Getting ready for BT Cloud Phone.

A guide to setting up and getting the very best from your new BT Cloud Phone service.
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Need help?

If you have any problems setting up or using your service, contact BT Cloud Phone support on 0800 389 0598 or email bt.cloud.phone@bt.com

Emergency calls.

999 or 112 emergency calls.

Each BT Cloud Phone 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 and also let you know if this changes so that you can update their address details on the portal. With any groups that you set up, please note that emergency services are only provided with a single address for 999 or 112 calls from any of the phones in the group. So, it’s important that phones in a group 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 or if using the service through an app on a mobile device.
1. Welcome to BT Cloud Phone.

Thank you for choosing BT as your phone system provider.

This guide has been designed to give you all the information that you’ll need to get ready for BT Cloud Phone, including setting up your networks and transferring your phone number(s).

Introducing the BT Cloud Phone support – dedicated to helping you and your business.

Here at BT, we know that changing the way you deal with your business communications can be daunting. Our BT Cloud Phone support team has been formed with 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 while you get used to the service and make sure that it’s perfectly tailored to meet your needs.

Note:
You’ll need to choose a super administrator who will have full control of the entire BT Cloud Phone service. This user cannot 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 select the user who is 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.
2. Understanding the network basics.

BT Cloud Phone and your internet connection.

BT Cloud Phone will give you a reliable, high quality voice service, so you should make sure that 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 cabling to your phones.

Tip to prevent implementation delays:
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 most suitable internet connection for you. We have also enhanced our BT network to make sure your voice calls have the necessary priority across this connection. By managing your access in this way, we can be certain that we’re providing you with the best possible business-grade service for making calls through the internet. This is why we can only support BT Cloud Phone where we provide your business internet service too.

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). For users who can monitor calls, this facility works best with phones that have a presence status.

Please note:
To make sure you experience the quality of calls you’d expect, only IP Phones supplied from the BT Cloud Phone portfolio can be connected to the service – we have a range to choose from, so you can pick the one that best suits your business needs.
3. Network preparation, set up and support.

**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 BT Cloud Phone system.

**Simple system set up.**

**Larger system set up.**
3. Network preparation, set up and support.

**Modems and routers.**
The BT Standard Business or Fibre Broadband package includes a BT Business Hub which has been designed to give you the best possible voice quality when you’re using the BT Cloud Phone service.

If you choose to use an alternative modem or modem router combination then you’ll need to make sure that it’s in IP pass-through or bridge mode. You’ll also need to add a router to your local network with Quality of Service (QoS) settings that give priority to voice traffic over less important data traffic, such as large downloads.

If you’re going to use a router with 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 – refer to 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 BT Cloud Phone features that help provide robust call quality and security protocols.

**Switches (if used).**
VolP prioritisation: any switches 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 the network 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 – refer to 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 BT Cloud Phone desktop app lets you manage your calls from any PC. To use it alongside Microsoft on your computer, you’ll need to meet the **BT Cloud Phone system requirements.**

**Mobile app requirements.**
Mobile apps add the BT Cloud Phone service to your Android, iPhone and iPad. To use a mobile app, you’ll need to meet the **BT Cloud Phone system requirements.**
We can help you get your account up and running with up to three welcome to service calls. We’ll walk you through BT Cloud Phone and help you configure the settings for each of your employees, as detailed below.

**Implementation overview.**

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

**Schedule an implementation call.**

The first thing you’ll receive is a welcome email with a log-in link – you’ll get this on the date you agreed to start your BT Cloud Phone service. Click on this link, then follow the setup wizard. You’ll get through to an **Express Setup** where you can schedule a convenient time for us to call and talk you through the implementation process (see below) – you’ll get 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 Setup** now, before you have your scheduled implementation call. You’ll be taken 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 implementation call, contact BT Cloud Phone support on **0800 389 0598** and select the required menu option.

**First implementation call**

In your first training session we’ll cover the following basics:

- An overview of how you plan to use your BT Cloud Phone 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 implementation call.

**Second implementation call**

In this session we’ll look at how you’re doing and provide additional system training:

- A review of implementation 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 implementation call.
5. Transferring your phone number(s).

Transfer process (for administrators).

Please note:
You can maintain a phone number with a current provider and have calls forwarded automatically to your BT Cloud Phone account.

You can put in a request through the BT Cloud Phone portal to transfer an existing phone number to your BT Cloud Phone. You just need to follow the on-screen instructions and provide us with all the information that we need to send a transfer request to your current service provider. You can make and receive calls on your temporary BT Cloud Phone numbers while the move takes place. There’s more information in the guide for Transferring Numbers to BT Cloud Phone.

Once the process is complete, we’ll send you an email to let you know – your preferred number(s) can now be used with BT Cloud Phone. 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.

Number transfer do’s and don’ts.

✓ Do be exact.
Your information must match exactly what’s on record with your current phone service provider – if it doesn’t, your transfer will be delayed. Have a look at your current bill or speak to your current service provider if you need to check.

✓ Do remove special features.
Call your current provider and cancel special features (such as remote call forwarding, a distinctive ringtone) before sending us your transfer request. Cancel special features only – not the entire service.

✓ Do cancel any open pending service orders.
Ask your current provider to cancel any open service orders, or to confirm they’re complete, before placing the transfer request.

✗ Don’t cancel your old phone service.
Please wait until your transfer is complete before you cancel your old service.

✗ Don’t lose your DSL service.
Call your service provider to get a new phone number for your DSL line before you send your transfer request. Otherwise, you risk losing your DSL service.
5. Transferring your phone number(s).

Frequently asked questions.

1. What information is needed to transfer my number?
   The following account information is required as it appears on record with your current phone provider:
   - Name of the current communications provider.
   - Current communications provider address.
   - Customer name / company name.
   - Address of the customer.
   - Account number.
   - Telephone numbers to be ported.

2. Should I first cancel my current phone service?
   No. Your number must be active with your provider in order for it to be transferred to BT Cloud Phone.

3. How long does it take to complete a number transfer?
   Processing time can take up to 20 business days or longer for more complex requests.

4. How will I know if there's a problem with my number transfer?
   If your number transfer request is rejected, we'll let you know by email.

5. How do I know when my number will be activated?
   BT Cloud Phone will notify you by email after we received the release date from your provider.

6. What if I want to transfer multiple telephone numbers?
   That's fine – the number transfer process lets you specify all the telephone numbers that you want to transfer.

7. What's the number to call if I have questions about my number transfer request?
   You'll need our BT Cloud Phone support on 0800 389 0598.
6. Additional resources.

**BT Cloud Phone help centre.**

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 https://support.btcloudphone.bt.com. You’ll find lots of useful ‘how-to’ articles for both administrators and users which are organised into relevant categories and provide ready answers to most questions. You can also search the knowledge base by keyword or phrase. Common tasks are supported by short video tutorials to guide you through the process; 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 to improve it by rating the content.

**BT Cloud Phone support.**

If the Help Centre articles, guides and videos don’t tell you what you need to know or if you have any problems setting up or using your BT Cloud Phone system, you can contact BT Cloud Phone support on 0800 389 0598, Monday to Friday 8am to 6pm (closed bank holidays), or if you have BT Cloud Phone Connect or BT Cloud Phone Collaborate you can call at any time on any day.
Offices Worldwide.
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