

WHY UNIDEN VOICE · HARDWARE + PLATFORM

Why Uniden Voice: Hardware and Software Together

Nearly every business phone provider in Australia is a software company that resells a handset made by someone else, running on infrastructure owned by a third party. It works fine right up until the day it does not.

The industry's normal structure is three companies pretending to be one. A software vendor writes the platform, an unrelated manufacturer builds the desk phone, and someone else owns the data centre and the network. That works until an incident crosses a boundary, a firmware update that breaks provisioning, a codec mismatch, a handset fault that presents as a platform fault, and then you discover that **nobody in the chain is accountable for the whole thing**. Uniden Voice is structured differently: the **EVOC2 handset** is a Uniden product, the platform is Uniden's, the hosting is Australian, and the support number is one number. In practice that means handsets are configured before they ship, firmware is tested against the platform they will actually run on, provisioning is owned end to end rather than documented in a PDF, and escalation has nowhere to go but forward.

■ The short version

You ring	They say	Where that leaves you
The phone system vendor	"Our platform shows the handsets de-registering. That is a device or network issue, we can see them dropping, not why."	Reasonable, unhelpful, technically true
The handset manufacturer	"Firmware is current. Have you tried a factory reset? Please confirm the platform is on our compatibility list."	A support portal in another time zone
Your IT provider	"Nothing changed on the network. Could be SIP ALG on the new firewall, but the vendor should confirm."	Back where you started
The internet provider	"Line tests clean."	Also true, also no help

Also worth knowing

What to test	Why it matters	Where Uniden Voice stands
Apps on every platform	Most staff will never use a desk phone daily. If the app is an afterthought, the system is an afterthought for most of your team.	✓ Windows, Mac, iOS and Android apps, free, not a premium tier
AI that is included, not upsold	The single question that moves the total cost more than any other is whether AI features sit behind a premium plan.	✓ AI call handling, transcription and summaries built into the platform
Open APIs	A phone system that cannot be connected to your CRM is a phone system that will be replaced in three years.	✓ Open APIs and integrations across common Australian business software
Contract terms	A three-year term turns a bad decision into a three-year bad decision.	✓ No lock-in, the terms should let you be wrong cheaply
Number portability	If leaving is hard, staying is not loyalty.	✓ Bring your existing numbers
Where the data lives	Call recordings and transcripts are personal information. Jurisdiction is a compliance question, not a preference.	✓ Australian hosted

The single-vendor version of the same fault

The handset, the provisioning system and the platform belong to the same company. The support engineer can see the device's registration history and its firmware version and the platform-side logs in one place, and there is no boundary at which the conversation can be handed off. It may still take a day to find. But it takes **one** conversation, and the person having it cannot escape it.

Questions the full guide answers

- ☐ Why does it matter whether the handset and the phone platform come from the same company?
- ☐ What does Uniden Voice do differently from other Australian phone providers?
- ☐ Is a single-vendor phone system always the right choice?
- ☐ What questions should I ask a phone system provider before signing?
- ☐ Does buying the handset from my phone provider cost more?
- ☐ What should I look for in the software half of a phone system?
- ☐ Does 'Australian owned' actually change anything day to day?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 881 662** or visit **unidenvoice.com/get-started**.