

# VoIP Guide

E-N Computers provides managed IT and cloud-based VoIP services to businesses in Virginia, Washington, DC, West Virginia, and Maryland. You can purchase or lease your equipment from us or bring compatible devices with you. Leasing significantly reduces upfront costs and makes it possible to have a VoIP phone and extension for as little as \$20/month.

This guide is designed to help you think about your needs and budget, estimate your monthly and one-time costs, and anticipate the timeline of your project.

[Contact us today](#) to get started on your VoIP migration!

## Step 1: Understand your needs and budget

What features are essential? For example, call forwarding, auto-attendant, call recording, call groups.	
Do you need physical phones, softphones, or both? A softphone (software phone) runs on desktop or mobile and receives calls to the user's extension.	
What is your current phone bill?	
What is your budget for a new phone system?	
What is your target completion date?	

## Step 2: Monthly costs

How many extensions do you need? Consider employees, shared spaces, and paging.		\$15/ext/mo	
How many extensions need an additional device, such as a softphone?		\$3/ext/mo	
How many extensions need call recording?		\$3/ext/mo	
How many outside lines do you have? We charge a one-time of \$25 per ported line.		\$10/line/mo	
How many phones will you lease? Put '0' if you have Polycom or Yealink phones or intend to purchase outright.		~\$10/phone/mo	
VoIP-only customers: do you need a managed firewall service add-on? Enjoy network protection even if you're not signed up for managed IT services.	Yes / No	\$150/mo	
911 registration fee	—	\$2.99/mo	\$2.99/mo
MONTHLY TOTAL (ESTIMATED)			



### Step 3: One-time costs

How many outside lines will you port over?		\$25/line	
How many phones will be installed? Waive this fee with a 36-month contract.		\$50/phone	
How many phones will you purchase outright?		~\$175/phone	
INSTALLATION TOTAL (ESTIMATED)			

Keep in mind that some one-time costs are outside the scope of this guide. For example:

- Installation of new Ethernet cabling may be necessary to put a VoIP phone somewhere that doesn't have Ethernet. An onsite visit is needed to properly quote this work.
- You may wish to upgrade to Power over Ethernet (PoE) switches. PoE switches provide data and power to your phones so that they do not need a wall adapter. The cost of network upgrades will depend on your current infrastructure.

## Step 4: Project timeline

VoIP migration projects generally take between **two weeks to one month** from the time the contract is signed. Interruptions and downtime are clearly communicated so that you can plan accordingly.

### Preparation

1. Sign letter of agreement
2. Initiate port of phone numbers
  - a. Takes at least 2 weeks
  - b. Requires a copy of a current phone bill showing that you own the number.
  - c. Choose a time for the port to happen — during the workday — that will cause the least disruption. **NOTE:** Toll-free numbers are ported at 11:30 A.M.
3. Order and provision hardware
4. Install new network cabling, ports, and equipment, as needed

### Installation day

Our technicians will spend 1–2 days installing or reprogramming your equipment on your scheduled installation day.

- **If you purchase or lease hardware from us**, it will be provisioned ahead of time. On installation day, our team will swap out your old phones for new ones. This results in just a few minutes of downtime per user.
- **If you already have compatible equipment**, we can reprogram some of them ahead of time and the rest afterward. Phones re-programmed ahead of time will be able to call out but won't be able to receive outside calls until the port process is complete. Also, they will not be able to call extensions that haven't been migrated yet.



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## Additional reading

Visit the E-N Computers Learning Center at <https://encomputers.com/learning-center> for more information on a variety of IT topics, including cybersecurity, managed IT services, and VoIP.

[How much does a VoIP phone system cost?](#)

[How does a VoIP phone system migration work?](#)

[How to set up a VoIP paging system](#)



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