

6 Steps To Prepare For The PSTN Switch-Off

If you haven't started preparing for the PSTN switch-off yet, here's our checklist to help you keep on top of things:

1

Check your devices

It's important to check if any other devices run off your PSTN phone lines. You may not even realise that certain systems could be relying on your traditional phone lines to function. For example, lift emergency lines, cash machines, payment terminals, panic alarms and door entry systems could run via your PSTN lines. In this case, you'll need to switch these devices to an IP mode if it has one available or speak to a special services provider to upgrade.

2

Review your connectivity

You'll need to ensure your internet connection is up to the task. If you haven't got a strong broadband connection, you'll need to start looking to upgrade to low-latency high-bandwidth connectivity to give you the resilience you need. This will allow you to support the quality of voice calls and HD video conferencing that have become essential in everyday collaboration.

3

Think about your hardware

Taking stock of how your business uses hardware and how this might change with a more digital infrastructure is important. You might want to ease off your reliance on bulky hardware and embrace softphones and more mobile software alternatives to aid your team's agility and flexibility.

4

Select your solution

Now you've followed steps one to three; the time has come to pick your solution. Which is going to be best for your business? The answer is whichever is better for your needs. You will need to look into how you currently use your phone system and how you plan to use it in the future. On top of this, you'll need to assess the benefits and drawbacks of potential solutions.

5

Check your devices

As with many business changes, training is crucial. However, encouraging your employees to be genuinely interested in your solution is also vital. But how can you make a phone system seem exciting? At the end of the day, the whole point of technological advances, like VoIP telephony, is to not only make aspects of business easier but better. Ensure you know everything there is to know about your solution. Your provider may be able to provide training and enablement forums to show you and your team all there is to know.

Once you have all the info you need, arrange a team meeting to run through the new phone system with employees.

6

Embrace the change

Seeing the PSTN switch-off as an opportunity rather than an inconvenience is important. Digital transformation is a top priority for many businesses now, and this transition opens doors for innovation.