

# Helping your learner move 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 help your learner make the simple move to this new platform.

\*Instructions may vary according to your device model.

## What you'll cover

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

## How Digital Voice will impact people

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 your learner, and if they still want to keep and use their home phone (for those with BT and many other providers) they must make the change to Digital Voice by 2027. It won't cost them anything extra, and as long as it has a dialing tone, they can keep the handset that they are using: the switch to Digital Voice will simply improve the quality of their line.

BT, or your learner's service provider, will contact them most likely in writing in advance of their switchover day with plenty of information and a number to contact if they have any questions or additional needs. They will also be able to nominate a friend or family member to help them make the switch, in case they simply want you to talk them through the changes at this stage.

If your learner doesn't have broadband at home, their service provider will get in touch with some different options for them.

### What if there is a power cut?

If there's a power cut or your learner's broadband fails, they will be unable to make any calls using Digital Voice, including 999 calls.

They'll still be able to use a mobile phone, which is why it is important to remind them to make sure that their device is always charged. If they don't have a mobile phone or are in an area with no mobile signal, and BT is their service provider, please get them to call 0800 800 150 once they have been alerted regarding their upcoming Digital Voice switchover day.

Customers who need extra support 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 them connected for a short time if there is a power cut to make sure they can still make calls.

## Helping your learner move to Digital Voice, BT's home phone service *continued*

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

BT is working closely with telecare and alarm providers to make sure that they know who is using what equipment. It wants to make sure that people aren't moved over before their provider is ready. So if your learner has a healthcare pendant or burglar alarm, once they have been contacted about the switchover, please get them to speak to their telecare or alarm provider who may ask them to call BT to let them know which equipment they are using.

### How to make the switch

Your learner will be contacted when it's time to make the switch and be provided with lots of information to help them.

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

1. Your learner will need to unplug their phone from the wall socket it is currently plugged into.
2. Next, they should slot it into the green port on the back of their Wi-fi router (this is the device that powers the internet in their home – see the diagram below). If this is covered by a black sticker, they will need to peel it off first

- a. If their router is not in a good location (it might be under the stairs, for example) they can request a free adaptor which plugs into an electrical socket. They can plug their phone into that, and it will connect wirelessly with the router.

3. As the system is going digital, they will now need to add area codes to phone numbers. This means they will also need to update their 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 they have added/updated numbers, their phone will be set up and ready for them to use.



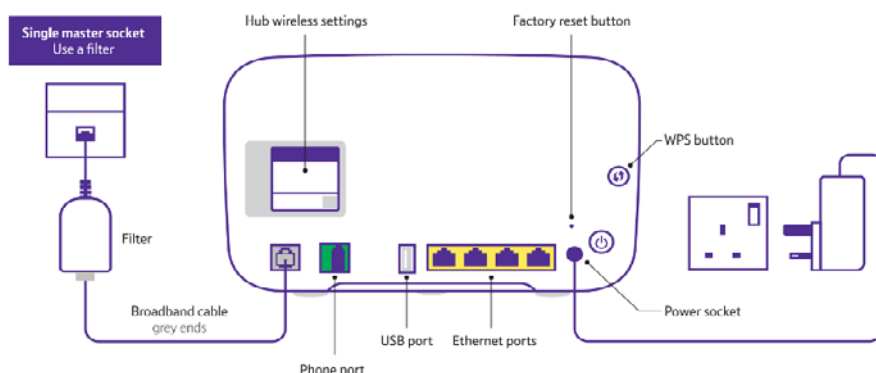
### Links to further learning

For more information on how to make the switch to Digital Voice, your learner 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 your learner: <https://www.bt.com/broadband/digital-voice>

If this sheet has been printed off, your learner will need to type the full web addresses into their internet browser's search bar. Do tell them that if it looks like there is a gap in the addresses above they will need to type in an underscore in its place.



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## 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.
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