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Guide to purchasing a new or refurbished telephones system

Budget

This is the controlling factor for any business. In addition to brand new telephone systems and the related equipment, we also provide refurbished options – all of which come with one year's warranty and options for onsite maintenance contracts.

What can we do with our current system?

What features do we want that are not on our current system – can we upgrade our existing system either by software upgrade or replacing the main control unit, will this allow us to keep our existing telephones?

We only really want more extensions or lines - Is there space in our existing system to add additional cards or activate additional licenses?

If we upgrade the current system will all our existing cards and phones still work correctly? Sometimes existing cards and phones may need to be upgraded this can be a software/firmware upgrade or just replace the cards in the system with new or refurbished cards.

We want a new system?

Consider the expansion goals of your business when choosing a telephone system.

Are we likely to need more lines or extensions in the short or long term?

Whatever system you choose make sure that if can be expanded by either adding cards to support more phones and lines or licenses can be added, buying a system that at day 1 is running with the maximum lines or extensions on may save money today but can cost considerable more in the future.

Features on a phone system, what do we want the system to be able to do? Do we need a contact center, are we going to make full use of unified communications (UC),

What are all these features we hear about, what can they do for our business?

We are moving to a new location?

Can we take our current system with us? Or do we need to purchase a new system

Is there existing cabling in the building? Is it the correct type and can we use it

Can we move our telephone numbers with us?

How long will it take to get new telephone lines in and what is the cost, can we save money by changing the line provider?

Can we get all our lines from one source, will we need Broadband, ISDN2, ISDN30 alarm lines, SIP trunking, how many lines do we really need. Do we want 0800, 0844 numbers

This is a guide to questions to ask yourself before you make any decisions , our aim is to help you in making the right choice for your business , for more help in choosing the right option for yourself please call [Berkshire Telephone Systems](http://www.berkshire-telephone-systems.co.uk) on 01491 682 552 we can provide all the services above to you, with a single point of contact for cabling, systems, lines, maintenance.