

# Using CEA telephone Call Alerts with Digital (I.P.) Telephone Services (e.g. BT Digital Voice)

Regular telephone or copper telephone lines (the type that terminate with a standard telephone socket within your property) are being gradually phased out in the UK as we switch to internet-based telephony.

BT is currently working to a 2025 deadline when the current outdated network will be completely switched off. In its place, BT is rolling out its Digital Phone service, referred to as BT Digital Voice which is an I.P. (Internet Protocol) telephone service that uses a broadband internet connection to provide telephone services, usually retaining your existing telephone number.

**Our CEA Telephone Call Alerts (CEA) are compatible with BT's Digital Voice service** when configured as we explain in this guide. They are **NOT** compatible with business or other I.P. telephony systems unless suitable analogue interfaces are provided. **NB** we cannot offer advice on business and I.P. telephony systems or compatibility with networks other than BT, please consult your network and/or equipment provider.

## 1. What is a digital (I.P./BT Digital Voice) Service?

Regular telephone or copper telephone lines (the type that terminate with a standard telephone socket within your property) are being gradually phased out in the UK as an internet connection can provide a telephone service along with all the growing internet services that meet the demands of modern life.

BT is rolling out its Digital Phone service, referred to as BT Digital Voice. Other telephone service providers whilst perhaps using different equipment and name to BT's Digital Voice, are also rolling out Digital Telephone services.

In many cases when the switch over is completed you will be able to use your existing standard telephone equipment e.g. corded telephone. The main difference is that you will no longer have to plug the phone into your master telephone socket (which will not be active after the switch to BT Digital Voice). Instead, your compatible telephone equipment will plug directly into your Internet Router or hub or using a BT Digital Voice Adaptor. BT have provided the router with a standard telephone socket.

BT also offer a wireless Digital Voice Adapter which can act as a secondary telephone socket anywhere within your property. This simple device plugs into any mains socket and allows you to connect any standard telephone equipment directly into it for use anywhere within the range of your router. It uses a Wi-Fi connection to your BT Wireless Internet Router.

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**NB We recommend that any connection and installation work is carried out by a telephone engineer or experienced and suitability qualified person.**



Traditional Telephone lines provide line voltage, it is this that powers a telephone and our range of CEA Call Alerts. A BT Digital Voice Adapter connects to a BT Internet router wirelessly to provide a telephony service and provides the line voltage needed for Telephone equipment designed to work on non-digital services, such as our CEA Alert range.

## 2. Can I use the CEA Call Alerts with BT Digital Voice telephone Line

As with all standard (analogue) telephone equipment, our range of CEA Telephone Call Alerts are fully compatible with the BT Digital Voice system. The connection will differ slightly, please continue reading for more information.

## 3. How to connect the CEA Call Alerts to BT Digital Voice Telephone Line

### CEA-40 Flashing telephone Call Alert

Connecting the CEA-40 into your BT Digital Voice line is simple and straightforward – you will not need any adaptors or accessories for it to work.

**Step 1:** Using the supplied telephone cable connect the CEA-40 Call Alert directly to your router (plug one end of the cable to the telephone socket on your router whilst the other end plugs into the "LINE" socket on the CEA-40).

**Step 2:** Using the other supplied cable, plug one end to the "TEL" socket on the CEA-40 and plug your telephone directly to the socket on the other end of this cable. The CEA-40 is now plugged in and ready to use.

### CEA-90 Heavy Duty Telephone Bell

Our Heavy Duty Bell is designed to be wired directly into an analogue telephone socket. As your telephone wall socket will be inactive following the switchover to BT Digital Voice, this will not be possible. You can however connect the bell directly to your router. You will need the following accessories:

- Double Telephone Socket Adapter (Doubler)
- Standard Telephone Extension Lead – these are available in different lengths. **Important:** whilst connecting the bell is a straightforward process, **we always recommend that this is carried out by a telephone engineer or experienced and suitability qualified person.**

**NB We recommend that any connection and installation work is carried out by a telephone engineer or experienced and suitability qualified person.**

**Step 1:** Remove the socket on your telephone extension cable exposing internal wiring. Strip the white and blue cables for wiring.

**Step 2:** Wire the exposed blue and white cables directly into the bell – the bell is supplied with a prewired connector block – simply wire the extension cable directly into the available terminals.

**Step 3:** Connect your Doubler to the telephone socket on your BT Router (Hub).

**Step 4:** Connect your telephone to one of the sockets in the BT Double Adapter and connect the plug of the Telephone extension cable with the CEA-90 bell wired on the other end to the other available socket in the BT Double Adapter.

We cannot advise compatibility of our CEA Telephone Call Alerts range with telephony providers other than BT.

[How will it work and what should I know? Our FAQ's answer questions regarding the changeover.](#)

### **What is the difference between the old and new service?**

The old network uses copper cables and has been around since the 19<sup>th</sup> century. The new service uses an internet connection to make calls, this is known as an Internet Protocol service, or I.P. for short and has been used in both large organisation and by smaller companies for some time. Telecom providers may use their own brand names to describe this service in the home, for example BT call it Digital Voice.

### **Can I use CEA Call alerts with BT Digital Voice telephone Line**

As with all standard (analogue) telephone equipment, our range of CEA Telephone Call Alerts are fully compatible with the BT Digital Voice system as explained in this document.

### **What if I don't have an internet connection?**

As part of the changeover your telephone supplier will install one. If you just wish to use this for a telephone service, then it is likely you will pay no more than with the old service.

### **Will I need a new phone?**

It depends, dedicated phones that connect wirelessly to a Wi-Fi router (internet connection) are available, but many existing phones will still be able to be used by either plugging into a dedicated socket on the router supplied by your provider, or by using an adaptor that connects wireless to the router and that you plug your existing phone into.

### **Will I need to change phone number?**

No. Not usually.

**NB We recommend that any connection and installation work is carried out by a telephone engineer or experienced and suitability qualified person.**

### **How will my telephone service differ after the switchover?**

It will work in most ways just the same as before with a dialling tone etc. You will probably find that call quality has improved and additional features maybe available. As the new service needs your Wi-Fi router to be powered up you will likely lose connection for the duration of any power cut. You can however use a special back up battery to power your Wi-Fi router so any phone plugged directly into your router will still work. Of course, mobile phones will continue to work as normal.

### **What about other devices and services that use my telephone currently?**

Connected Essentials Telephone accessories can be used as explained in this document.

For other devices it will depend on the product and the manufacturer and, to whom you should direct enquires. Telecare and alarm service providers are aware of this change and will have made plans for the switchover, you should contact them with any questions.

