

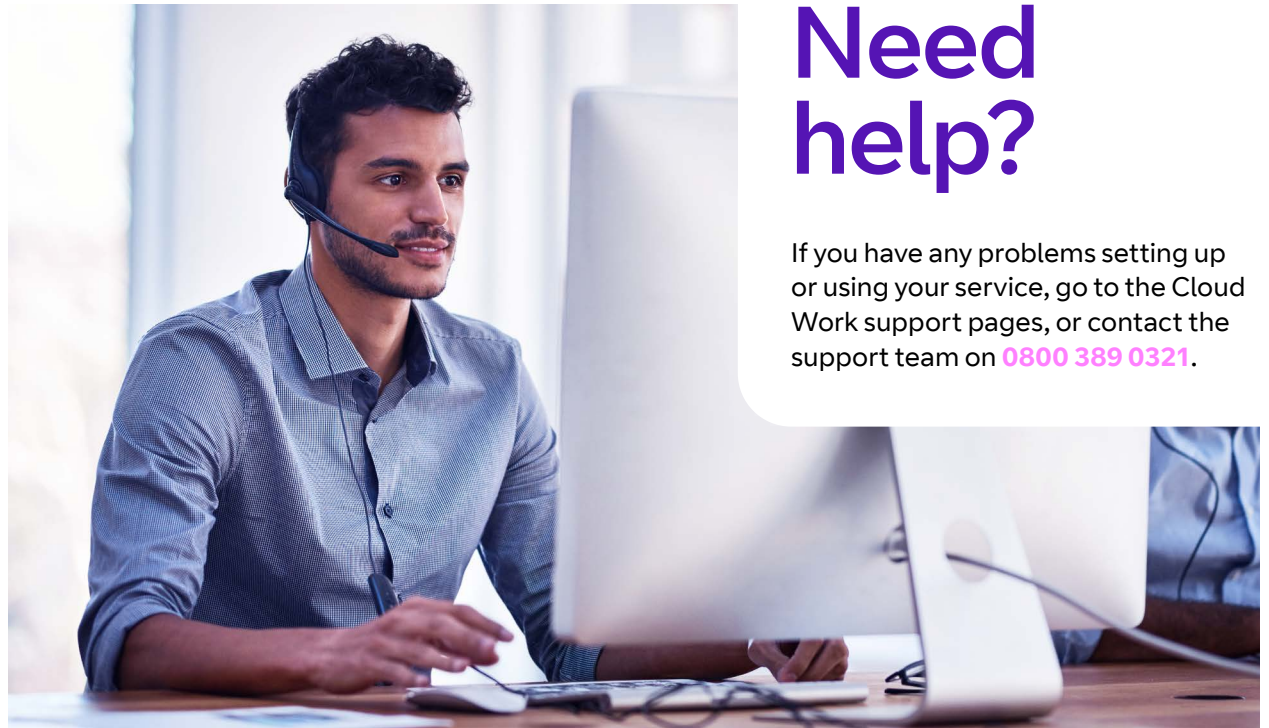


Get ready for BT Cloud Work

A guide to setting up and
getting the very best from your
new BT Cloud Work service

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Need help?

If you have any problems setting up or using your service, go to the Cloud Work support pages, or contact the support team on **0800 389 0321**.

Emergency calls

Each Cloud Work number is registered to a specific address, so when you make a 999 or 112 call from this number, that's the address the emergency services will see. Make sure your users add their emergency services address based on their current work location. They should also update their address details on the Cloud Work portal if anything changes.

Please note that emergency services are only given a single address for 999 or 112 calls from any of the phones in a group. So, it's important that group phones are all at the same physical address.

You might not be able to make 999 or 112 calls when there's a power or network failure.



Welcome to BT Cloud Work

Thank you for choosing us to provide your unified communications system. We've designed this guide to give you all the information you need, including setting up your networks and transferring your phone numbers.

Introducing Cloud Work support – dedicated to helping you and your business

We know that changing the way you deal with your business communications can be daunting. Our support team has the sole purpose of giving you the best experience possible while you make the switch. We'll get you up and running quickly and smoothly so there's no disruption to your business, then help you get used to the service and make sure that it's working perfectly for your needs.

Please note: You'll need to choose a **super administrator**, who'll have full control of your entire Cloud Work service. This user can't be deleted, and their administrator permissions can't be removed. You can assign the super administrator extension to any user in your account, but it's recommended that you pick the user who's primarily responsible for the service.

They can then create additional users, and set up profiles for them as either an administrator or a user. Administrators can change other people's settings or system features; users can only manage their own accounts.

Understanding the network basics



Cloud Work and your internet connection

Cloud Work will give you a reliable, high quality voice service, so you should make sure your local network can also deliver the call quality that you want. You'll need high-speed internet access, the correct set-up of network components, and good quality cabling to your phones.

Prevent delay to your service going live

Make sure your network is ready and that it meets the minimum recommended requirements in advance.

By now, we'll have checked your requirements and suggested the best internet connection for them. We've also enhanced our own network, to make sure your voice calls have the priority they need across this connection. By managing your access in this way, we can be sure that we're providing you with the best possible business-grade service for making calls through the internet.

Devices

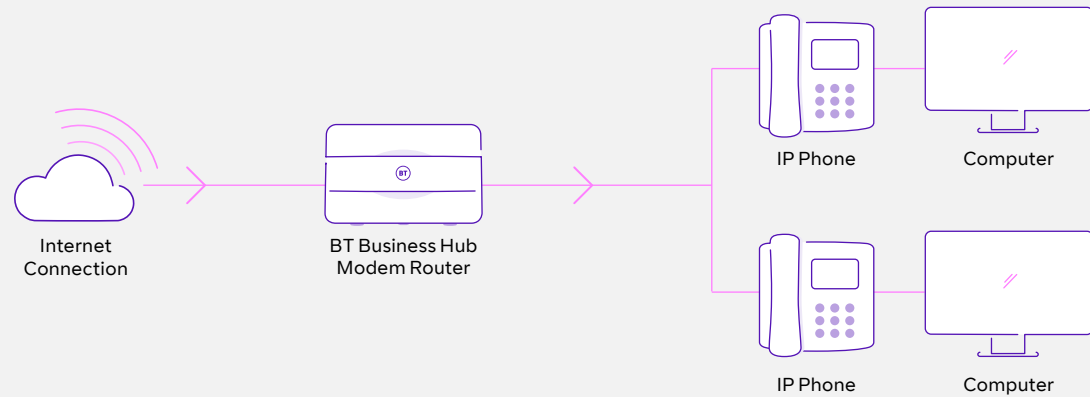
When you want to make a call, you'll need either a physical IP phone which sits on a desk or a 'softphone' (an app loaded onto a mobile, tablet or PC). These also indicate a 'presence state' so other users and supervisors can see, at a glance, who's available, busy or offline.

Network preparation, set-up and support

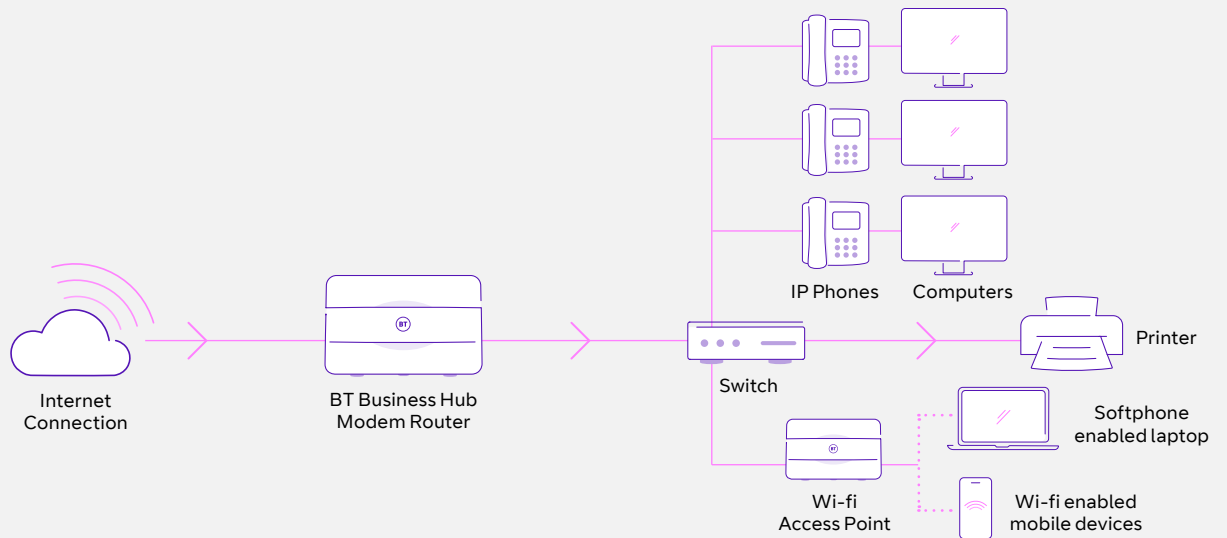
Check your recommended network set-up

Make sure your network is set up correctly to give priority to voice traffic – this will help make the most of your Cloud Work system.

Simple system set up



Larger system set up



Modems and routers

If you're going to use a router with a built-in firewall, set it up for QoS with VoIP prioritisation and port forwarding. If you have a separate firewall, you'll need to set it up for port forwarding – check your firewall documentation to see how to do this.

If you actively manage your internet access firewall ports and restrict certain protocols or ports, you may need to adjust your firewall settings for [SIP over TCP](#) and [Secure Voice](#), two Cloud Work features that help with call quality and security protocols.

Switches

If you're using switches, any that carry VoIP traffic should be set to prioritise

voice – have a look at your switch documentation for instructions on how to do this.

Power over Ethernet (POE): if you're going to run power to the phones over the network cable, you'll need to make sure that your switch will be able to cope with the number of phones you plan to run on it.

It's easy to do this – just check the output power rating on your switch (it's usually written on it) then add up the power consumption of each of the phones that you want to run from it. If the power consumption is greater than the power output on the switch, you'll need to either add another POE switch or use power supplies for the phones.

Plugging in phones

Once you've set up your network, plug your phones directly into it and then plug your computer network cables into the back of the phone. This will give you the best voice performance, by making sure that activity on your workstation doesn't interfere with the voice quality of the call. For the best results, use a cat 5 ethernet cable to connect your phones to your VoIP configured router or switch.

Wi-fi

If people in your office are using wi-fi to make calls through the desktop app or mobile app, you'll need to set up your wireless access points (APs) to prioritise voice and media traffic – check your AP documentation to see

how to do this. Bear in mind that wi-fi can be inconsistent, depending on the location of the person in relation to the AP. Because of this, we don't recommend the use of wi-fi desk phones.

Desktop app requirements

The Cloud Work desktop app lets you manage your calls from any PC.

To use it alongside Microsoft or MAC on your computer, you'll need to meet the [Cloud Work system requirements](#).

Mobile app requirements

Mobile apps add the BT Cloud Work service to your Android phone, iPhone and iPad. To use a mobile app, you'll need to meet the [Cloud Work system requirements](#).



Starting to use Cloud Work



Overview

We can help you get your account up and running with up to three 'welcome to your service' calls. We'll walk you through Cloud Work and help you configure the settings for each of your employees, as detailed below.

Schedule a set-up call

We'll send you a welcome email with a log-in link – you'll get this on the date you agreed to start your Cloud Work service. Click on this link, then follow the set-up wizard. You'll get through to an **Express Set-up**, where you activate your service and set up security passwords and pins. We'll also schedule a convenient time for us to call and talk you through the implementation process (see below) – then send you a confirmation email with the appointment details. If you don't book a time at this point, we'll send you a reminder by email so you don't miss out.

If you prefer, you can complete the Express Set-up now, before you have your scheduled set-up call. We'll take you through the steps to personalise your new phone system quickly and easily. If you don't want to do it at this stage it's not a problem – you'll be given the chance to do it later.

If you have any concerns about scheduling your set-up call, contact Cloud Work support on **0800 389 0321** and select the relevant menu option.

Your first set-up call

In your first call we'll cover the following basics:

- An overview of how you plan to use your Cloud Work system and how you would like it to work
- Setting up call handling features in line with your preferences
- Installing devices (if required)
- Going over the number transfer process (if required)
- Using voicemail and sending faxes
- Arranging the next set-up call.

Your second set-up call

In this session we'll look at how you're doing and provide more system training, including:

- Reviewing your set-up progress and confirmation that your system is working properly.
- Checking that you're happy with your advanced rules and call handling features, and other topics covered in the first call.

If you need more help after this, we'll be happy to arrange a third and final set-up call.

Transferring your phone numbers

Transfer process for administrators

You can put in a request through the Cloud Work portal to transfer an existing phone number to your Cloud Work account. You just need to follow the on-screen instructions, and give us all the information we need to send a transfer request to your current service provider. You can make and receive calls on your temporary Cloud Work numbers while the move takes place. There's more information in the guide for [Transferring Numbers to BT Cloud Work](#).

Once the process is complete, we'll send you an email letting you know that your old numbers can now be used with Cloud Work – but please note, if you're transferring a number with SMS texting capabilities, this feature won't work for 72 hours after the request is complete.

Please note: You can keep a phone number with your current provider, and simply have calls forwarded automatically to your Cloud Work account if you prefer.



Number transfer dos and don'ts

Here's a few useful things to remember before you put in a number transfer request.

Don't cancel your old phone service yet

Please wait until your transfer is complete before you cancel your old service.

Don't lose your broadband service

If you're running Cloud Work over a broadband line, before you send your transfer request to us call your service provider to get a new phone number for that line. Otherwise, you risk losing your broadband service.

Do be exact

The information you give us must match what's on record with your current phone service provider – if it doesn't, your transfer will be delayed. Have a look at your bill or speak to your current service provider if you need to check.

Do cancel any special features

Call your current provider and cancel any special features on your numbers – such as remote call forwarding or a distinctive ringtone – before sending us your transfer request. Cancel special features only – not the entire service.

Do cancel any open service orders

Ask your current provider to cancel any open service orders, or to confirm they're complete, before placing your transfer request.



Number transfer frequently asked questions

What information do I need to transfer my number?

You'll need to give us the following information, exactly as your current service provider has it on record, when you submit your transfer request. If there's a mismatch, your transfer will be delayed:

- company name and address
- company registered number
- name of the account holder or person authorised to make changes to the account
- service address (the physical address in which the phone number currently rings)
- current service provider name and address
- your account number with them
- the phone numbers to be transferred.

Should I cancel my current phone service first?

No. Your number has to be active with your provider for us to transfer it to Cloud Work. Wait until the transfer is complete, then cancel your old phone service.

How long does a number transfer usually take?

The timing relies on your current service provider, but allow for 30 days after you've put in a request on the Cloud Work portal. The transfer can take less than that to complete – or longer, if it's a more complex request.

How will I know if there's a problem with my number transfer?

If there's a problem your number transfer request, we'll let you know by email.

How do I know when my number will be activated?

We'll notify you by email when we receive the release date from your provider.

What if I want to transfer multiple telephone numbers?

That's fine – the number transfer process lets you specify all the phone numbers that you want to transfer.

What's the number to call if I have questions about my number transfer request?

You can reach our Cloud Work support team on **0800 389 0321**, or raise a support request on the customer portal.

Help and advice

The Cloud Work help centre

We want to help you get to grips with all the features of Cloud Work, and make sure you have the support you need to get the most out of it.

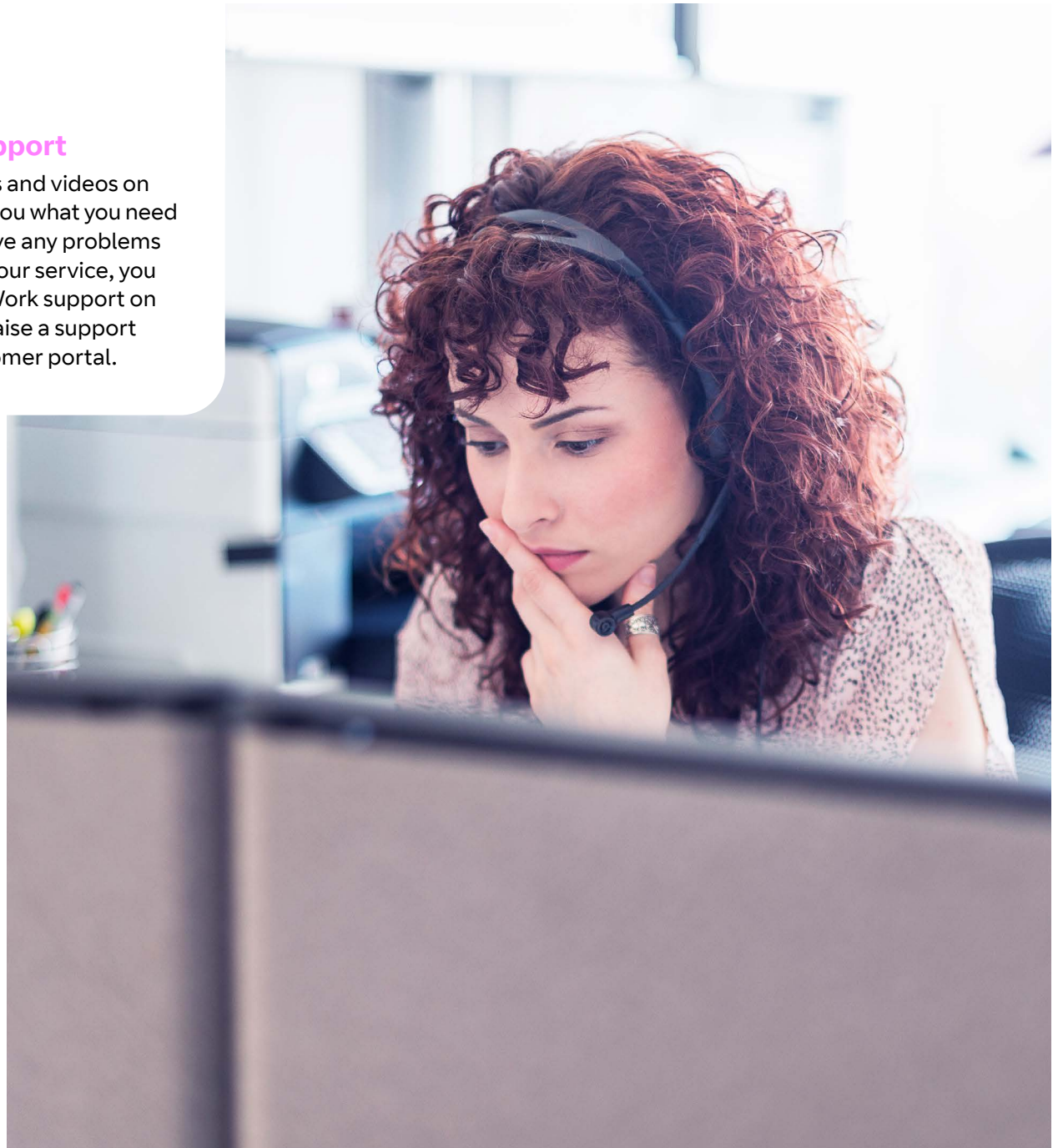
Once you've signed in to the portal, you'll see the **Get Help** link in the top right-hand corner, or you can access it at support.btcloudphone.bt.com. Here, you'll find lots of useful 'how-to' articles, short video tutorials for common tasks, and links to user guides.

You can also search the knowledge base by keyword or phrase. You'll find that common tasks all have short video tutorials to guide you; there are links to user guides for the system and phones, and you can submit a case online and get real-time updates from an expert.

When you use the knowledge base, please help us to improve it by rating the content.

Cloud Work support

If the articles, guides and videos on the portal don't tell you what you need to know, or if you have any problems setting up or using your service, you can contact Cloud Work support on **0800 389 0321**, or raise a support request on the customer portal.





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