

Fact sheet on switching lift telephones to IP

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Swisscom recommends changing over all lift telephony system end devices to mobile-network-based solutions in order to ensure flawless communication in the future.

Conversion of landline telephony at the end of 2017

With All IP, Swisscom is providing the technical basis for the digitisation of Switzerland as a business location; it is investing around CHF 1.7 billion every year into the expansion and modernisation of its network. All IP gives the customer greater flexibility, ease of use and efficiency – irrespective of location and devices. Swisscom is planning to transfer all services currently provided via traditional landline-based technology over to future-oriented Internet Protocol (IP) technology by the end of 2017. Support for the traditional technology is guaranteed until then. The old telephony infrastructure will be gradually decommissioned from 2018. Customers who have not yet switched to an IP product by then will be helped to do so by Swisscom. Swisscom recommends that any of its customers with special applications that use traditional landline-based telephony should address this topic immediately and start making the necessary adjustments. These applications also include alarm systems that transmit alarm signals via the traditional landline network using a modem.

Swisscom recommends that its customers switch lift telephones that use traditional landline-based telephony to a mobile-network-based solution as soon as possible. The lift manufacturer will be able to advise you.

What are the benefits?

Using mobile technology for lift telephony systems offers the following advantages:

1. Proven technology that has been provided by leading and innovative manufacturers for a number of years already
2. Increased redundancy as the mobile solution can access several base stations (with emergency power supply)
3. Optimised costs thanks to a targeted pricing model
4. Easy installation and immediate start-up

What does Swisscom recommend?

Swisscom recommends migrating all lift communication systems to a mobile-network-based system or an IP-enabled landline system immediately. The communication system should be connected to a local emergency power supply.

What should lift owners do?

Lift owners should contact their lift system provider regarding this matter.

Can the switch cause quality issues?

Swisscom does not expect any problems to be caused by switching over lift communication systems that are currently still using landline technology for the following reasons:

- Mobile-network coverage is very good and constantly improving.
- This mobile-network coverage is very reliable and has good availability.
- The www.swisscom.ch/battery online service enables you to check coverage in your area.

However, for a small number of installations, the mobile-network coverage in the building currently may not be sufficient. In such cases, we recommend a solution involving an antenna extension. If this solution is still not sufficient, Swisscom will check the mobile-network coverage and help the customer find an alternative solution.

Switching to a fixed IP-telephony solution is a possibility – and a solution that Swisscom is currently looking into.

www.swisscom.ch/ip