



Incorrect use of BT Digital Voice Adapters with Telecare equipment.

This briefing is for providers and installers of dispersed analogue telecare equipment that connects over residential telephone lines provided by BT or EE.

Healthcare alarms or medical pendants **MUST NOT** be plugged into a BT Digital Voice Adaptor.

Compatible* analogue telecare alarms should only be plugged into the green phone port located on the back of the BT Smart hub broadband router provided to BT Digital Voice customers.



Customers migrating to BT Digital Voice may be provided with one or more BT Digital Voice Adapters. These allow existing telephone handsets to continue to be used where they are in located away from the BT Smart hub.

The BT Digital Voice Adapter has not been tested for use with telecare alarms and will not work in the event of a power cut. The adapter is designed for use with telephone equipment only.

Other phone providers may also refer to 'adapters' but these should not be confused with the BT Digital Voice adapter.

*Compatible analogue telecare equipment confirmed to work with BT Digital Voice is determined by the individual telecare service provider.