# How to get the most out of Cloud Voice

# Thanks for choosing Cloud Voice or Cloud Voice SIP

You've already made a great choice.

With our Cloud Voice and Cloud Voice SIP services, you'll get more value out of your internet connection by using it for calls as well. The service also includes free calls between internal users and an unlimited UK calls option.

It's really easy to manage your account online, too. Simply access all your company communications through the online portal to make any changes, wherever you are.

The service works for businesses of all sizes because you can connect different sites, new offices and remote workers on one cloud-based system.

# How to get the most out of Cloud Voice

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

Firstly, you need to make sure your data network and equipment meet and support the specifications that Cloud Voice needs. You might need to reconfigure your data network and make some upgrades – such as your LAN hardware or software, and your internet access.

# Access to the internet

An important factor in maintaining good quality calls is having the right internet access to support your voice and data needs. Unsurprisingly we'd always recommend **getting your internet from us**. And here are some good reasons why.

- Everything you need you can get directly from us, making the whole process simple. We'll check your requirements and suggest the most suitable internet connection for you. All the equipment and the internet connections we supply are designed to work together to give you the highest quality of service.

- We've enhanced our network to make sure your voice calls take priority. By managing your access, we can be certain that we're giving the best possible service for voice calls.

- We take security very seriously. All our Voice over IP (VoIP) solutions come with integrated security measures, and we monitor the services we provide to customers 24 hours a day, 365 days of the year. We can provide the highest levels of security as all our voice traffic travels via a single core network that we own.

- With critical voice applications, every millisecond counts and lag can be a problem. Our service level agreement includes guarantees around network latency so you can have confidence in the service.

- You'll get a Business Smart Hub with our broadband. Clever web traffic prioritisation in the hub boosts the strength of your voice calls over the internet, so your business can communicate more clearly. Our Smart Scan technology monitors your connection and makes sure you have the most efficient signal. You'll get great wi-fi coverage and speed, as well as a business-grade firewall.

- With BTnet, you don't share your bandwidth with anyone else. So you get exceptional speeds, with ultra-low latency – backed up by our market-leading agreement which offers 100 per cent target service availability. You can rely on your internet connection because it's dedicated to you.

- We'll give you peace of mind and simplicity. With us providing your access, you'll only have one supplier to deal with for all of your voice and data needs.

If you'd like to find out more about the best solution for your business, please visit our **website**.

# How to use Cloud Voice without our internet access

Our Cloud Voice service is designed to work over broadband, fibre broadband, leased lines (a dedicated internet connection), and via a softphone application that can work with your mobile phone. It's not intended to be supported over any other type of access.

You need to make sure you have the right access service with enough bandwidth to support the voice services and data you use. You'll need the correct service level requirements, and you should make sure that the access service, routers, firewalls and set up are compatible with the Cloud Voice and Cloud Voice SIP service.

If you're not using an internet connection from us, there are several important factors to take into account to make sure you get the highest quality voice service possible.

## 1. Your bandwidth

Bandwidth is a measure of how much data your connection can transfer at one time. A lack of bandwidth can negatively affect the quality of your calls. Here's a few things you should know:

- The more computers and other devices you have connected to the internet, the less bandwidth you'll have available

- Streaming and downloading both use lots of bandwidth and could affect the quality of your voice service

- As a rule of thumb, we recommend that you have at least 120 kbps upload speed for each call you're likely to make. As an example, if you make two calls at the same time you'll need 240 kbps (above what you need for your data traffic). We'd also recommended using no more than 80 per cent of the bandwidth for your voice and data to maintain their quality.

We'll send you an email containing a link to our dedicated network assessment tool. This will let you check whether you'll have enough bandwidth to support your business. It'll simulate a call from your computer to the Cloud Voice service, providing key quality metrics on the internet connection, including bandwidth and the number of concurrent calls that can be supported.

## 2. Your router

You'll usually get a router from your internet supplier, or you might have chosen to buy your own. It performs the IP routing for voice and data, and can support other functions too. But there's a few critical settings that need to be in place for Cloud Voice to work through a router that wasn't supplied by us.

- Voice prioritisation – giving priority to voice over your data traffic to make sure you get the best quality calls

- SIP ALG – this setting on your router needs to be turned off so it can support more than one user at a time. The connectivity check will let you know whether this setting is on or off.

## 3. PBX – your telephone system

Our Cloud Voice SIP provides Voice over IP (VoIP) directly to an approved IP PBX (private branch exchange – an on-premises telephone system) or a traditional ISDN PBX using our SIP gateway. You'll need to make sure your PBX will work with our service.

## 4. Firewalls and LAN

You need to make sure that your Cloud Voice service connects to our network across your internal data network, so the calls you make and receive are always of high quality. Here are some key points to remember:

- Any problems with your internal network could impact the quality of the voice service, so you need to make sure it's working properly

- As there are so many different types of firewall, you should contact your firewall provider to find out how to best configure yours to work with Cloud Voice

- Depending on the type of firewall you have, you may not need to open any ports. If your firewall is running "inside-to-outside" rules, then you'll need to open the ports. There shouldn't be any reason to open ports that are inbound on the firewall

- If you want to use address translation you'll need access to the protocols and ports detailed in our Firewall and LAN guides.

   BT Cloud Voice – Firewall and LAN guide

   BT Cloud Voice SIPT – Firewall and LAN guide

All the information in this guide is for general guidance.

We recommend you contact the company who handle your firewall and switch, or an IT consultant for anything to do with configuring your LAN or firewall.

You'll need to make any necessary changes to your firewall before we install Cloud Voice and Cloud Voice SIP, to avoid impact on your service. If an engineer is installing it, it's a good idea to have your LAN and/or firewall provider available on the phone to respond to any issues.

## 5. Number porting

We can usually port your phone numbers to Cloud Voice. But if the number is on the telephone line (PSTN) that supports your internet access, then we won't be able to. Porting this number would stop your PSTN line and broadband service working.

So, before you order Cloud Voice or Cloud Voice SIP, consider moving your access service to a different PSTN line to free up the number for porting. This'll need to happen before Cloud Voice is installed, otherwise the line will stop working when we port the number. Alternatively, you can put a call divert on the number to forward calls to your Cloud Voice service.

You might be charged more if you need to use one of these options, and you'd need to manage it with your internet provider. Or, you can ask us about our internet service – having this would enable us to port your numbers.

# Here's what you need to do to get ready for Cloud Voice

Before we set up your service, we'll give you a call to talk about your order and confirm your requirements.

You're responsible for all the things we've talked about in this guide – including internet access, routers, all equipment (except those being installed by our engineer), and making sure software and firewalls are connected and set up to work with the Cloud Voice service. You also need to have all the consents, permissions and authorisations we require to provide the services for you – and these need to be in place before we install anything.

With Cloud Voice, you have the choice to set up the service yourself or have one of our engineers do it for you. If you choose not to have an engineer, it's your responsibility to install and connect the phones to your network. If you've chosen Cloud Voice SIP, an engineer will always set the service up for you. Our engineer won't configure any of your equipment, and any non-BT business access equipment is your responsibility, but they will connect the Cloud Voice or Cloud Voice SIP equipment to your existing network service.

You'll need to prepare and maintain the site to make sure you have a suitable and safe operational environment. Remember that for Cloud Voice SIP, the access routers need to be located within two meters of where you want your phone system to be installed, or have the right cabling in place to connect the PBX to your LAN infrastructure.

You're also responsible for monitoring and maintaining the equipment you use for your Cloud Voice service. You need to make sure it's protected against breaches of security, that it's technically compatible with the service, and won't harm our network or any of our suppliers' network or equipment.

Find full details of our terms and conditions here.

# When you're up and running

You'll find lots of help and advice online, including user guides and FAQs, by visiting our **Cloud Voice help and support page**. We also have a range of training packages – just ask us if you'd like more details.

- If we don't provide your access, any changes you or your access provider make could affect your Cloud Voice service. If you choose to change your access provider, please make sure the new access is suitable and working before you switch to it and stop your current service. Your Cloud Voice service needs active internet access to work.

- Before you make any changes to your access, router or firewall, please refer back to this best practice guide and make sure you have everything set up and configured correctly to support Cloud Voice.

- Get in touch with us if you want to add users, or make other changes that use bandwidth, so we can check that you still have the best internet connection for your voice and data needs.

- Please let us know if you change your access, for example from fibre broadband to leased line. It's also essential you let us know if you plan to move premises. It's critical for emergency service support that we have your correct address.

- If you have any problems with call quality, please check that your non-BT business access services (including routers, firewalls and LAN) are running correctly before contacting us. If they're not working correctly, they could be affecting your voice service and we won't be able to help fix the problem.  If you report a fault to us and we find it's your equipment (anything not part of our network, and is owned or controlled by you) that's causing the issue, we might have to charge you.

- If you still have a problem once you've confirmed all your equipment is working, then please contact us and we'll fix the problem as quickly as we can.

Want to know more? Please visit **Cloud Voice help and support**.

**Offices worldwide**

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