

Topic:

Business Phone Systems (Part 1 of 2)

Definitions:

Business Phone System – An advanced calling network designed to improve communications for small and large organizations, and all businesses in between.

Multi-line Phone System – A phone system that allows your business to simultaneously speak with several customers at once.

PBX – A Private Branch Exchange (PBX) is a private network of phones that uses a gatekeeper system, that routes calls, typically through a switching system, between extensions for incoming calls.

Voicemail – How a phone stores messages that you can retrieve for listening, even away from the office.

VoIP – This stands for Voice over Internet Protocol. It's when a phone uses internet communication, instead of telephone lines, to work.

What to Know about Multi-line Phone Systems:

Business phones are designed to handle the complex needs of businesses, like customer service calls and call routing to get calls to the right person. Office telephone systems have capabilities beyond your residential phone.

There are a few different types of telephone systems suitable for small office or business use: **multi-line**, **VoIP** and **PBX** phone systems. These phone systems differ primarily by the technology they use, the costs and the service provider. Most functions of one type of system can be replicated on the other systems, but the cost to do so can vary drastically.

Multi-line phone systems are phones that can have several lines run through the same unit, allowing the operator to answer each phone number individually or send calls to voicemail. These business phone systems are fairly basic, making them a great fit for many small businesses. Simple 2-line phone systems have separate telephone units, allowing multiple people to be on a call—say, a receptionist and a manager—at the same time. More complex 4-line phone systems allow for even more employees to take or make calls simultaneously. With either phone system, you can handle a local line or toll-free number.

When shopping for a new multi-line phone system, the biggest thing to look out for is how many lines it supports and compare that to how many users you have on your system. You don't want to pay for more than you need, but you also want a business phone service that allows you some room to grow. The multi-line telephone is your basic small business telephone system. It is the sturdy, reliable office phone system that you find in every professional office. It's the reliable device to unify communication and stay in touch with customers.

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