BT Cloud Work

What happens next?

Here's a handy guide to what happens once you've placed an order for your Cloud Work service.

Thanks again for choosing Cloud Work for your business

We'll have your flexible, reliable cloud-based phone system ready to go in no time.

Here's a summary of what happens now:

1. We take your order
2. We confirm your order
3. We give you a date for the service to go live
4. We send you your equipment
5. We get you up and running.

Contents

Order placed and confirmed

Order placed

We check the details and process your order. If we have any questions, your sales representative will be in touch.

Order confirmed

We'll email you your start date or inform you of any delay – for example, if you're having new access service provided at the same time.

While you're waiting for your service to start, take a look at the resources we've listed here.

Resources to help you get ready for Cloud Work

To make sure you're getting the best from your Cloud Work service, you need to consider a number of things. In this guide, we give you some handy hints to make sure you get the best possible quality on all of your Cloud Work calls.

Ensure your LAN is optimised for Cloud Work with **this link**.

Visit our **Support page** for how to make the most of your Cloud Work service.

We send you any equipment

Watch out for deliveries

We'll let you know if anything is on its way to you. You'll need someone to be in to sign for any equipment we send.

Cloud Work IP phones arrive

Whether you choose to self-install your new Cloud Work phones or arrange an engineer to come to your site, the phones are pre-configured so they are ready to go for you.

If you've chosen installation of your Cloud Work phones by one of our engineers, they'll install them in the required locations and check they're working correctly.

if you have any queries around your phones they can be tracked on your Cloud Work portal or give us a call on **0800 389 0598**

Help us to help you

We will send an email with your engineer, we will tell you when they are due to arrive. We'll need you to let us in and show us where things are. If there's aspects of your set-up that we're not providing – like your internet connection and LAN cabling – you'll also need to make sure everything's ready for us.

Here are the basic steps to help you connect your phones

Plug the handset into the port labelled with the handset icon.
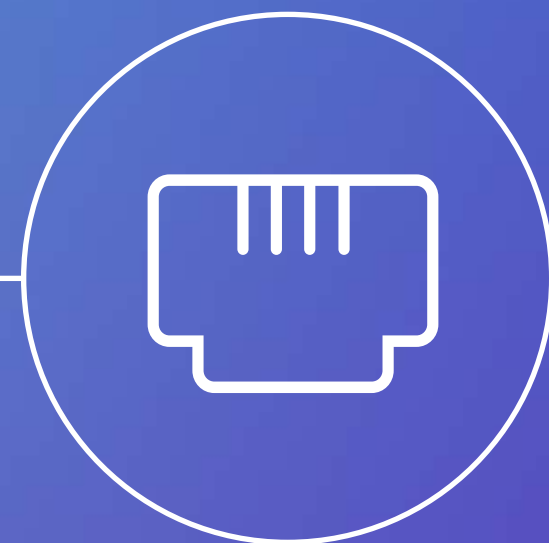
Use the Ethernet cable to connect the network ports on your phone and your BT Business Hub (or network switch). The label on the port will vary from phone to phone.

There are two options for connecting the phone to a power source. You can either use the supplied AC poweradapter to plug into a mains socket, and connect to the power (DC) port on the phone. Or, if you have in-line network power supplied through an Ethernet (PoE) switch, this will work too.

When the phone first connects to the network it'll take a few minutes to update, so please be patient. It'll be ready to make calls when you see the extension number on its screen.

You'll find more details here

📞 **Phone user guide**   🎧 **Headset user guide**

Getting up and running

Show and tell

Upon receiving your activation email, you will be invited to arrange a call. On the call, we'll guide you through building your users and how to configure the service so everything's ready for when you go live.

We'll also go through some of the available features so you can get the most out of your Cloud Work service from day one.

And if any changes are needed we'll complete them together, to ensure you're happy with how your portal has been set up for when you start to use the service.
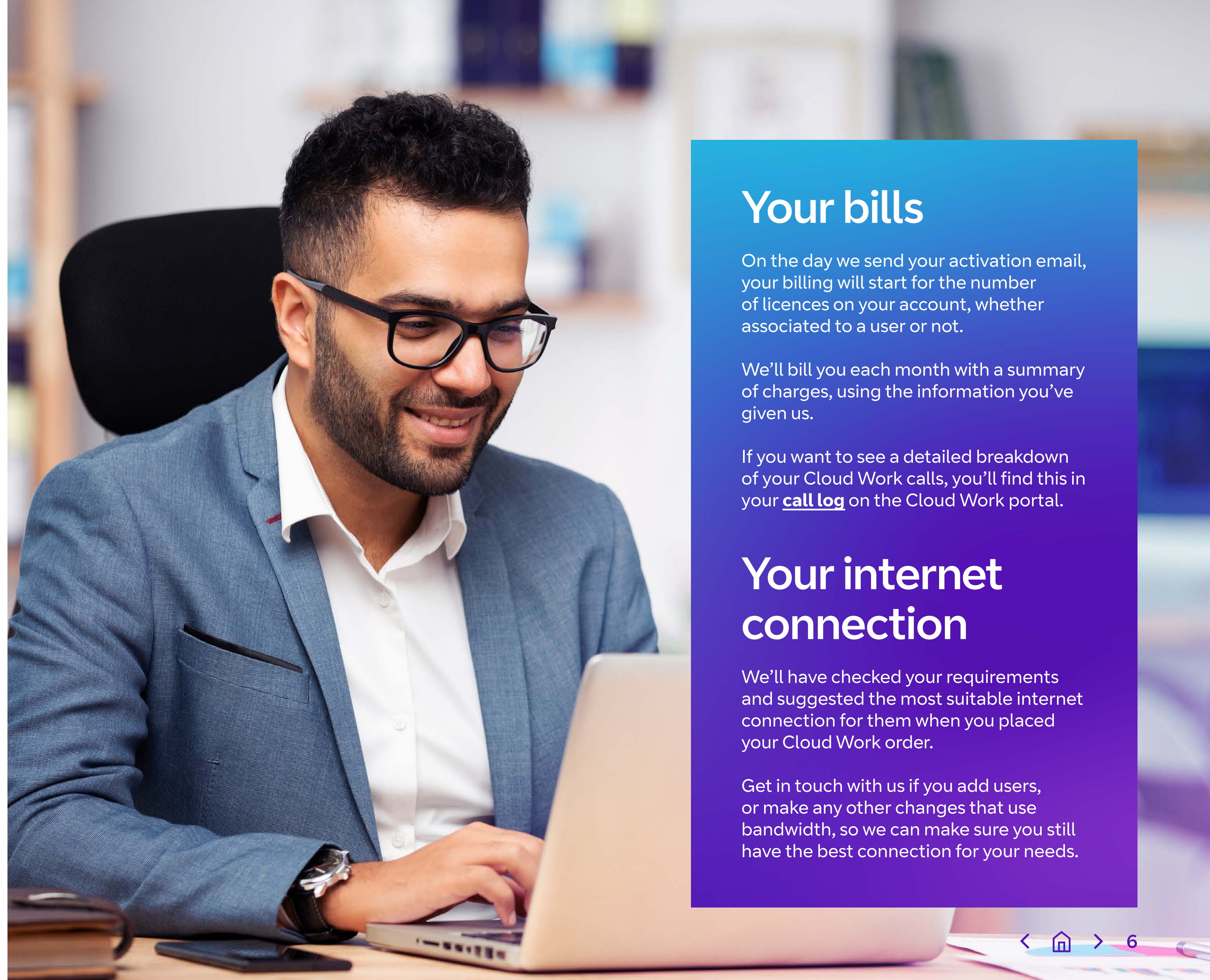
Things you need to do

- Initial setup
- Download the app
- Initiate a port

Other things that may need to be set up:

- Engineer install
- Cloud Work training
- MS Teams integration

If you've ordered any of these, we'll be in touch with you to let you know what to expect.

Your bills

On the day we send your activation email, your billing will start for the number of licences on your account, whether associated to a user or not.

We'll bill you each month with a summary of charges, using the information you've given us.

If you want to see a detailed breakdown of your Cloud Work calls, you'll find this in your **call log** on the Cloud Work portal.

Your internet connection

We'll have checked your requirements and suggested the most suitable internet connection for them when you placed your Cloud Work order.

Get in touch with us if you add users, or make any other changes that use bandwidth, so we can make sure you still have the best connection for your needs.
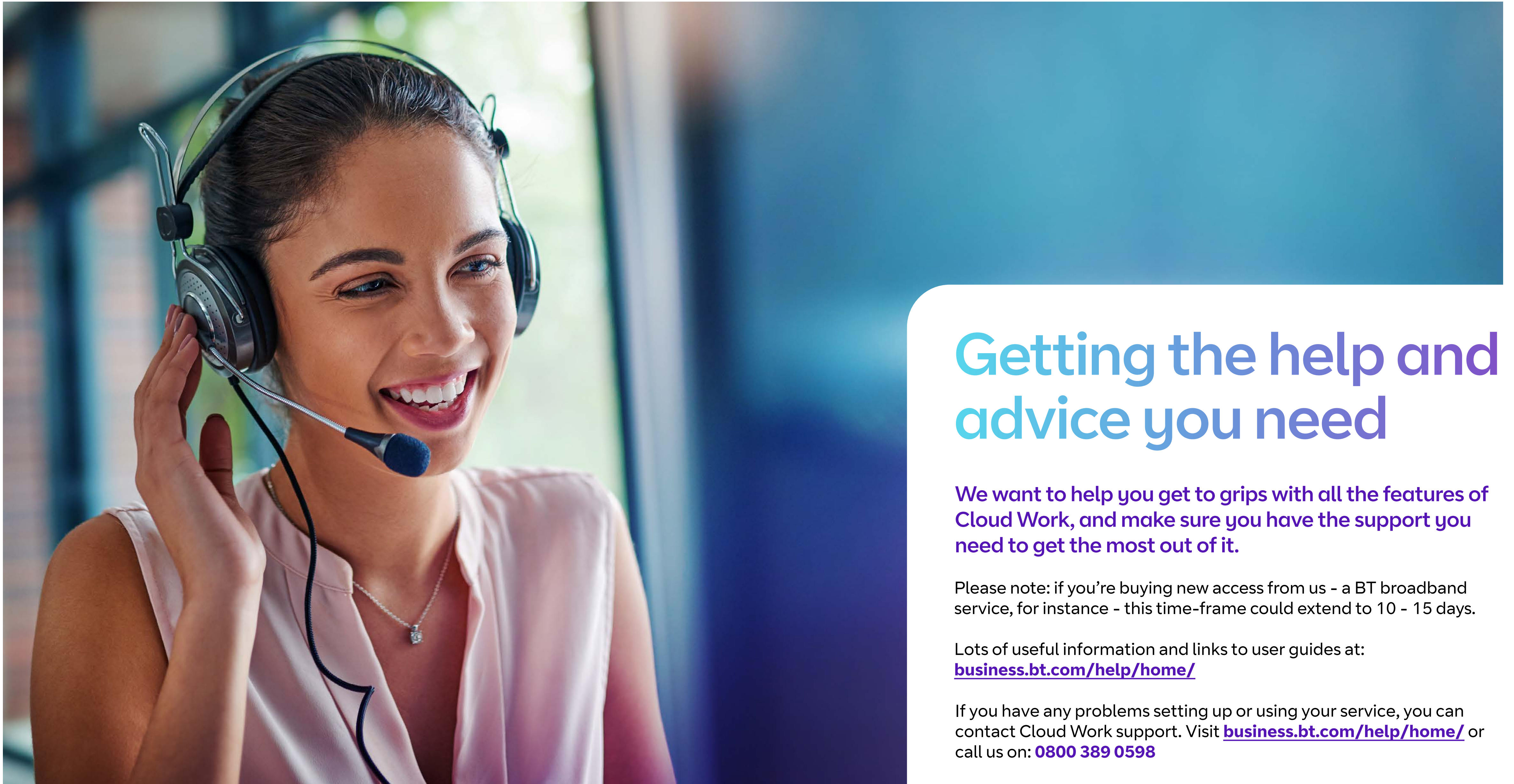
Getting the help and advice you need

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.

Please note: if you're buying new access from us - a BT broadband service, for instance - this time-frame could extend to 10 - 15 days.

Lots of useful information and links to user guides at:
business.bt.com/help/home/

If you have any problems setting up or using your service, you can contact Cloud Work support. Visit **business.bt.com/help/home/** or call us on: **0800 389 0598**

Offices Worldwide.
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