Yeastar

Debunking **8 Misconceptions** about **TDM to IP Migration**

❶ "My phone system is working fine so there is no need to plan for an update now."

It is not just about fixing current issues, but also about preparing for future needs and potential issues. PSTN/ISDN will be completely shut down in the very near future. As TDM technology is becoming outdated, it can be increasingly difficult and costly to find replacement parts and support. In terms of functionality, by not upgrading, you could also miss out on great opportunities to improve call efficiency and business operations.

❷ "I have to ditch my TDM PBX to take advantage of VoIP."

Moving to a VoIP system doesn't necessarily mean sacrificing your investments in the existing system completely. By taking a hybrid or phased approach, you can still reap the benefits of VoIP while minimizing disruption to your business. For example, acting as a bridge between these two networks, a VoIP gateway can be a cost-effective way to integrate TDM PBX into VoIP networks.

❸ "It is complicated and labor-intensive to implement an IP PBX system."

It doesn't have to be. There are several ways to simplify the process and reduce efforts. The choice of vendor and solution has a

significant impact on the complexity of adoption. Cloud-based hosted solutions managed by a third-party provider can future minimize setup and configuration. Many modern IP PBX systems are typically designed to be easy to use and require minimal training with user-friendly management and user interface.

❹ "The audio quality of VoIP is not good enough."

Admittedly, the audio quality of VoIP might be affected by the bandwidth and the device used. However, most VoIP providers offer a lot of different protocols and codecs to ensure the call quality of VoIP is as good as landline-based calls. In the rare event that there are audio quality issues, that normally indicates a need for support or an issue with outdated phones, instead of an inherent flaw in VoIP.

❺ "IP PBX is not as reliable as TDM phone systems."

People are wary of VoIP because it runs over the Internet instead of physical phone lines. However, IP PBX uses quality of service (QoS) technology to prioritize voice traffic over other types of data traffic. With built-in redundancy and failover capabilities, even in the event of a disaster or outage, the system can automatically switch to a backup location or system to ensure that calls continue to be processed.

❻ "Routing calls over the Internet will potentially jeopardize security."

IP PBX generally leverages modern security measures to safeguard the system and protect the privacy of voice traffic. For example, encryption is widely used on IP PBX to ensure that calls are secure and can't be intercepted or eavesdropped on by third parties, as well as firewalls to block unauthorized access and protect against cyber-attacks.

❼ "Switching to VoIP means you have to change your phone number."

With number porting, you can rest assured that your phone number will stay the same, no matter what type of phone system you use. Be sure to check with your provider to make sure your number is eligible to port. In addition, by using IP PBX, you can easily add virtual phone numbers for other locations or use cases to establish a local presence in different areas without having to physically office there.

❽ "The migration is a lengthy process with downtime that could cause business disruptions."

How long it is likely to take depends on the size of your business, the complexity of your current phone system, and the specific features and capabilities you want in your new system. A knowledgeable and experienced provider will help you better understand and streamline the entire process. Careful planning and execution can also minimize potential downtime.