



# CLOUDTALK

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## FAQ'S

### **Q. HOW DOES CLOUDTALK WORK?**

CloudTalk is a cloud-based business phone system, which allows you to make and receive calls on any device from wherever you are. It works using apps for Mac, Windows, iPhone & Android which allow you to make and receive calls on your business phone numbers, view your user and team call activity and manage your settings and preferences instantly.

### **Q. DO I NEED ANY TECHNICAL KNOWLEDGE TO SET IT UP?**

No. As long as you can operate the basic functions on a mobile phone or a computer system, you'll find CloudTalk really easy. Simply download the apps, and it's ready.

### **Q. DOES THIS REPLACE MY DESK PHONES?**

Yes you can remove your desk phones and associated hardware and move to a more flexible way of running your business phone system. Simply add your users and phone numbers and use the apps to make and receive your calls.

## **Q. DOES IT SUPPORT PHONE HARDWARE?**

Yes. CloudTalk supports USB/Bluetooth headsets. We can recommend phone headsets that have been fully tested with CloudTalk. Please note that the software doesn't support traditional IP deskphones.

## **Q. CAN I GET MY WHOLE TEAM ON CLOUDTALK?**

Absolutely! That's what it's been designed for.

## **Q. CAN I USE BUSINESS MOBILE NUMBERS WITH CLOUDTALK?**

Yes. There's no need for additional contracts with other providers anymore. You can bring all your phone numbers into one easy system (or choose new ones) and your team can simply BYOD and run CloudTalk on their own devices.

## **Q. DOES IT SUPPORT SMS?**

Yes. If you add mobile numbers to your system, you can send and receive SMS messages.

## **Q. HOW LONG DOES SETUP TAKE?**

One of the many benefits of cloud technology is instant provisioning, so your setup happens instantly, with on installation required!

## **Q. IS IT VOIP?**

Essentially, yes. But CloudTalk doesn't require any desk-based or line-based hardware (SIP etc.) All the technology is built-in the apps, so you just need a broadband or mobile data connection for it to work.

## **Q. WHAT IF I DON'T HAVE AN INTERNET OR DATA CONNECTION?**

You won't be able to make outbound calls without a connection, but you can choose to have calls automatically forwarded to your mobile number if you don't have an internet or data connection available.

## **Q. DOES IT COST ANYTHING TO RECEIVE CALLS ON CLOUDTALK?**

No. Receiving calls is free of charge on CloudTalk.

## **Q. DOES IT SYNC-UP MY PHONE CONTACTS?**

Yes you can either sync contacts from your mobile phone, add contacts in the app, or if you use a CRM that CloudTalk integrates with, you can sync from there.

## **Q. AM I TIED INTO A CONTRACT?**

No, there's no commitment with CloudTalk.

## Q. DOES UK UNLIMITED REALLY MEAN UNLIMITED?

Unlimited calls to UK 01, 02, 03 numbers and major network 07 numbers are included, within fair usage limits.

## Q. CAN I MAKE INTERNATIONAL CALLS WITH CLOUDTALK?

You can make calls to over 170 countries with CloudTalk. International rates start at just 3p per minute.

## Q. DOES IT COST ANYTHING TO RECEIVE CALLS ON CLOUDTALK?

No. Receiving calls is free of charge on CloudTalk.

## Q. WHAT ABOUT CALLS OUTSIDE OF MY PRICE PLAN?

Premium rate calls (087/084 etc) will be chargeable pence per minute. Rates for these type of numbers vary, starting at 10p per minute. We recommend searching [www.saynoto0870.com](http://www.saynoto0870.com) which can help you to find a lower cost geographical alternative.

## Q. HOW MUCH MOBILE DATA DOES CLOUDTALK USE?

If you're using the mobile apps, as a general guide, CloudTalk will use approx 1mb of data per minute. This can be variable, depending on which additional features you are using.

## **Q. I ALREADY HAVE A PHONE NUMBER(S). CAN I PORT THIS IN**

Yes, we're happy to port an existing number to CloudTalk. We can port most landline numbers free of charge. We also port in from all UK major mobile networks free of charge.

## **Q. HOW LONG DOES PORTING A NUMBER TAKE?**

It varies. Mobile numbers are really straightforward and take a couple of days. Other numbers can take anything from 7 to 20 days depending on the provider we are transferring from.

## **Q. CAN I USE CLOUDTALK WHEN I'M ABROAD?**

CloudTalk will work in most countries around the world, providing you have a data or WiFi connection available. However, there are a small number of countries which block internet-based calling for either security or revenue-protection reasons. Internet-based calling is currently blocked in Azerbaijan, Belize, China, Iran, Jordan, Kuwait, Libya, North Korea, Oman, Pakistan, Qatar, Saudi Arabia, South Korea, Syria and parts of the UAE. You can still call these countries using CloudTalk, it's just outbound calls that are blocked.