



Your new phone service

Getting started guide

Hello

Welcome to your new digital phone line, Cloud Voice Express.

There are a few things you need to do to get up and running, and this guide will explain how to do them.

Step 1: Set up your new phone

Step 2: Download the BT Cloud Voice Express app to use your digital phone line on your mobile

Step 3: Login to BT Business My Account to manage your digital phone line

Step 4: Set up additional phones and users

Step 1: Set up your new W60P phone

1. Set up your new Hub

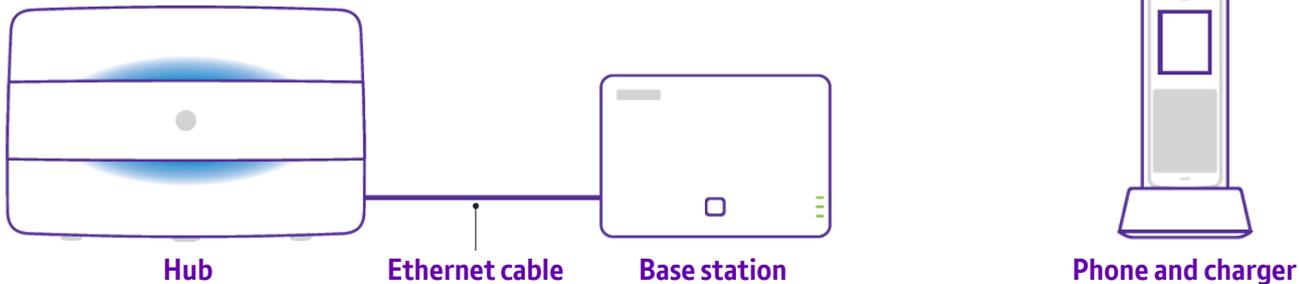
Follow the instructions that came with it. The light will glow blue when it's ready.

2. Plug in the phone's base station

Using the black Ethernet cable, connect the base station to one of the yellow ports on the Hub. Then plug in the power adapter and it'll turn itself on.

3. Turn on your new phone

Insert the phone's batteries and turn it on. Put the charger cradle where you want to keep the phone.



Heads up: When you turn the phone on it will download some essential updates which could take about 10 minutes.

Step 2: Download the BT Cloud Voice Express app

The BT Cloud Voice Express app lets you:

- Receive calls from your business number on your mobile.
- Make calls from your mobile app, using your business number.
- Get missed call and voicemail notifications.
- Listen to your voicemail.

How to download the app

- Search for **BT Cloud Voice Express** on Google Play or the Apple App Store.
- Login to the app using your My Account username and password.



BT Cloud Voice Express



Step 3: Login to My Account to manage your service

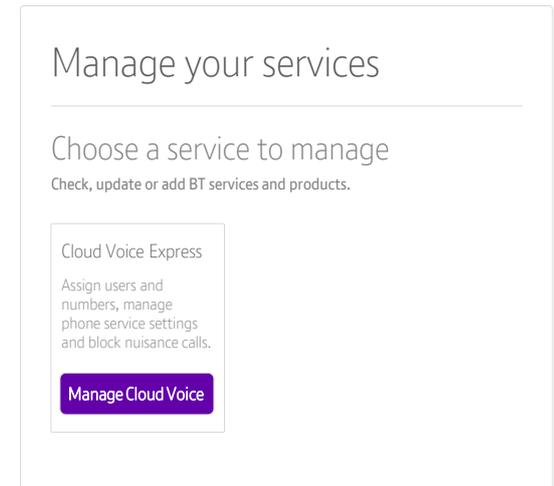
You can manage your new phone service online to:

- Automatically block nuisance calls
- View call history and listen to voicemail
- Set up call diversions and manage other features

How to access your Cloud Voice Express service

Details were included in your order confirmation email, but if you don't have this to hand:

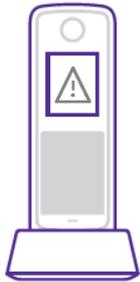
- Go to www.bt.com/business
- Click **Log in / Register** in the top right of the screen
- Enter your My Account **username and password**
- Scroll to the bottom of the page and under **Manage your services** click on the **Manage Cloud Voice** button on the **Cloud Voice Express** tile (see right)



Step 4a: Set up additional W56H phones

1. Turn on your other phone(s)

Insert the phone's batteries and turn it on. The screen will show **Unregistered!**



Phone and charger

2. Put the base station in pairing mode

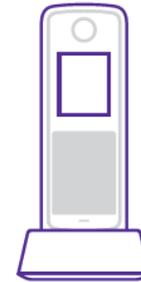
Press and hold the button on the base station until the handset light flashes.



Base station

3. Pair each phone to the base station

Press the soft key marked **Reg** to pair the phone. Then press the soft key marked **Line** to check the phone number assigned.



Phone and charger

Heads up: When you turn the phone on it will download some essential updates which could take about 10 minutes.

Step 4b: Set up additional users

How to let other people use the app and manage their number online

Each number can be assigned to a different person so that they can manage the features for their number online, and make and receive calls from their number using the Cloud Voice Express app.

To do this, you will need to invite them to access the service, and then you will need to assign them to their number.

For instructions on how to do this, and for more useful information, visit www.bt.com/business/yourdigitalphoneline

Looking for some friendly advice?

Getting started with your new phone service:
www.bt.com/business/yourdigitalphoneline

Speak to an expert by calling **0800 011 3237**

Offices worldwide

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