

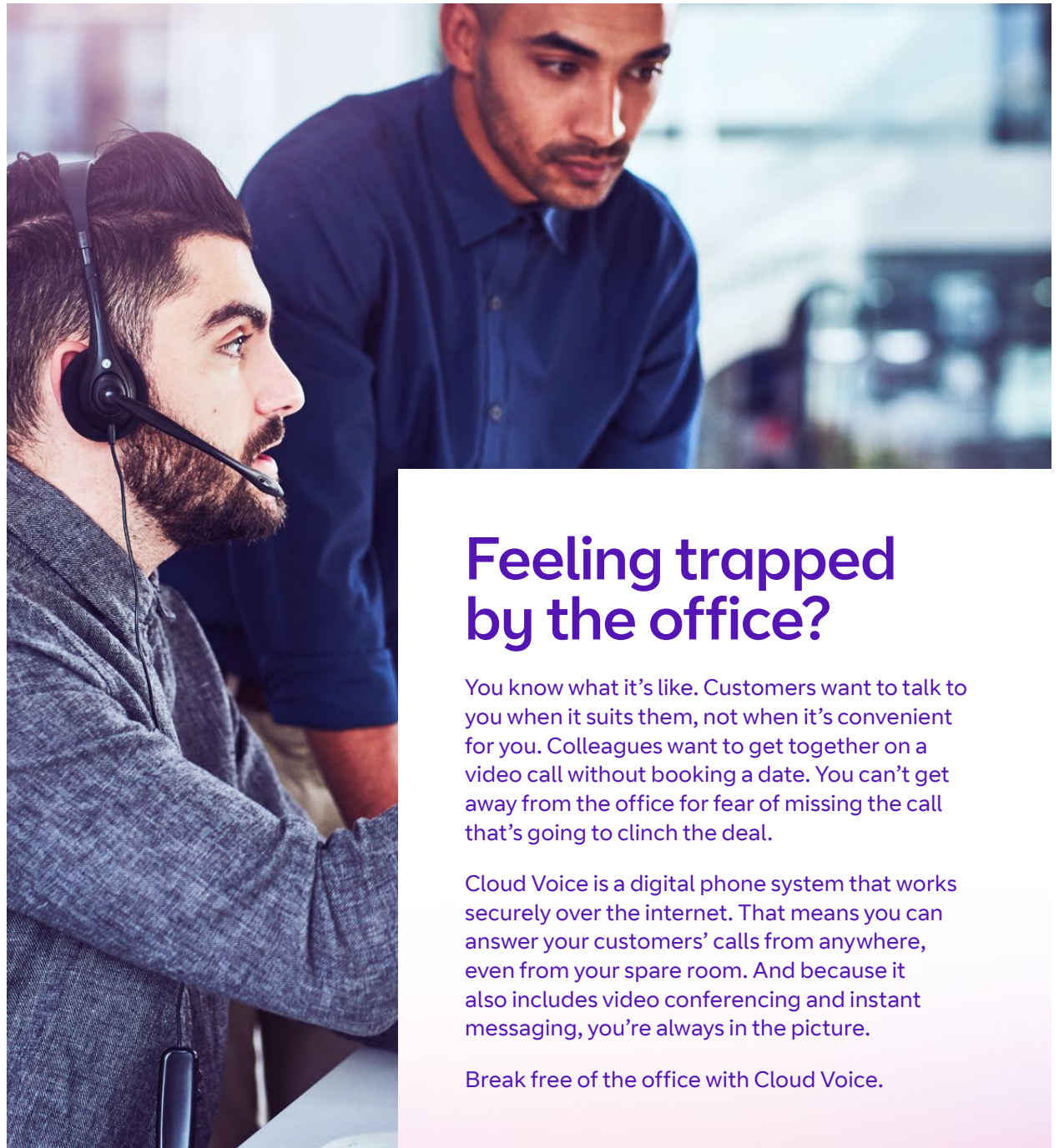


# Cloud Voice features and plans

The digital phone system that sets you free

# Contents

Introduction	3
Pick your features	4
Add some extras	5
Extra site features	6
Decide on a call plan	7
Equip your business	8
Get a number (or bring yours with you)	9
Finance leasing	9
Get up and running (and up to speed)	10
Keep customers informed while they wait	11
LAN and cabling	11
The ideal connection for Cloud Voice	12
We'll look after you	13
Minimum specifications	14



## Feeling trapped by the office?

You know what it's like. Customers want to talk to you when it suits them, not when it's convenient for you. Colleagues want to get together on a video call without booking a date. You can't get away from the office for fear of missing the call that's going to clinch the deal.

Cloud Voice is a digital phone system that works securely over the internet. That means you can answer your customers' calls from anywhere, even from your spare room. And because it also includes video conferencing and instant messaging, you're always in the picture.

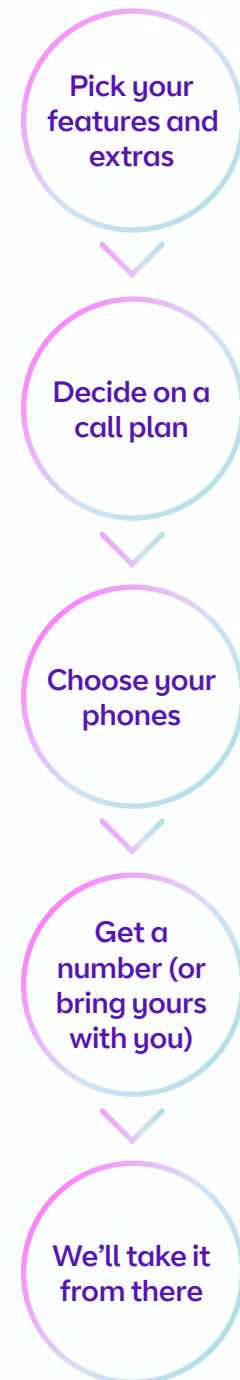
Break free of the office with Cloud Voice.

# In today's business world, flexibility is everything

Cloud Voice doesn't just give your business flexibility, it's a flexible system in itself. You can pick the features that you need for your people, select a call plan, decide which phones you want to include, and more.

We've made choosing the components of your Cloud Voice package as simple as possible, so you can build a solution that's perfect for the way you run your business.

Take a look at what's on offer – and if you need any advice, just call us.



# Pick your features

There are four feature packs to choose from, and they all do something a little different. The good news is you can choose different feature packs for different members of your team – so everyone gets exactly what they need.

Main call features	User feature pack			
	Basic – ideal if you simply need a general all-purpose phone, or for shared use such as in a reception area, behind a bar, or in a workshop or warehouse.	Connect – great for employees who need a full range of call management features – in the office and on the move.	Collaborate – for people who need to do things bigger and better – with more control over your virtual meetings and the option of Webex Premium.	Premium (add on to Collaborate)
<b>Online portal</b> – set up user profiles and let individual users control their own call management features.	✓	✓	✓	
<b>Automatic call routing</b> – calls are automatically sent to the correct person.	✓	✓	✓	
<b>Call forwarding</b> – transfers to another phone if the person being called isn't free.	✓	✓	✓	
<b>Call transfer</b> – transfer calls internally and externally – even to a mobile.	✓	✓	✓	
<b>Hunt group</b> – lets multiple phones ring when a single number is called so calls are always answered.	✓	✓	✓	
<b>Three-way calling</b> – let a third person join an existing conversation.	✓	✓	✓	
<b>Call director</b> – keep your BT line ID even when calling from somewhere else.	–	✓	✓	
<b>Voicemail</b> – includes option to send voicemail to your email inbox.	–	✓	✓	
<b>Shared call appearance</b> – show your number on up to five devices, and let other people take and make calls for you. A busy PA can look after the lines of several people at once.	–	✓	✓	
<b>Cisco Webex</b> – 1000 participants	–	–	–	✓
<b>Record meeting</b>	–	–	–	✓
<b>Presenter Controls</b>	–	–	–	✓
<b>Lock Meeting</b>	–	–	✓	✓
<b>Cisco Webex</b> – Personal meeting room – 25 participants	–	–	✓	✓
<b>Cisco Webex</b> – Voice and video	–	✓	✓	✓
		25 participants	100 participants	1000 participants

# Add some extras

So you're sure to be getting the service you need, there are a few extra features you can add to each individual feature pack, and a few that apply to your whole Cloud Voice setup.

User features	User feature pack		
	<b>Basic</b> – ideal if you simply need a general all-purpose phone, or for shared use such as in a reception area, behind a bar, or in a workshop or warehouse.	<b>Connect</b> – great for employees who need a full range of call management features – in the office and on the move.	<b>Collaborate</b> – for people who need to do things bigger and better – with more control over your virtual meetings and the option of Webex Premium.
<b>Receptionist console</b> – give operators and receptionists more power to put calls into the right hands. See at-a-glance who's free to take a call and transfer it at the click of a mouse.	–	Optional	Optional
<b>Receptionist small business</b> – a scaled-down version of Receptionist console for smaller businesses.	–	Optional	Optional
<b>Busy lamp field</b> – see if a colleague's line is free, engaged or if the phone is ringing before transferring a call.	–	Optional	Optional
<b>CRM integrator</b> – click to dial, screen pop, call history – identify a customer/caller on the first ring, and bring up their contact history automatically. This means you can greet the customer by name and focus on them, rather than waste time searching for their account details.	–	Optional	Optional
<b>CRM lite</b> – a cut down version of CRM Integrator that works with Outlook, Lotus Notes, Google Contacts, and basic Skype for Business.	–	Optional	Optional
<b>Go TAPI</b> – gives you an interface to a TAPI compliant application. It provides call information to the business application, and the application then provides the integration features.	–	Optional	Optional
<b>Call recording</b> – record and store a particular call, or all calls, or activate in real-time. And easily manage your call archive through an online dashboard.	–	Optional	Optional
<b>Fax messaging</b> – receive a fax and email it to the message store.	–	Optional	Optional
<b>Call analytics</b> – gives you reporting and trend analysis on calls made, attempted, received and missed. Provides valuable insight into your business so you can optimise resources, make informed decisions and deliver an improved customer experience.	Optional	Optional	Optional
<b>Hot desking (host or guest)</b> – log into any phone on your system, and have your user profile and settings on that device, while you're using it.	✔ *	Optional	Optional

\* Hot desking host included

# Extra site features

Whichever Cloud Voice package you've opted for, you can choose to add these site features to really get the most from your service.

## Auto Attendant

An automated receptionist for your business.

Choose to use standard system messages, or upload your own.

## Call Centre ACD

Distribute incoming calls to multiple users with call queues and play intermittent 'comfort' greetings to your callers. You can also log into and out of the queues, so your phone won't ring when you're busy. Agents don't even have to be located at a single site.

## Call Centre ACD plus

An optional add-on to Call centre ACD which gives you even more enhanced call handling features.

## Hunt Group plus

Add extra call forwarding functions, giving even more flexibility to your hunt groups. You can set up the forwarding function from any location, as long as you're connected to the internet.



# Decide on a call plan

Got your features sorted? Great. Now it's time to choose a call plan. Our UK plans come with the option to share a bundle of minutes or go unlimited. And if you need international calls, there's a range of sharer plans to choose from.

## UK call sharer plans (monthly minutes)

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BT Cloud Voice UK unlimited plan
BT Cloud Voice UK sharer plan 500 minutes
BT Cloud Voice UK sharer plan 1,000 minutes
BT Cloud Voice UK sharer plan 2,500 minutes
BT Cloud Voice UK sharer plan 5,000 minutes
BT Cloud Voice UK sharer plan 10,000 minutes
BT Cloud Voice UK sharer plan 20,000 minutes
BT Cloud Voice UK sharer plan 40,000 minutes
BT Cloud Voice UK sharer plan 60,000 minutes

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## International fixed only call sharer plans (monthly minutes)

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BT Cloud Voice international sharer plan 100 minutes
BT Cloud Voice international sharer plan 200 minutes
BT Cloud Voice international sharer plan 500 minutes
BT Cloud Voice international sharer plan 1,000 minutes
BT Cloud Voice international sharer plan 2,000 minutes
BT Cloud Voice international sharer plan 5,000 minutes
BT Cloud Voice international sharer plan 10,000 minutes

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## International fixed and mobile call sharer plans (monthly minutes)

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BT Cloud Voice international sharer plan 100 F&M minutes
BT Cloud Voice international sharer plan 200 F&M minutes
BT Cloud Voice international sharer plan 500 F&M minutes
BT Cloud Voice international sharer plan 1,000 F&M minutes
BT Cloud Voice international sharer plan 2,000 F&M minutes

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For full details of call charges outside the package, go to [bt.com/pricing](https://bt.com/pricing). UK Inland calls are defined as 01, 02, 03, 05 (where charged at G21 rates) and calls to fixed destinations in the Republic of Ireland, UK Fixed to Mobile calls which covers all charge bands (currently FM1-FM17).

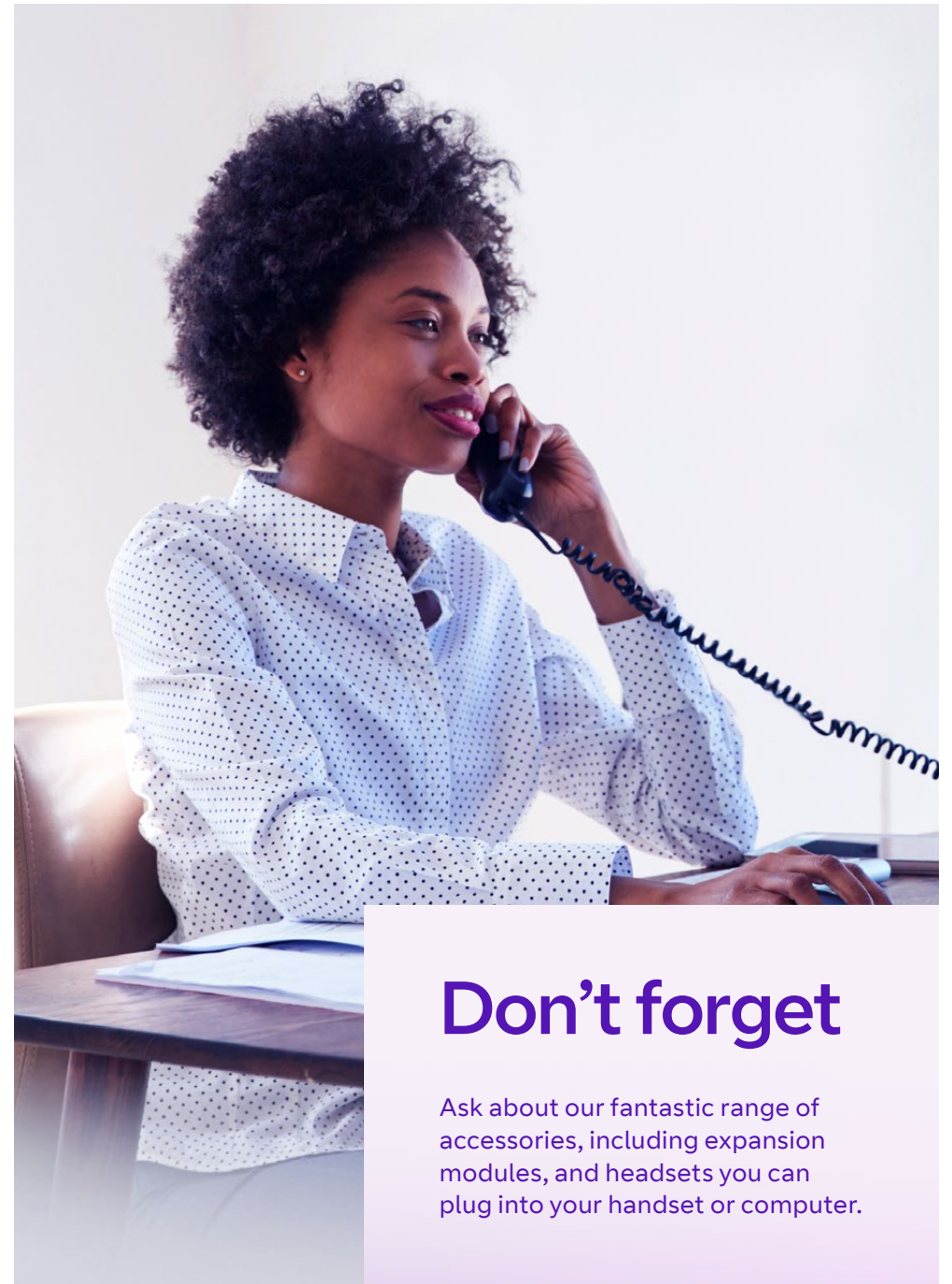
# Equip your business with the right tools

BT Cloud Voice IP Phones are an ideal choice for businesses of any size. They're designed to make working together easier, and we configure them for you so they're easy to set up and use.

We have a range of devices to meet your needs. Whether you're looking for an entry-level phone that's suitable for general use, mid-range phones that meet the communication demands of office workers and call centre agents, or best-in-class desktop devices for

busy professionals - there's a model to suit you.

They run through Power over Ethernet ports, if your network has them, or via a separate power cable and plug if it doesn't.



## Don't forget

Ask about our fantastic range of accessories, including expansion modules, and headsets you can plug into your handset or computer.

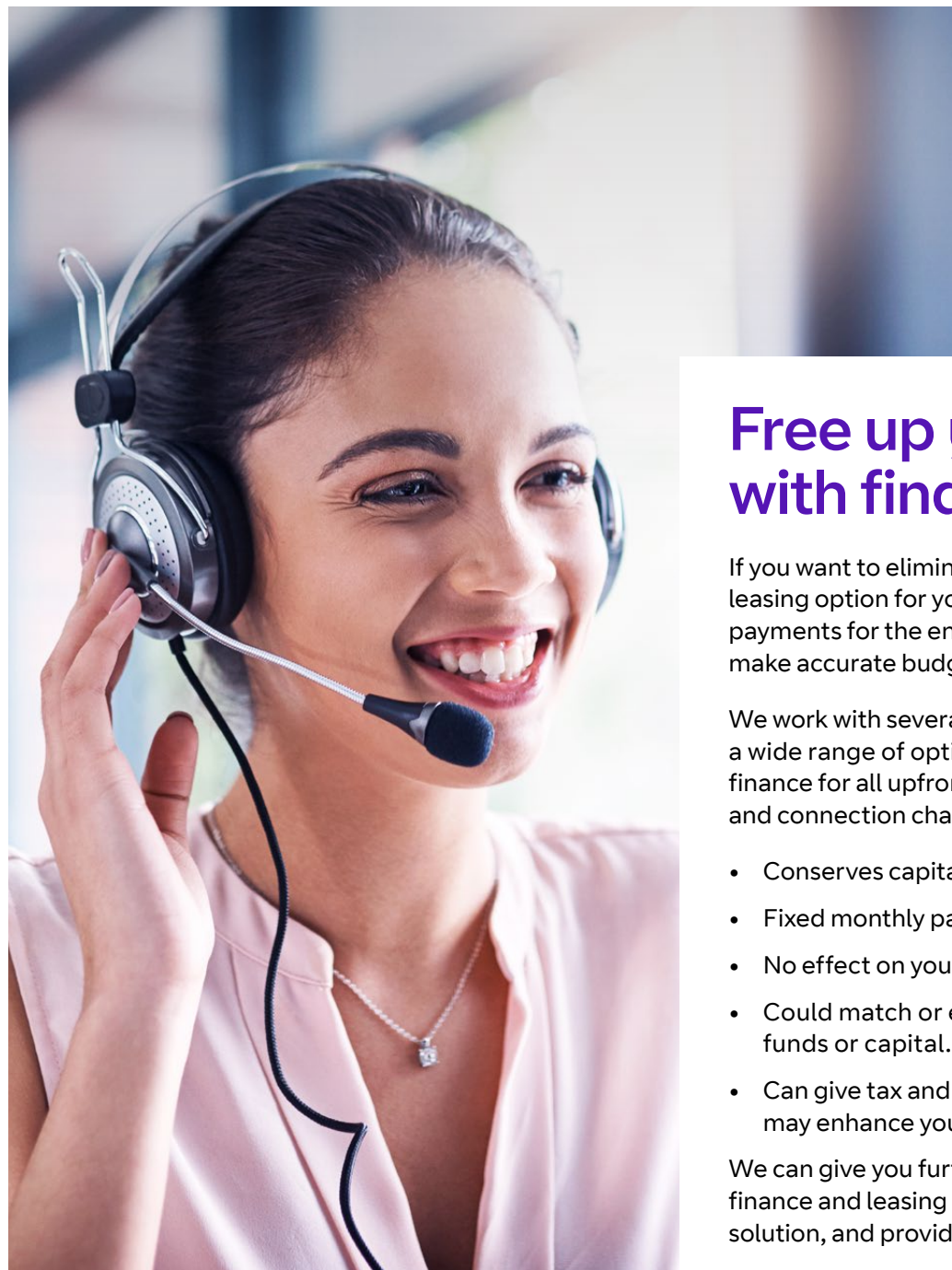


## Get a number (or bring yours with you)

Already got a great number? No problem. If it begins with 01 or 02, you can bring it along with you. Or if you'd like something new, we can make that happen too. If looking local matters to your customers, you can even pick a different geographic number, so it'll look like you're just down the road.

To transfer existing numbers we carry out what's called a number port, which moves the numbers you're keeping onto your Cloud Voice service.

On your go-live date, we'll check all your phones are up and running before porting your number. This may be during the following day. It can take up to four hours but often we're done in just an hour. You may experience a short period of down time while the port takes place.



## Free up your capital with finance leasing

If you want to eliminate the need for upfront costs, try our leasing option for your Cloud Voice solution. We fix your payments for the entire term of your contract, so you can make accurate budgeting and cash flow projections.

We work with several major funders in the UK to provide a wide range of options for every need. We can arrange finance for all upfront costs, typically including hardware and connection charges.

- Conserves capital.
- Fixed monthly payments.
- No effect on your existing lines of credit.
- Could match or even improve on internal costs of funds or capital.
- Can give tax and accounting advantages – leasing may enhance your financial ratios.

We can give you further information on our range of finance and leasing options as part of your Cloud Voice solution, and provide you with a tailored illustration.

# Get up and running (and up to speed)

Cloud Voice is easy to set up, but if you need a little help, ask us about our set-up and installation services.

We recommend our training packages to help turn you and your team into real Cloud Voice pros. The Training Platform gives you everything from self-service courses and video tutorials, through to instructor-led webcasts and one-to-one guru sessions. Or you can make it personal with on-site training – with face-to-face training sessions in your own office.

## Training modules include:

	Administrator	User	What you'll learn
Quick start	✓	✓	An overview of the BT Cloud Voice platform's web based features and phones.
Site and user admin	✓		The concepts of site and employee configuration and device assignment.
Auto attendant and call group admin	✓		Site features including call groups – hunt groups and auto attendants and how these features are set up.
Call centre admin	✓		Call centre and how to set up its features.
Core features and voice portals admin	✓		Core site management features including group calling, line ID, holiday schedules, time schedules music on-hold and voice portal, and how to set up these features.
Voice applications admin	✓	✓	Voice applications such as the Cisco Webex (Android, Mac, iPhone and Windows), CRM Integrator and receptionist console, and how to activate, download and install these applications.
Mobility user admin	✓		User mobility features such as hot desking host/guest, call director, remote office, sequential ring and simultaneous ring.
Default user features		✓	Core user features available for all users and how they're set up and activated.
Advanced user features		✓	More advanced features which are available for connect and collaborate user feature packs.
Call handling and phone use	✓		Covers the handsets available on Cloud Voice, and common handling features such as call answer, hold, transfer, pick up, do not disturb and the use of shared and personal directories.
Call recording	✓		The call recording web application and its features – such as viewing calls in progress, when and how calls are recorded, tagging and categorising calls for training and archiving recordings.
Call analytics	✓	✓	For anyone with the call analytics package. There are three webinars covering insight, report and report premier.
Using applications	✓	✓	How voice applications are configured and used, including Cisco Webex and CRM Integrator.

# Keep customers informed while they wait

If your phones are busy, why not make the most of your customers' time while they're holding? We can set you up with on-hold music or even messaging, to help inform your callers.

## Liven up waiting time

No one likes being on hold, listening to the same predictable music over and over again. Our music service lets you buy regular, copyright-free updates, so you can keep things fresh and entertaining for your customers.

## Get the message right

Use hold time to give your customers useful information. Our script writing and voice-over service lets you record professional messages and put them to music. Anything from your latest opening hours, to information on new products and services – the choice is yours.



## LAN and cabling

You need to make sure that your Cloud Voice service connects to our network across your internal data network – any problems with your internal network could affect the quality of the voice service.

We can offer simple, cost effective LAN and cabling solutions as part of your Cloud Voice service. We have a range of LAN with 8, 24 or 48 ports with gigabit or non-gigabit options.

All of our LAN switches are set up to support quality of service, so you can be sure your phone calls will always take priority over anything else that runs on your network. They provide full Power over Ethernet on all ports, meaning that your IP handsets won't need a separate power supply.

We can also give you a quote for any cabling you might need.

# The ideal phone system deserves the best internet connection

If you're investing in a higher quality phone system like Cloud Voice, you need to do it justice by making sure you have a high quality internet connection. If you choose a BT connection for your Cloud Voice, we'll do the legwork to make sure everything works perfectly together. And you'll only have one supplier to work with.

We have a couple of services that fit the bill:

## **BTnet leased line**

With BTnet, you don't share your bandwidth with anyone else. So you get exceptional speeds, with ultra-low latency, all backed up by our market-leading 100% target availability service level agreement.

## **Business fibre broadband**

Our business fibre broadband gives you download speeds up to 76Mbps, backed by our Business Smart Hub, 4G Assure, and 24/7 IT support.

If you're not using a BT network to run Cloud Voice, you need to make sure you've enabled SIP and VoIP traffic on your access product, router and firewalls. To find out how to do this, please see our [Cloud Voice LAN and Firewall Guide](#).

Your network access configuration must be in place before your Cloud Voice solution is connected.

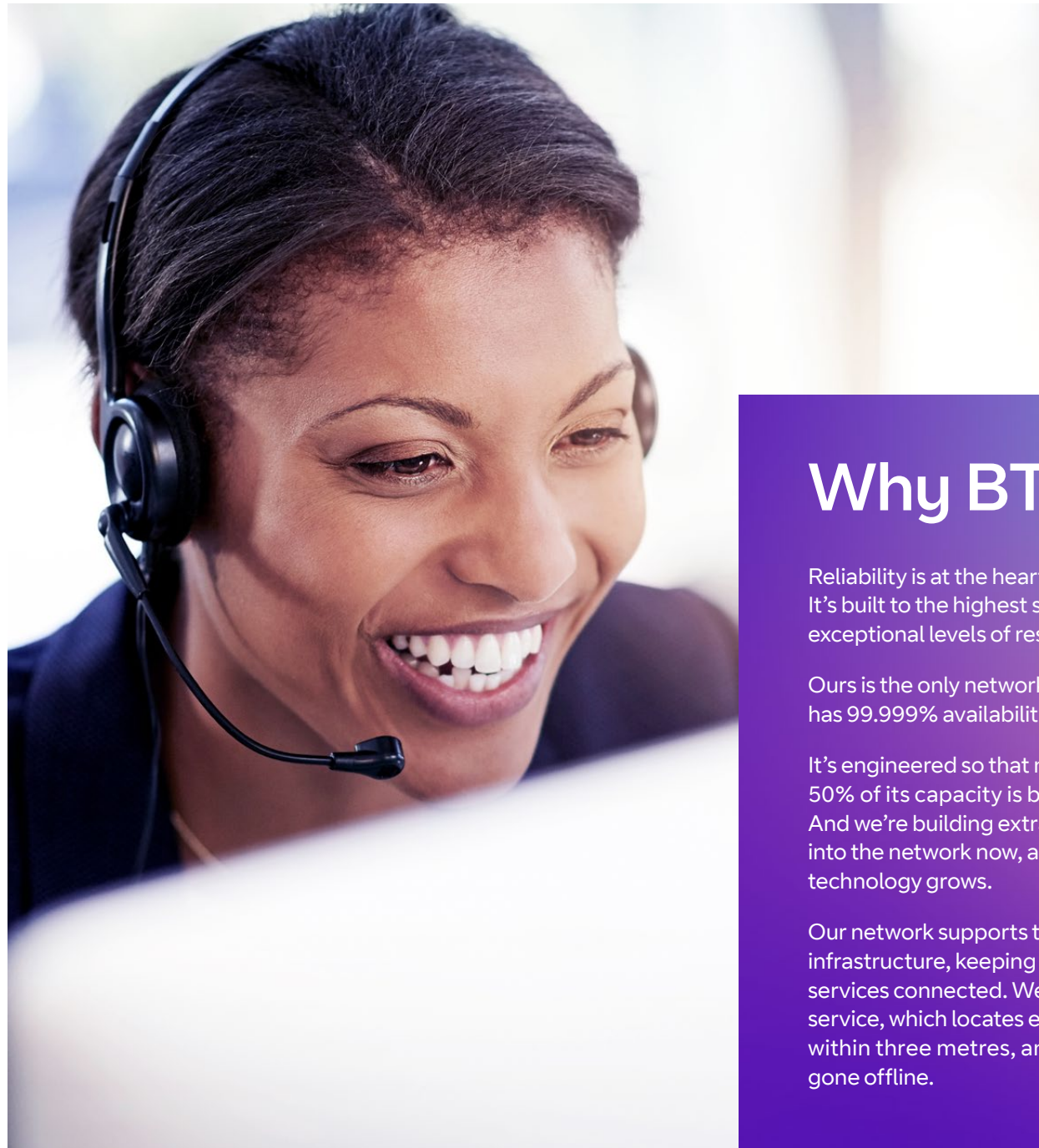
Should you use Cloud Voice over a non-BT business internet connection, you will be responsible for dealing with your access provider to resolve any access issues.



## We'll look after you

We'll go out of our way to make sure you have everything you need – from the features you choose, to the service we give you. Once you've placed your order we'll contact you to tell you what to expect next. Then we'll call you back before your service goes live, to help you get the most from Cloud Voice.

We'll give you online user guides, and a self-service portal that lets you control your call management features. And, through our helpdesk, you'll have access to our UK-based service hub experts.



## Why BT?

Reliability is at the heart of our network. It's built to the highest standards, with exceptional levels of resilience.

Ours is the only network in the UK that has 99.999% availability.

It's engineered so that no more than 50% of its capacity is being used. And we're building extra capacity into the network now, as use of digital technology grows.

Our network supports the UK's critical infrastructure, keeping the emergency services connected. We run the 999 service, which locates every call to within three metres, and has never gone offline.

# Minimum specifications

This information is provided for guidance only and doesn't replace the BT Cloud Voice terms and conditions.

## Cloud Voice service

Each user will need their own BT Cloud Voice licence (user feature pack). To make calls, they'll need a BT Cloud Voice IP device and/or the desktop app and/or the mobile app. To change settings, administrators and users will need to access the BT Cloud Voice portal. For the individual requirements of each, please see below.

You'll also need:

- a compatible internet connection (examples include BT Business Broadband, BT Business Infinity or BTnet) with sufficient bandwidth to support your voice and data usage and service level requirements. We can check to make sure you've got this.
- a suitable Local Area Network infrastructure (with a minimum of CAT5e structured cabling).

For information on compatibility, and details of the equipment you'll need if you haven't got a BT internet connection, take a look at our terms and conditions in the IP Communications section at [business.bt.com/terms/](https://business.bt.com/terms/)

If you actively manage your internet access firewall ports you may need to adjust your settings. See [Cloud Voice Customer Firewall and LAN Guide](#).

## Cloud Voice portal

Supported browsers

- Windows: IE11+, Firefox37+, Chrome41+, Safari8+
- Mac: Safari8+, Firefox37+, Chrome41+
- iOS: Safari8+, Chrome41+
- Android: Webkit (default), Chrome41+
- Microsoft Edge

Business portal can be logged onto from the following devices:

- Desktop (Windows/MAC)
- Tablet
- Smartphone

## Cloud Voice IP devices

We've tested and configured all our IP devices to make sure they work perfectly with our BT Cloud Voice Service. So to make sure you experience the quality of calls you'd expect, you can only use devices from our Cloud Voice portfolio. Please make sure the handset has access to power, through either an optional power supply or power over Ethernet.

For IP Phones connecting via Wi-Fi, good to excellent Wi-Fi signal strength is recommended to help ensure quality and reliability of voice calling. Signal strength can be affected by many factors top tips are provided in the Wi-Fi phone userguide. The signal strength can be seen on the T54W phone by pressing **Menu > Basic > Wi-Fi > Wi-Fi Status** – 3 or 4 are classed as Good-Excellent strength. Prior to purchase the Wi-Fi signal strength can be seen on any mobile phones connected to the Wi-Fi network.

**Note:** The Wi-Fi signal strength within the T54W is known to be better than the WF50 dongle (with a signal strength difference typically of 1).

## BT Cloud Voice Cisco Webex app

This application is available through the following Cloud Voice licences:

- Connect
- Collaborate

The Premium user add-on can only be attached to Collaborate licences. You'll need a compatible desktop, mobile or tablet device which are:

- Desktop – Windows 7 Service Pack 1 or later
- Android – Nougat 7.0 or later
- Apple MAC – (MacOS) 10.12 or later, Intel CPU or M1 Chip
- iPhone (iOS) – 12.0 or later
- iPad (iOS) – 13.1 or later

You'll also need a compatible browser: Chrome, Firefox, Safari, or Edge that's had one of the last two major releases.

There's more information on what else is needed in our [Cloud Voice Cisco Webex Setup Guide](#).

# Minimum specifications

This information is provided for guidance only and doesn't replace the BT Cloud Voice terms and conditions.

## BT Cloud Voice CRM integrator

- 5 GHz Pentium-class processor is recommended.
- 2 GB Memory.
- 500MB free hard drive space.
- Supported operating systems – Windows 7, Windows 8/8.1 Windows 10 (classic view only). Mac OS 10.9 Mavericks, Mac OS 10.10 Yosemite, Mac OS 10.11 El Capitan.
- Open Graphics Library (Open GL) 1.5 or higher is recommended.
- For voice calls a sound card, speakers and microphone or headset are required.
- Network adapter connected to a TCP/IP network.

## BT Cloud Voice Reception Console

- 1.2 GHz or higher Pentium 3 or compatible CPU.
  - 512 megabytes (MB) of RAM recommended minimum; more memory generally.
  - improves performance.
  - 60 MB available hard disk space.
  - Video graphics card with minimum of 8 MB of RAM.
  - Super VGA monitor (15 inches or larger).
  - 800 x 600 screen resolution minimum.
- OS:
- Windows 2000 with SP4 (or higher), Windows XP, Windows Vista, Windows 7, or Citrix Presentation Server 3 or 4.
  - Sun Microsystems 32-bit Java Runtime Edition, Version 6 Update 23, or later.
  - Outlook 2000 SP3, 2002/XP SP2, 2003, and 2007 (required for Outlook contact directory).
  - Microsoft Excel (Optional).
  - Flash Player 9 Runtime (ActiveX Control).

## Call analytics

- Google Chrome: version 60.0 and above
  - Microsoft Edge: version 40.0 and above
  - Mozilla Firefox: version 52.0 and above
  - Opera: version 50 and above
  - Apple Safari: not supported\*
  - Internet Explorer: version 11 (last version of IE)
- Release date for IE version is 29 July, 2015. After that no version is released and Microsoft used the Edge as default browser for their operating systems.
- \*Apple no longer offers Safari updates for Windows. Safari 5.1.7 for Windows was the last version made for Windows, and it is now outdated.

## Go-TAPI

- Minimum specification
- 1.8 GHz Pentium-class processor
  - SVGA display
  - 2 GB Memory
  - 1 GB free hard drive space
  - Network adapter connected to a TCP/IP network
  - Keyboard and mouse
- Supported operating systems
- Windows 8 and 10 (Desktop Mode)
  - Windows 7
  - 32 bit and 64 bit
- Note:
- Go TAPI supports TAPI 2.0 / 2.1 compliant business apps
  - TAPI 3 is not supported

## Fax

- For email to Fax/FaxOut:
- Active email account
- Faxing with a traditional fax machine:
- High speed Cable, DSL or Fibre Optic internet service
  - BT Cloud Voice ATA, available from via the BT Cloud Voice portal or your BT sales person.
  - Fax machine

**Notes:** The ability to make 999/112 emergency calls is dependent on the adequacy and resilience of the LAN and WAN networks. You might not be able to make 999 or 112 calls when there's a power or network failure or if using the service through an app on a mobile device.

Changes to your voice and data usage may result in changes being required to your network, including the need for additional bandwidth. You will be responsible for paying any charges associated with such changes. This information may change without prior notice from BT Cloud Voice.

The BT Cloud Voice contract is subject to a Minimum Period.

Terms and conditions apply. See [bt.com/terms](http://bt.com/terms) and [bt.com/pricing](http://bt.com/pricing)

Cloud Voice is the powerful cloud system that's always there, wherever you are.

# Find out more

[bt.com/business/cloudvoice](https://bt.com/business/cloudvoice)



#### Offices worldwide

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