

# Moving to Digital Voice, BT's home phone service

Digital Voice is BT's new home phone service, powered over your internet connection. The old network that most home phones work on today can't keep up with the demands of modern life so it will be replaced and switched off for all phone providers by 2027.

In this guide, we'll show you how to make the simple move to this new platform.

\*Instructions may vary according to your device model.

## What you'll learn

1. What will change with the introduction of Digital Voice
2. How to make the switch to Digital Voice

## How Digital Voice will impact you

For many, a home phone is still an essential tool for staying in touch with friends or loved ones.

If this is the case for you, and if you still want to keep and use your home phone (if you are with BT or many other providers), you must make the change to digital voice by 2027. It won't cost you anything extra, and as long as it has a dialing tone, you can keep the handset you are currently using: the switch to Digital Voice will simply improve the quality of your line.

BT, or your service provider, will contact you in advance of your switchover day, most likely in writing, with plenty of information and a number to contact if you have any questions or additional needs. You will also be able to nominate a friend or family member to help you make the switch, or you can do it with your digital helper.

If you don't have broadband at home, your service provider will get in touch with some different options for you – most likely in writing.

## What if there is a power cut?

Be aware, if there's a power cut or your broadband fails, you will be unable to make any calls using Digital Voice, including 999 calls.

You'll still be able to use a mobile phone, which is why it is important to make sure that your device is always charged. If you don't have a mobile phone or are in an area with no mobile signal, and BT is your service provider, please call 0800 800 150 after you are alerted about the upcoming switchover.

If you are a customer who needs extra support you may be offered a battery back-up unit or a hybrid phone that can switch to a mobile network and has a built-in battery to keep you connected for a short time if there is a power cut to make sure you can still make calls.

## Moving to Digital Voice, BT's home phone service continued

### What if I have a healthcare pendant or burglar alarm?

BT is working closely with telecare and alarm providers to make sure that it knows who is using what equipment. It wants to make sure that people aren't moved over before their equipment provider is ready. So if you have a healthcare pendant or burglar alarm, please contact your telecare or alarm provider (you will be able to find their telephone number and contact details on their website, Google or a recent bill) who may ask you to call BT to let them know which equipment you are using.

### How to make the switch

You will be contacted when it's time to make the switch and be provided with lots of information to help you get set up.

For most people, it's very straightforward to switch over to Digital Voice.

1. You'll need to unplug your phone from the wall socket it is currently plugged into. (Ask your digital helper if unsure).

2. Next, you should slot it into the green port on the back of your wireless router (this is the device that powers the internet in your home). If this is covered by a black sticker, you will need to peel it off first.
  - a. If your router is not in a good location (it might be under the stairs, for example) you can request a free adaptor which plugs into an electrical socket. You can then plug your phone into that, and it will connect wirelessly with the router.
3. As the system is going digital, you will now need to add area codes to phone numbers. This means you will also need to update your saved numbers with area codes (the dedicated 4 or 5 digit area code needed for UK landlines – for example, Manchester is 0161, Birmingham is 0121, Edinburgh is 0131, Glasgow is 0141).
4. Once you have added/updated numbers, your phone will be set up and ready to use.



### Links to further learning

For more information on how to make the switch to Digital Voice, you can watch this handy video: [https://youtu.be/6f9UIOOLv\\_E](https://youtu.be/6f9UIOOLv_E)

This website can also give further guidance on what Digital Voice is and how it could affect you: <https://www.bt.com/broadband/digital-voice>

If this sheet has been printed off, you will need to type the full web addresses into your internet browser's search bar. If it looks like there is a gap in an address above you will need to type in an underscore \_ in its place.

