

# BT Cloud Voice.

## Datasheet.

### A virtual phone system that stands apart from the crowd.

BT Cloud Voice is a virtual phone system hosted in the cloud. That means you can benefit from the latest call management features without having an office-based phone system. Plus you get all the functionality of a traditional system but with the flexibility to do so much more. It's ideal for businesses of any size, and adapts to meet changing needs, so whatever the future holds - moving to new sites or an expanding workforce - you'll have the capabilities to do so. Our optional training programmes are also available to help you make sure your business gets maximum benefit from your BT Cloud Voice service.



### Building the right package.

We can cover all aspects of your BT Cloud Voice solution, from User Feature Packs and optional User and Site add-ons, through to Call Plans, IP phones and training, so you can get the most from your BT Cloud Voice service. We'll even work with you to make sure you have the right internet access. We can also offer geographical numbers to show a local presence and, if you need it, cabling. Our BT Cloud Voice service can be self installed and set-up, but we do offer some optional installation and configuration services, if you prefer.



\*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, only IP devices from the BT Cloud Voice portfolio can be used.

## BT Cloud Voice User Feature Packs.

BT Cloud Voice is available with the following User Feature Packs, and a choice of 1, 3 and 5 year contracts.

BT Cloud Voice	Description	Cost per user per month		
		1 Year	3 Year	5 Year
Basic	Designed for businesses that need a general all-purpose phone. It's perfect for shared use. For example, in a reception area or warehouse, behind a bar, in a garage, kitchen, lobby or workshop.	£8.00	£6.40	£6.00
Connect	Ideal for office-based workers, like sales people, accountants and PAs, who need a full range of call management features. BT Cloud Voice Connect offers the same features as the Basic package, plus a whole lot more.	£11.00	£8.80	£8.25
Collaborate	Designed for businesses with mobile workers who need access to the features of a traditional network when they're on the road. BT Cloud Voice Collaborate builds on the features offered in the Connect package with our BT Cloud Voice smartphone app (iOS and Android) and conferencing facilities included.	£17.00	£13.60	£12.75

## BT Cloud Voice Call Plans.

Choose a UK package and an international package. Available as bundles of minutes to share across all users or our new Unlimited UK Inland and UK Mobile Call Plan. If you really don't want the cost certainty of one of our bundles you can choose a pay as you go option for UK or international.

UK Call Sharer Plans (monthly minutes)	Monthly Price
BT Cloud Voice UK Sharer Plan 500 minutes	£11.25
BT Cloud Voice UK Sharer Plan 1,000 minutes	£22.50
BT Cloud Voice UK Sharer Plan 2,500 minutes	£56.25
BT Cloud Voice UK Sharer Plan 5,000 minutes	£112.50
BT Cloud Voice UK Sharer Plan 10,000 minutes	£225.00
BT Cloud Voice UK Sharer Plan 20,000 minutes	£400.00
BT Cloud Voice UK Sharer Plan 40,000 minutes	£775.00
BT Cloud Voice UK Sharer Plan 60,000 minutes	£1,100.00
BT Cloud Voice UK Unlimited Plan (User)	£7.00 (per user)

International Call Sharer Plans (monthly minutes)	Monthly Price
BT Cloud Voice International Sharer Plan 100 minutes	£2.25
BT Cloud Voice International Sharer Plan 200 minutes	£4.50
BT Cloud Voice International Sharer Plan 500 minutes	£11.25
BT Cloud Voice International Sharer Plan 1,000 minutes	£22.50
BT Cloud Voice International Sharer Plan 2,000 minutes	£45.00
BT Cloud Voice International Sharer Plan 5,000 minutes	£110.00
BT Cloud Voice International Sharer Plan 10,000 minutes	£215.00

For full details of call charges outside the package, please go to [www.bt.com/pricing](http://www.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. All prices exclude VAT. When opting for the BT Cloud Voice UK Sharer Plan Unlimited this will be charged on a per User Feature Pack basis and will apply to all users.

## BT Cloud Voice call features.

Feature	Description	BT Cloud Voice Basic	BT Cloud Voice Connect	BT Cloud Voice Collaborate
Online Portal	Self-service online tool where administrators can set up user profiles and individual users can control their own call management features.	✓	✓	✓
Automatic Call Routing	Users can set up a redirect so that any incoming calls are automatically routed to another phone.	✓	✓	✓
Call Forward	Lets users set up rules that forward incoming calls to another phone. They can set it up so calls are always forwarded, or only when their extension is busy or the call has gone unanswered.	✓	✓	✓
Call Transfer	Allows calls to be transferred internally and externally. It means calls can, for example, be transferred to the mobile of an employee who's out of the office.	✓	✓	✓
3-Way Calling	This feature allows users to set up a 3-way conference call. A user, who's already talking to one person, can invite a third person to join the conversation. This is a particularly useful feature for employees that need to regularly consult with their colleagues, such as those working on a help desk.	✓	✓	✓
Hunt Group	A Hunt Group allows multiple phones to ring when a single number is called. It also allows calls to be distributed in certain sequences. If a call comes in to one phone, which isn't answered, it will go to the next phone in the sequence. The benefit of BT Cloud Voice is that Hunt Group members don't have to be located at the same site.	✓	✓	✓
Call Director	Allows a user to set up one or more alternative fixed or mobile phone numbers that can be used as virtual extensions to the user's profile. Using the Call Director portal, users can dial into the service from external locations and make calls to internal and external destinations. By doing so they keep their BT Cloud Voice calling line identity rather than the phone they are dialling from.		✓	✓
Voicemail to email	Using the Online Portal, users can set up their voicemail so that their messages are sent to their email folder as an audio attachment. The message will appear in their inbox as an MP3 file.		✓	✓
UC Business	UC Business offers a bundle of functions. It includes the UC Office client application for desktops (Windows and Mac) and smartphones (iPhone and Android). It allows users to display their own presence status i.e. showing whether they're available or not, and to see the presence status of their contacts. Users can get in touch with their contacts via instant messaging, a phone call or video calling. Users can easily create and manage their contact lists and access personal and company contacts. They can also access BT Cloud Voice call handling settings to manage communications from their UC Office client application. It's particularly useful for mobile workers to see who's available in the office and use that colleague's preferred method of contact to get in touch.		Optional	✓
UC Team	UC Team includes all the functionality of UC Business and allows up to eight participants to take part in an audio or web conference. The conferencing functions are simple to use thanks to the innovative 'My Room' feature. This virtual meeting room service makes it easier for colleagues to manage and participate in group or team meetings – in or out of the office.			✓
Hot Desking	Gives users the ability to temporarily move their account, telephone number and settings to a 'Host' device for a certain length of time. When the user logs in at the hot desk, all their incoming calls are routed to that desk's phone for the prescribed length of time. And as the user owns that hot desk phone for the time period they've chosen, the phone assumes the user's identity so outbound calls still appear as coming from them.	Hot Desking Host included	Optional	Optional
CRM Integrator (click to dial, screen pop, call history)	Allows customer-facing businesses to present a professional image. When a customer calls, their details are displayed on a PC screen at the same time. It means users can greet their customers by their name.		Optional	Optional
Receptionist Console	An application that can help receptionists manage incoming calls. It gives them access to features, such as directory look-up and line monitoring, so they can see at a glance who's available to take a call and put it through to them quickly. Instead of dialling an extension, the receptionist can use their mouse for the 'drag and drop' function. They simply drag the caller's number and drop it onto the name of the person they're transferring the call to. One of the benefits of BT Cloud Voice is that the receptionists don't all have to work at the same site.		Optional	Optional
Busy Lamp Field	Allows users of IP phones to monitor their colleagues' lines before transferring calls. The IP phone will show if the phone line is free, engaged or if the phone is ringing. Compatible phone required.		Optional	Optional
Call Recording	Allows users to record calls. They can decide to record a particular call, all calls, or activate the feature on demand. Calls can be monitored in real-time and used for employee training. There's also a storage facility, which helps businesses to meet the regulatory requirements for storing data. Plus, a dashboard gives users access to powerful tools, so they can manage and archive their library of recorded calls.		Optional	Optional
Fax Messaging	Lets users receive a fax and email it to the message store along with their other messages.		Optional	Optional
Call Centre ACD	Allows a site to distribute incoming calls to multiple users from a single central phone number. Call Centre works similarly to Hunt Groups but with a few differences: 1) calls are queued and it's possible to give intermittent 'comfort' greetings. 2) agents log in and out of the queues, therefore when an agent isn't available the call won't ring at his/her phone. A benefit unique to BT Cloud Voice is that agents don't have to be located at a single site.	Optional	Optional	Optional

## BT Cloud Voice – IP handsets.

BT Cloud Voice works with a range of IP phones and handsets. Whether it's desk phones, conference phones, or cordless handsets, there's an option for you.

Handset		Description	Price
BT Cloud Voice VVX301 IP Handset		An entry-level IP phone. Ideal for general office use and anyone handling a low to moderate number of calls. Dual-port 10/100 Ethernet.	£106.00
BT Cloud Voice VVX411 Gigabit IP Handset		Mid-range business phone with a colour screen. Ideal for SoHo, office staff and call centre workers. Dual-port 10/100/1000 Ethernet.	£154.00
BT Cloud Voice VVX601 Gigabit IP Handset		Premium business phone with a 4.5 inch colour touchscreen display. Ideal for corporate executives and business managers. Dual-port 10/100/1000 Ethernet.	£213.50
BT Cloud Voice SoundStation 6000		An IP conference phone, with 12-foot microphone pickup and white LED Backlight Display.	£589.00
BT Cloud Voice ATA		An Analogue Terminal Adaptor (ATA) which connects analogue devices to BT Cloud Voice.	£55.00
BT Cloud Voice T41P IP Handset		A basic level IP desk phone with 15 programmable keys, loudspeaker and ports for both a headset and PC. Dual-port 10/100M Ethernet.	£106.00
BT Cloud Voice T46G Gigabit IP Handset		A mid-level IP desk phone with 4.5" colour screen, 27 programmable keys, loudspeaker and ports for both a headset and PC. Dual-port Gigabit Ethernet.	£154.00
BT Cloud Voice T48G Gigabit IP Handset		A high-end IP desk phone with 7" colour touch screen display, 29 programmable keys, loudspeaker and ports for both a headset and PC. Dual-port Gigabit Ethernet.	£213.50
BT Cloud Voice W52P DECT Phone + Base Station		A cordless handset that works with a base unit that has an IP connection, allowing users to move about with the phone. Colour screen, range up to 30 metres indoors. The base station will support up to 4 handsets.	£90.00
BT Cloud Voice W52H Additional DECT Phone and Charger		Additional cordless handset with charger for connection to W52P Base Station.	£75.00

We have 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, only IP devices from the BT Cloud Voice portfolio can be used. Our IP handsets require power - these can be connected to Power Over Ethernet ports (on a LAN or Hub) or by connecting to a power socket by ordering power supply units for your IP Handsets.

## Webcast training.

To help you get the most from your new BT Cloud Voice service, we have a range of optional training packages which can help both administrators and users to maximise the features available. Our training is primarily delivered over webcast so there's no need for travelling to training centres. We also have an option for on-site training.

Our Webcast training courses can be bought individually, using a 'Passport' giving three courses for the price of two, or a 'Max Passport' giving unlimited access to all webcasts for a whole year. We also have the option for long term 'Max Passports' for three or five years. Our on-site training allows you to have training on your site with content tailored to the specific areas to be covered. In addition, our 'On Site Passport' includes on-site training and access to three Webcasts during the first year.

Course	Description
BT Cloud Voice Webcast <b>Quick Start</b>	Administrator and user course - covering an overview of the BT Cloud Voice platform's web based features and phones.
BT Cloud Voice Webcast <b>Site and User Admin</b>	Administrator course - covering the concepts of site and employee configuration and device assignment.
BT Cloud Voice Webcast <b>Auto Attendant &amp; Call Group Admin</b>	Administrator course - covering core site features including Call Groups - Hunt Groups and Auto attendants and how these features are configured.
BT Cloud Voice Webcast <b>Call Centre Admin</b>	Administrator course - covering Call Centre and how its features are configured.
BT Cloud Voice Webcast <b>Core features &amp; Voice Portals Admin</b>	Administrator course - covering core site management features including Group Calling Line ID, Holiday Schedules, Time Schedules, Music On-Hold & Voice Portal and how these features are configured.
BT Cloud Voice Webcast <b>Voice Applications Admin</b>	Administrator course - covering Voice Applications such as the Communicator (Android, Mac, iPhone and Windows), CRM Integrator and Receptionist console, and how these applications are activated, downloaded and installed.
BT Cloud Voice Webcast <b>Mobility User Admin</b>	Administrator and User course - covering user mobility features such as Hot Desking Host/Guest, Call Director, Remote Office, Sequential Ring and Simultaneous Ring.
BT Cloud Voice Webcast <b>Default User Features</b>	User course - covering core user features available for all users and how they are configured and activated.
BT Cloud Voice Webcast <b>Advanced User Features</b>	User course - covering more advanced features which are available for Connect and Collaborate User Feature Packs.
BT Cloud Voice Webcast <b>Call Handling &amp; Phone use</b>	Administrator course - covering the handsets available on BT Cloud Voice and common handling features such as Call Answer, Hold, Transfer, Pick up, Do Not Disturb and the use of shared and personal director.
BT Cloud Voice Webcast <b>Call Recording</b>	Administrator course - covers the Call Recording web application and its features - such as viewing calls in progress, how calls are recorded, tagging and categorising calls for training and archiving recordings. Setting up when/how calls are recorded.
BT Cloud Voice Webcast <b>Using Applications</b>	Administrator and User course - covering how Voice Applications are configured and used including Communicator and CRM Integrator.

## On-site training.

Course	Description
BT Cloud Voice On-site training <b>Telephony Admin</b>	On-site Administrator course - covering BT Cloud Voice web based features and examines the principles of web based platform configuration. The course examines core site features including Call Groups - Hunt Groups and Auto Attendants are examined from an administrator's perspective.
BT Cloud Voice On-site training <b>Using the System</b>	On-site Administrator and User course - covering the handsets available on the BT Cloud Voice platform, common call handling features including Call Answer, Hold, Transfer, Pick up, Do Not Disturb, making conference calls and the use of shared and personal directories.

## Training packages at a glance.

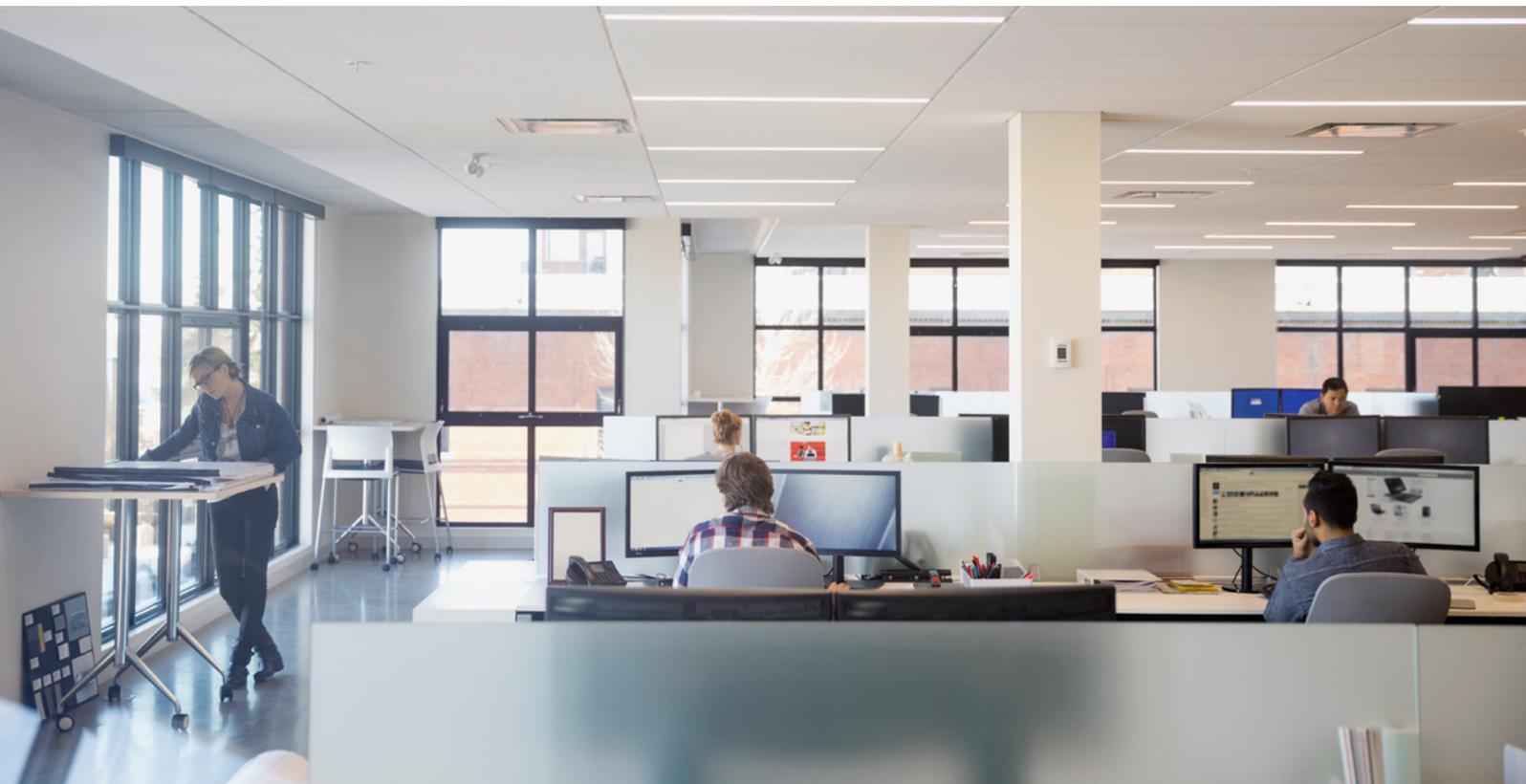
You can choose from just one course or take the option to do as many courses as they want over a year or longer.

Pricing Option	Description	Price
<b>BT Cloud Voice Webcast Individual courses</b>	Individual Webcast courses.	£100.00
<b>BT Cloud Voice Webcast Passport (x3)</b>	Any 3 Webcast courses in first year.	£200.00
<b>BT Cloud Voice Webcast Max Passport - 1 Year</b>	Unlimited access to Webcast courses for 1 year.	£400.00
<b>BT Cloud Voice Webcast Max Passport - 3 Years</b>	Unlimited access to Webcast courses for 3 years.	£845.00
<b>BT Cloud Voice Webcast Max Passport - 5 Years</b>	Unlimited access to Webcast courses for 5 years.	£999.00
<b>BT Cloud Voice On-site training - Telephony Admin</b>	Single day on-site training.	£650.00
<b>BT Cloud Voice On-site training - Using the System</b>	Single day on-site training.	£650.00
<b>BT Cloud Voice On Site Passport (3 Web / 1 On-site)</b>	Single day on-site training and access to 3 Webcast courses in first year.	£750.00

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## Our service offering.

- We're committed to providing you with the highest level of service and will support you to help find the best solution, tailored to your needs.
- Once you've placed your order you'll receive a 'Welcome to Service' call to take you through the next steps.
- We'll also schedule a service activation call just before your service goes live to help you get the most from your BT Cloud voice service.
- We'll provide you with full user guides online and a user friendly self-service portal - through which you can access and control your call management features.
- Finally, through our dedicated helpdesk number you'll have full, ongoing access to our UK-based, Service Hub team of experts, who've been trained up to the highest level, including external SIP school accreditation.





## Why BT?

- We're networking experts and have invested heavily in our 21st Century network to ensure we can provide excellent coverage and cost-effective access options to customers across the UK.
- We do this day in, day out for over 900,000 businesses – more than anyone else – so you can rely on us to get it right for you.
- We have the expertise and technology to offer you a complete end-to-end cloud solution that delivers the reliability and performance you need. Because we provide every element of the service, we can make sure it all works together perfectly. And if there's ever a problem, we can fix it quickly.
- You can get everything you need in one place from a single supplier, with a single contract, helping to make life easier.
- Our Service Hub, which is home to our expert team of BT Cloud Voice specialists, is always on hand to make sure your system runs smoothly.

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### Things you need to know.

All prices exclude VAT, and are correct at the time of publication but may be modified from time to time.

You can find our standard terms and conditions at [www.bt.com/terms](http://www.bt.com/terms). You'll find the terms and conditions for BT Cloud Voice under 'IP communications'.

BT Cloud Voice requires a BT Business internet connection. The service will require suitable Local Area Network infrastructure (with a minimum of CAT5e structured cabling). With BT Business broadband router minimum requirement is BT Business Smart Hub. Only one national and one international Call Plan can be purchased and used by the customer within a month, overage charges will apply when exceeding the limits of the call plan. Customers can switch to a higher Call Plan during the first 12 months of the service if needed. Minimum period, terms and conditions apply. Only IP phones from the BT Cloud Voice portfolio can be connected to the service. Power source required for IP Phones.

### Offices Worldwide.

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract. © British Telecommunications plc 2017. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No. 1800000.

