- 6 **Week 6, cut over**, check every number, then cancel old lines and the contract.

■ What comes with you

- Every number: local, 1300, 1800 and mobile.
- Compatible SIP handsets, checked model by model.
- Your call flow, rebuilt simpler.
- Your existing business internet in most cases.

■ Honest answers

- **Internet down?** Automatic failover plus the mobile app.
- **Call quality?** Usually clearer. Problems are local and checkable.
- **Staff?** Answering is the same. Transfers take one session.
- **It still works?** Then check your score.

■ Ask before you sign

- ☐ Do I own my numbers and can I port them out later without fees?
- ☐ Who manages the port, and does the old service stay live until it is confirmed?
- ☐ Which of my handsets can be reused, by model?
- ☐ Where is the platform hosted and where is support based?
- ☐ Is AI answering and call summarising in the plan or extra?
- ☐ Can I change the call flow myself in a portal?

See the difference side by side

unidenvoice.com/get-started/time-to-upgrade-your-business-phone-system shows the old way and the new way next to each other. Or call **1300 881 662** with your system model and your score.