BT Cloud Work – what happens next?

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

Contents

Two days

Order placed

We check the details and process the order.

Your order is confirmed

We'll email your start date or inform you of any delay.

While you're waiting for your service to start, take a look at Getting ready for BT Cloud Work.

It's a guide to help you set up and get the very best from your new Cloud Work service. If you're using your own network equipment (for example, switches), instead of connecting directly to a BT Business Hub, you'll need to make sure that your network is set up to give priority to your voice traffic. And if you're using mains power for the phones, check there are sockets close to where you'll be using them.

Five days

Get going

You'll receive an email with a link to the Cloud Work portal so you can set up and use your account. Our IP phones are sent out to arrive within 2 days – we'll send you a second email with a tracking link. You can get going with the desktop app and use your computer as a phone.

Click on the log-in link in the welcome email. You'll get through to the Cloud Work portal where you can:

- set up your account security

- schedule a convenient time for your first **one-to-one training session**, where we'll call you and talk you through the set-up process and commonly-used featurescomplete the **Express Set Up,** which takes you through the steps to personalise your new service, add new users and extensions, create call queues, and set up basic system settings. You can view and change your settings at any time once you've set them up

- download Cloud Work apps for your mobile device and desktop computer to start using your account

- **request a number transfer** if you want to keep existing numbers for use with Cloud Work.

Make sure you allocate extensions to users, so incoming calls know where to go. If you need help, please read the User guide for the admin portal.

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.

Two days:

BT IP phones arrive

Your phones are preconfigured, so you can just 'plug and play'. Here are the basic steps to help you connect your BT IP phone:

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 this port will vary depending on the phone, but it will generally look like this.

There are two options for connecting power to the phone. You can use the supplied AC power adapter to plug into a nearby 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 the screen.

You'll find more details in your BT IP phone user guide.

Two days, or later as requested:

One-to-one training takes place

Training will help you get the best from Cloud Work. We'll call you, talk you through the service and help you configure settings for your users.

You'll find it really does make a difference. And we're not just saying that: users who complete a training session are **63% less likely to experience technical difficulties** in the first six months.

Typically up to 30 days:

Your existing numbers transferred (if you've made this request)

As soon as your provider gives us a release date, we'll email you. On the day of the transfer, we'll let you know when it's complete.

The amount of time it takes to transfer your existing numbers depends on your current service provider. Typically, it's around 30 business days but it can be quicker, or longer for more complex requests. You can make and receive calls on your temporary Cloud Work numbers while the move takes place. You can also arrange to forward calls automatically from a phone number with an existing provider to your Cloud Work account for as long as you want to, although charges may apply.
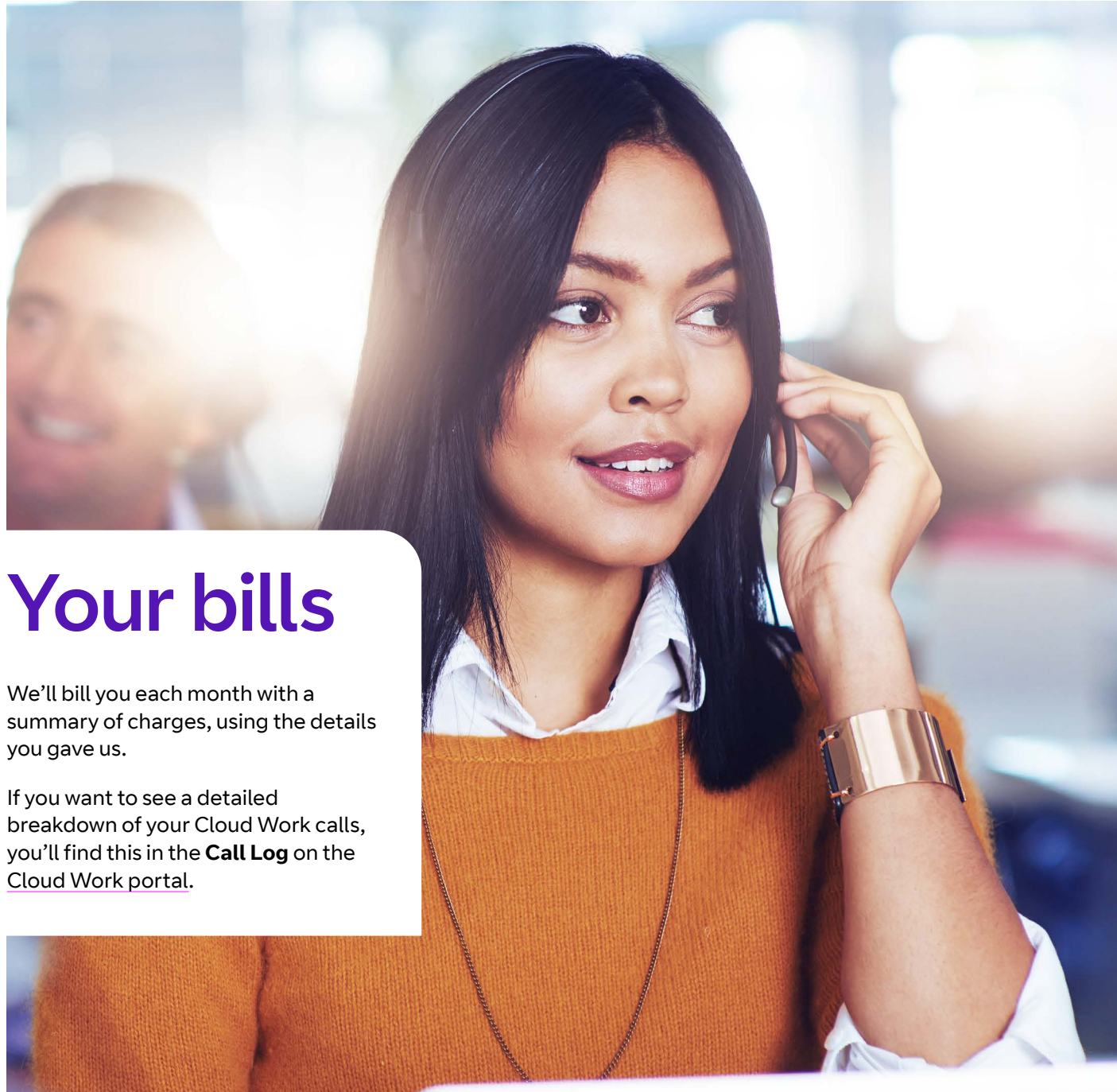
Your bills

We'll bill you each month with a summary of charges, using the details you gave us.

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

Adding users and phones

We've made it easy for you to order more user licences and phones through the Cloud Work portal.

Log on to the Cloud Work portal as an administrator. Go to **Users** and click on **Add user** to increase the number of extensions supported by your Cloud Work account. To order phones, go to **Phone System>Phones & Devices>User phones** and click on **Add Devices**.

You'll also find a bandwidth test tool so you can check that your access network and LAN can support extra users, or whether you need to add more bandwidth.

Your internet connection

For Cloud Work to provide crystal clear communication, it is important that you have sufficient bandwidth on your internet access. Whether using a BT internet connection or another provider's service, please ensure that your places of work can cope with all the calls you are making at any one time.

And as your business grows and you add more users, this will consume more bandwidth, so please ensure you grow your internet access accordingly.

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.

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 support.btcloudphone.bt.com. Here, you'll find lots of useful 'how-to' articles, short video tutorials for common tasks, and links to user guides.

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 service, you can contact Cloud Work support on **0800 389 0321**.

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