

The digital switchover

BT are running a major project to replace the regular landline system with an internet telephony service. This will impact everyone with a landline - whoever their provider is. The transition started in 2019 and is scheduled to be completed by the end of 2025.

When you are switched over to digital you will receive a new router that will have a rectangular analogue telephone socket at the rear. This operates in a similar way to the regular BT socket in your house.

Analogue socket



Simply plug your trueCall unit into this socket, and it will continue protecting your phone line.

- In some cases it may be necessary to make changes to trueCall's settings
- If your phone company supplied new digital handsets with the router these may not work with trueCall – please continue to use your existing analogue phone
- The analogue socket in the back of some Virgin Media routers is a USA style socket (square) rather than a UK socket (rectangular) - we can supply an adapter free of charge

If you have any problems then please contact our support line free on 0800 0 336 339.