WE HAVE NEWS

CHECK YOUR BUSINESS DEVICES!

SHOP

Digital Landline Switchover

Businesses

What you need to do

Make an inventory of equipment that uses the landline and identify which lines they're connected to.

Check with device providers or manufacturers if your equipment is digital-ready, and, if not, what changes you need to make.

Ask your communication provider for guidance on moving to a fully digital setup.

Landlines are going digital.

Is your business ready?

The UK's traditional landline is getting an upgrade and soon phone calls will be made digitally over a broadband line.

Businesses - big and small - will be impacted by the change.

Phone numbers won't change, but your handsets will need to be checked for compatibility with the new broadband-based connection.

Additionally, there are numerous other devices that use the landline for data (such as older payment systems, lift phones, and more) which will also need to be checked for compatibility.

If you use such devices to operate your business or to deliver customer services, you will need to take extra steps to prepare.

DIGITAL LANDLINE SWITCHOVER

Landline phones

Your communication provider will contact you with options on what they can do with your phone service once the traditional landline is no longer available. When they do, ensure you follow their instructions.

If you already use broadband, simply plugging your phone into a broadband router or hub should suffice in most cases.

If you don't use broadband yet, you may need to in order to use your phone.

If your business has a more complex setup (maybe multiple locations and providers, numerous phone sockets with separate handsets, or third party users), ask your communication providers for customised guidance.

Connected devices

Most businesses have multiple devices connected to their landline, these are not just to make and receive calls.

Landline providers won't know which devices you have connected to their network. It's essential that you (or your team) take stock of the devices and assess what requires replacing or upgrading.

Some examples of services known to use phone lines:

- Burglar alarms
- Fax machines
- Telecare devices
- Lift alarms
- Traffic light systems
- Credit card machines
- Point-of-sale (POS) terminals
- Franking machines
- Vending machines
- Intercom systems
- Fire alarm systems
- ATM machines

- Security cameras and CCTV systems
- Industrial control systems
- Building management systems
- Remote metre reading systems
- Industrial and commercial gate entry systems
- Telemetry
- Automated process control systems for water treatment plants

Power outages

While digital landlines won't work without power, mobile phones will operate as usual. You might want to install a backup power system such as a battery or generator to keep the landline and connected devices working if it's business critical or mobile phones aren't available.

Let's make the switchover a success for your business.

Minimise disruption by planning ahead and seeking support from providers.