

CALLSAVE

BUSINESS VoIP

Professional business calling over your network — with smarter features, flexible extensions and a system designed around how your business communicates.

YOUR BUSINESS PHONE SYSTEM — WITHOUT THE OLD-SCHOOL COMPLEXITY

VoIP (Voice over Internet Protocol) carries voice calls over an IP network instead of relying solely on traditional telephone infrastructure. Modern IP phones can provide familiar functions such as call transfer, forwarding, conferencing and voicemail, while giving businesses much more flexibility in how extensions are managed.

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WHAT CALLSAVE VoIP CAN GIVE YOUR BUSINESS

- Business numbers & extensions: give staff dedicated extensions while keeping the business identity consistent.
- Call transfer & forwarding: move calls between staff or redirect calls when employees are unavailable.
- Auto-attendant: create menus such as “Press 1 for Sales, Press 2 for Support”.
- Hunt groups: send incoming calls to a team instead of relying on one person.
- Voicemail: give staff individual or shared voicemail options.
- Conference calling: bring multiple people into a call.
- Remote working: depending on the platform and configuration, users can work from locations outside the office.
- Call reporting: suitable platforms can provide business-level call statistics and reporting.

THE CALLSAVE APPROACH

We don't start with “How many phones do you want?” We start with How does your business handle calls today? Then we design the numbers, extensions, internet connection, phones, network, call flows and backup around the business.

HOW A CALLSAVE VoIP SYSTEM WORKS

Business Number → VoIP Provider/PBX → Internet/Network → IP Phone / Softphone → Employee

The exact architecture depends on the service provider and platform. A typical system can include SIP-based service, an IP-PBX or hosted PBX, IP phones and a business network. SIP is widely used for IP telephony signalling, while RTP carries media such as voice. [cite]turn0search3[turn0search4]

1. Core components

COMPONENT	PURPOSE
Business number	The public number customers dial. Numbers can be new, ported or managed through the chosen provider.
SIP / VoIP service	Provides the voice service and connects the business to the telephone network through the provider's platform.
PBX / cloud phone system	Controls extensions, call flows, IVR, hunt groups, voicemail and other features. It may be hosted or installed on-site.
IP phones	Physical desk phones connected to the IP network. Many models can receive power via PoE.
Softphone	Software that can turn a supported computer or mobile device into a business phone, depending on the platform.
Router/firewall	Connects the business network to the internet and provides security/network control.
PoE switch	Can provide both Ethernet connectivity and power to compatible IP phones, simplifying cabling.

2. Features worth selling

FEATURE	BUSINESS VALUE
Auto-attendant / IVR	Creates a professional first impression and directs callers to the correct department.
Call groups	Allows several staff members to answer calls for Sales, Support, Bookings or other teams.
Call forwarding	Keeps important calls moving when someone is busy, away or working remotely.
Voicemail	Captures missed calls and messages when staff cannot answer.
Hold music / announcements	Provides a professional customer experience while callers wait.
Call recording	Can support training, quality assurance or dispute resolution where lawful and appropriately governed.
Reporting	Helps management understand call volumes, answered/missed calls and other available metrics.

NETWORK REQUIREMENTS — THIS IS WHERE CALLSAVE ADDS VALUE

VoIP is a real-time service. Network congestion, packet loss, delay and jitter can degrade call quality, so the voice system should be designed alongside the customer's internet and LAN. QoS is a standard tool for prioritising voice traffic when networks are congested. [\[cite\turn0search11\turn0search1\]](#)

3. VoIP network checklist

- ☐ Reliable business internet connection
- ☐ Router/firewall suitable for VoIP
- ☐ Managed switch where the site requires advanced network control
- ☐ PoE switch if using PoE phones
- ☐ Voice VLAN considered where appropriate
- ☐ QoS configured and tested
- ☐ Sufficient bandwidth for expected concurrent calls and normal data usage
- ☐ Stable latency/jitter and low packet loss
- ☐ UPS for router, switch, PBX and critical network equipment
- ☐ Backup internet considered for businesses where phones are business-critical

4. PoE phone setup

Many business IP phones can be powered directly from a PoE-capable network switch, reducing the need for a separate power adapter at every desk. Some phones also provide a second Ethernet port so a PC can share the physical network connection through the phone, depending on the model. [\[cite\turn0search12\]](#)

5. Voice VLAN & QoS

- Voice VLAN: separates voice traffic logically from normal data traffic on supported network equipment.
- QoS: prioritises voice traffic during congestion to help protect call quality.
- Don't overcomplicate small sites: use VLAN/QoS features where they provide a real benefit and where the network equipment can be supported properly.
- Test, don't assume: make calls while normal business traffic is running and check for quality issues.

Cisco's current guidance specifically highlights VLAN segmentation, SIP/TLS, SRTP and security controls for business voice systems. [\[cite\turn0search6\turn0search14\]](#)

6. Power backup

For a business that relies on VoIP, the phone system is only as available as the network equipment supporting it. Consider putting the router/firewall, PoE switch, PBX/voice gateway and relevant internet equipment on a UPS. This does not guarantee service during a long outage, so critical businesses should also evaluate backup connectivity and power.

CALLSAVE VoIP PACKAGES

Use packages to simplify the customer's decision. Final phone models, licensing, minutes, numbers and features should be quoted according to the chosen provider/platform.

PACKAGE	TYPICAL BUILD	BEST FOR
ESSENTIAL	VoIP service + 1-5 extensions + IP phones + basic call routing + voicemail	Small businesses and professional offices
BUSINESS	Business VoIP + multiple extensions + auto-attendant + call groups + PoE/network integration + reporting	SMEs, retail, workshops and service businesses
PRO	Advanced PBX features + larger extension count + IVR + reporting + recording where appropriate + backup connectivity + managed network support	Businesses where phones are central to sales/support operations

CALLSAVE SITE ASSESSMENT

BUSINESS	_____

STAFF / USERS	_____

CURRENT ISP	_____ Speed: _____
	☐ Existing ☐ Replace
NETWORK	☐ Existing ☐ New ☐ Upgrade
	☐ Yes ☐ No
CALL FLOW	☐ Direct ☐ IVR ☐ Hunt groups ☐ Reception
	☐ Individual ☐ Shared
RECORDING	☐ Yes ☐ No ☐ Needs compliance review
	☐ None ☐ Some ☐ Most
BACKUP INTERNET	☐ No ☐ Yes
	☐ No ☐ Yes

CALLSAVE SALES QUESTIONS

- How many calls do you receive on an average day?
- How many people need their own extension?
- Do customers currently struggle to get through to the right person?
- Do you need an IVR or receptionist call flow?
- Do staff work remotely?
- Do you need call recording or reporting?
- What happens to your phones when the internet or power goes down?
- Would backup internet be valuable to the business?
- Do you already have a suitable network and PoE switch?

INSTALLATION & HANDOVER CHECKLIST

A professional VoIP installation should leave the customer with a working phone system, documented configuration and a clear understanding of how calls flow.

Before installation

- ☐ Confirm business numbers and number-porting requirements.
- ☐ Confirm extension list and users.
- ☐ Confirm call flow / IVR script.
- ☐ Confirm operating hours and holiday routing.
- ☐ Confirm internet service and network readiness.
- ☐ Confirm phone models and quantities.
- ☐ Confirm PoE capacity.
- ☐ Confirm UPS requirement.
- ☐ Confirm recording/retention/privacy requirements where relevant.

Commissioning

- ☐ Every extension can make an internal call.
- ☐ Every extension can make an external call.
- ☐ Incoming business number reaches the correct destination.
- ☐ IVR options work correctly.
- ☐ Call transfer works.
- ☐ Call forwarding works where configured.
- ☐ Voicemail works.
- ☐ Caller ID works as intended.
- ☐ Hold/music/announcements work where configured.
- ☐ Call quality tested during normal network activity.
- ☐ Remote access tested where applicable.
- ☐ UPS and network recovery tested.

SECURITY CHECKLIST

- ☐ Default passwords changed.
- ☐ Strong admin credentials configured.
- ☐ Unnecessary remote services disabled.
- ☐ Voice/data segmentation configured where required.
- ☐ SIP/TLS and SRTP considered where supported and appropriate.
- ☐ User permissions reviewed.
- ☐ Firmware/software update process documented.
- ☐ Configuration backup stored securely.

Security matters because exposed VoIP systems can be abused for fraudulent calling or unauthorised access. Current Cisco guidance recommends measures such as strong credentials, voice VLAN segmentation and encryption using SIP over TLS and SRTP where supported. [\[cite\]turn0search6](#)

HANDOVER

- ☐ Customer receives extension list.
- ☐ Customer knows how to transfer calls.
- ☐ Customer knows how to access voicemail.
- ☐ Customer knows who to contact for support.
- ☐ Customer receives relevant manuals/login process.
- ☐ Final call-flow diagram stored with the project.
- ☐ Any porting or carrier changes confirmed complete.

CALLSAVE SOLAR & EV CHARGING SOLUTIONS

Connect your business. Answer faster. Work smarter.

Technical note: VoIP requirements vary by provider, PBX platform, phone model, network and internet service. Final bandwidth, QoS, firewall, VLAN, security and licensing requirements should be verified for the specific deployment. Call recording and other customer-data

processing should be configured and governed in accordance with applicable law and the business's policies.