

## MOVING TO BT DIGITAL PHONES (Information from the BT Drop-In on 14<sup>th</sup> December)

<https://www.bt.com/help/landline/digital-voice-migration>

Although this information relates only to BT landlines, **a similar process will be taking place with all other providers.** If your phone is already plugged into your router/hub you are already receiving the digital service.

### If you do not have broadband/internet in your home

If you do not currently have broadband provision in your home – just the standard landline, BT will not be transferring you for 12 to 18 months. The BT staff do not yet have details of what will be offered but it is thought it will be a mini hub without broadband facility.

### If you already have a BT router/hub

If you do have a BT router (also called “hub”), look at the back where there are connection points. If your router is compatible with the new digital voice system, it will have a telephone connection socket

*(shown here in green)*

If you do not have this, BT will send you a new router or Smart Hub.

BT will contact you one month before the changeover, giving you the date it will take effect.

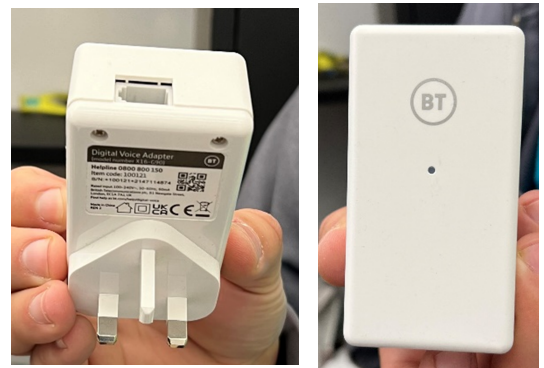
You may be contacted by BT Openreach. This is the part of the organisation that manages the infrastructure.

If your phone socket is near your router/hub you just unplug the telephone line at the wall socket and plug it into the green socket as above at the appointed time. Your existing number will automatically carry across.

If your router/hub is not near your phone socket, you need to **request a digital voice adapter** which plugs into an electrical socket near the phone line. At the appointed time the phone line needs to be unplugged from its box and plugged into the top of the digital voice adapter. There is a button on the side of the adapter. When that is pressed, it automatically connects to the router/hub and the phone line will be live.

As part of the new Digital Voice service, BT offer (at no extra cost):

- **3 way calling**
- **Multi call**
- **Call Protect** (formerly Call Guardian) but as this is now digital the user can see who is calling, report nuisance calls and BT will be able to trace them.
- **Call Diversion**



## New Brilliant features with Digital Voice

**3 Way Calling** to chat with two other people at the same time

**Multi Call** that lets more than one person make a call at once

**Call Protect** to stay protected against nuisance calls

**Call Diversion** lets you divert calls to any UK mobile or landline – so you never need miss a call if you're away from home

## Power Cuts

Once phones have been plugged into the router/hub, they will not work if there is a power cut of any kind. BT do recommend that customers have a well-charged mobile phone as an alternative, but there are other options:

### **1. Rechargeable Phone - Motorola FW500**

BT recommend the Motorola FW500 (see image) - a hybrid phone. It has a rechargeable battery which ensures it will work in a power cut. It also has a SIM card to dial out when the router/hub has lost power.



For anyone who prefers the traditional phone design, this is quite attractive and has large, clear buttons. It doesn't have voicemail but has free access to 1571.

***It currently costs £79.99 but is free for vulnerable people.***

### **2. Battery Back Up Unit**

Another solution for keeping the router/hub working during a power cut is to have a battery backup unit (also known as UPS – uninterrupted power supply) which plugs into your electric socket and then the router/hub plugs into the backup unit. The backup unit is just a heavy and very large capacity battery which charges up while the power is on and stores enough power to drive the router/hub in the event of a power cut.

***This currently costs about £90 but is free for vulnerable people***

## Security alarms/healthcare pendants linked to a central station

If you have an alarm of any kind that uses a telephone line in case of emergency, you should contact the organisation that has provided it to find out what they will do. They will have been fully informed of the changeover. Some of the options may be to provide an adapter, or a new device.

## Hearing/Speech difficulties – special services

For anyone with hearing and/or speech difficulties who rely in special services, BT suggest contacting Relay UK (<https://www.relayuk.bt.com/>)

## Problems

A member had reported being told her router was not compatible and forced into a new 2-year package from EE and not given an option. When she phoned BT to sort it out, having been left without a phone line or internet, they told her she was no longer a customer of theirs and had passed to EE. The BT staff said that there is a move towards using EE for many solutions, but the customer can ask to stay with BT. They can also raise a complaint with BT and ask to be switched back.

## Technical Assistance

BT are working with UK charity AbilityNet to help older and digitally excluded people to make the most of life in a digital world. This includes training, online services, and free, tailored, one-to-one advice and support on technology.

For factsheets: [www.bt.com/seniorskills](http://www.bt.com/seniorskills)

To speak to **AbilityNet: 0800 048 7642** during office hours or email: [enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk)

Website: <https://abilitynet.org.uk/free-tech-support-and-info/digital-skills-training-people-over-65>

**Age UK** has a similar programme. <https://www.ageuk.org.uk/our-impact/programmes/digital-skills/>