FOCUS ON YOUR BUSINESS, NOT YOUR BUSINESS COMMUNICATIONS.

WELCOME TO COMCAST BUSINESS VOICEEDGE™

END USER FEATURE GUIDE

Business VoiceEdge™

COMCAST
BUSINESS

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Welcome to Comcast Business VoiceEdge™

Now that you have Comcast Business VoiceEdge™, you can focus on your business and not your business communications. You'll enjoy all the usual features you would expect of a phone service, plus advanced features that help ensure your business voice continuity and can enhance your business productivity. You could enjoy features like:

- Call Forward Not Reachable to assure your business keeps receiving calls, even when weather or power outages keep the lights off

- Voicemail

- Voicemail to Email Integration so messages follow you wherever you're located

- High-Definition or wireless Voice Calling with Advanced IP phones

And all of this is provided and managed by Comcast, bringing you the latest technology to help your business. Plus, you get **unlimited nationwide direct-dial calling** for your office (includes U.S. Territories).

Enhanced features have never been so accessible. With Business VoiceEdge, you can access features in several convenient ways — the Comcast Business VoiceEdge Online Web portal and feature access codes on your IP phone or via your mobile smartphone.

To download the Comcast Softphone or Receptionist Console, visit the downloads section of the Business VoiceEdge portal at **http://business.comcast.com/getstarted**.

To learn more about your convenient calling features and options, flip through the following pages or visit our online resources at **http://business.comcast.com/getstarted**.

Still have questions? Want to add features and services? Your Business Customer Support representatives will be happy to help. Just call 877-761-7401.

Quick Start: Business VoiceEdge Common Basic Features

Get familiar with your new Business VoiceEdge service and phones by reading this quick start section.

Introduction to Your Phone

The Business VoiceEdge service comes with Polycom® IP or Panasonic Phones. Please refer to the diagrams below to get quickly introduced to the buttons and functions of popular Business VoiceEdge phones.

Polycom VVX310/311 Series Phone

Polycom VVX410/411 Series Phone

Polycom VVX500/501 Series Phone

Polycom VVX600/601 Series Phone

Touchscreen Display

Message Waiting Indicator

Handset

Home Button

Dialpad

Headset

Volume Keys

Speaker Phone

Mute

Panasonic® TPA60 Series Phone

Display

Dialpad

Panasonic® TPA65 Series Phone

Message Waiting Indicator

Handset

Dialpad

Display

Navigation Arrows

Speaker Phone

Mute

Volume Keys

For more information on these phones, please visit **http://business.comcast.com/getstarted**.

Users can use the navigation arrows as well as the soft keys to help navigate through each feature. The navigation arrows will be your main tool for navigating the different setup menus while the soft keys will be used for more call related options.

Navigation Arrows (VVX 310/311, 410/411 Phones)

If you are not in any Menu lists your Navigation Arrows act as a quick access tool for your recent call logs. By pressing each of the Navigation Arrows you can access Placed calls, Missed calls, Received calls and Speed Dial. All calls are in order by time stamp with the most recent appearing at the top of the list.

Arrow Key	Call Log
▷ Right arrow	Placed calls
▽ Down arrow	Missed calls
◁ Left arrow	Received calls
△ Up arrow	Speed dial

Soft Keys

Your Polycom phone is equipped with a number of soft keys. Softkeys are buttons underneath the display of the phone that provide different options which change based upon what the user is doing at the time. The available user options of the softkeys will be presented above the buttons. While you are on a call the softkeys will give you options associated with actions you can take while on the call. For example, if you are on a call, the soft keys may display transfer or conference as options. As the phone goes through different states, the soft keys provide different options. To use a soft key, press the button below the screen that corresponds to the option you would like to select.

Placing a Call

There are many ways to place a call — you can pick up the handset and dial, you can select the soft key for "new call", you can hit the speaker button and dial, and more. To see a short video on time-saving tricks to place calls, please visit **http://business.comcast.com/getstarted**.

Placing calls using the number pad

To place a call using your phone number pad simply pick up the handset and dial your desired telephone number or extension using the number pad. If you would like to use a headset or speaker phone, activate the headset or speaker phone by pressing the appropriate button and then dial the number or extension.

Dialing from Call Logs

To place a call from a number that is stored in your call logs, enter a call log of your choice by pressing the corresponding Navigation Arrow key. Using the Navigation Arrow keys scroll up or down to highlight the number you wish to dial. And then, press the Dial soft key.

Voicemail Set Up

Comcast Business VoiceEdge voicemail enables you to manage your time without missing your calls. Callers can leave a message while you're on the phone, off-site, or just need phone-free time to focus on a project.

If you are away from the office, you can opt to be notified via email that you have messages waiting. Voicemail is included with a Unified Communication seat, and can be added as an a la carte item to a Standard seat, Hunt Group or Automated Attendant.

Activate your voicemail account

To setup your voicemail for the first time you have to be physically present at your desk phone. For voicemail activation:

1. Press the "Messages" button on your phone or dial your extension or 10-digit telephone number.

2. A tutorial will guide you through the setup of your new voicemail service.

Note: You will be prompted to enter a password, which will be the "Be Anywhere/Voicemail PIN" listed on the welcome email that contained your Business VoiceEdge credentials. Should you need this information resent, please contact your Technical Administrator or call Customer Care. Once you're in the system, listen carefully to the recorded instructions. You will be prompted to create a password, record your name and record a customized business greeting.

Quick Start: Business VoiceEdge Commonly Used Advanced Features

Business VoiceEdge has many advanced features that can help enhance your productivity and this section will guide you through using the most common features.

Speed Dial

Business VoiceEdge includes functionality for One Digit Speed Dial or Two Digit Speed Dial. One Digit Speed Dial is used for programming up to 8 telephone numbers into your phone for quick dialing using single digits. Two Digit Speed Dial does the same as One Digit Speed Dial, only it stores up to 100 numbers and you dial them using two digits. You can do either or both as long as you follow the appropriate set up for each.

One Digit Speed Dialing

To set up One Digit Speed Dialing from your phone:

1. Lift the receiver and listen for the dial tone.

2. Press `*` `7` `4` and listen for the stutter dial tone.

3. Enter a speed dial digit between 2 and 9.

4. Dial the phone number you would like the digit to represent. (Remember to include the area code and any other numbers necessary to place the call.)

5. Listen for the voice prompt confirmation.

6. To add the next number, repeat steps 2 through 5.
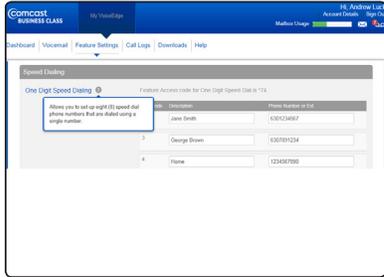
To set up One Digit Speed Dialing from your computer:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, select "Feature Settings".

3. Click "Speed Dial" from the drop down menu of features. One Digit Speed Dialing is listed at the top.

4. Enter a reference to easily identify the speed dial in the "Description" column, such as a person's name or the location of the phone. Then enter the phone number in the "Phone Number or Ext." box corresponding with digits 2 through 9.

5. Click "Save Changes".

To use One Digit Speed Dialing:

1. Lift the receiver and listen for the dial tone.

2. Press the digit (2 through 9) that represents the number you wish to call, then press `#`.

Two Digit Speed Dialing

To set up Two Digit Speed Dialing from your phone:

1. Lift the receiver and listen for the dial tone.

2. Press `*` `7` `5` and listen for the stutter dial tone.

3. Enter any two digits 00 through 99.

4. Dial the phone number you would like the digits to represent. (Remember to include the area code and any other numbers necessary to place the call.)

5. Listen for the voice prompt confirmation.

6. To add the next number, repeat steps 2 through 5.

To set up Two Digit Speed Dialing from your computer:

1. Log on to **business.comcast.com/bveportal**, and select "Feature Settings" from the Main Navigation Page.

2. Select "Speed Dial" from the drop down menu of features.

3. Scroll down to the "Two Digit Speed Dialing", and select "Add New".

4. Select the number you wish to assign to the speed dial from the "Dial Code" drop down menu

5. Type a name or description for the Speed Dial number in the Description text box.

6. Type the phone number and the person's name you are assigning to your Speed Dial code.

7. Click "Save Changes".

To use Two Digit Speed Dialing:

1. Dial `#` and then your 2-digit speed dial number.

2. Then lift the receiver to have the speed dial number called.

Note: Two Digit Speed Dial is different than One Digit Speed Dial as it requires you to dial `#` before you place the call.

Control Your Ability to Be Reached

The Be Anywhere solution allows you to make or receive business calls from your desk phone, mobile, or softphone, allowing you to be productive from any location, at any time.

However, there are times when you may not want to be reached. Perhaps you are several time zones away on the other side of the world and you do not want your daily flurry of business calls alerting your mobile.

Be Anywhere allows you to activate and deactivate your ability to be reached from your phone so that on those long business trips, you can "deactivate" your mobile at night. This way calls to your business number do not reach you. Calls go to your other phones as always, and callers receive a standard voicemail if you do not answer. In the morning, you simply reactivate your mobile and you start receiving calls sent to your business number.

Activate or Deactivate Be Anywhere Online:

From the Business VoiceEdge portal, you can manage our Be Anywhere phones and toggle them on or off.
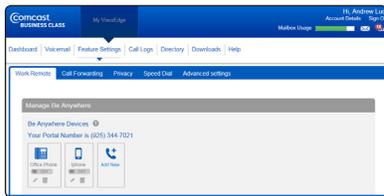
Deactivate a Be Anywhere Phone:

From the phone to be deactivated, dial `*` `1` `3` .

Activate a Be Anywhere Phone:

From the phone to be activated, dial `*` `1` `2` .

Receiving Business Calls

You can receive business calls on any phone by adding your mobile number to the Be Anywhere Locations List. In addition, you can also receive calls on another phone number (it does not have to be your mobile number).

To add a number to the Be Anywhere Locations List from the Business VoiceEdge Portal:

1. Log on to **business.comcast.com/bveportal**.

2. Select "Feature Settings".

3. From the "Work Remote" drop down, select "Add New" under "Be Anywhere Phones".

4. Enter your phone number and a description.

5. Click "Save".

6. Toggle the phone "On" or "Off" to activate or deactivate.

Note: You can also enable "Answer Confirmation Required" which requires you must press any digit on the phone to confirm the call prior to answering. This prevents a call from inadvertently going to your mobile or other telephone voicemail instead of your work voicemail and, since you need to press a key to answer these calls, you can then easily determine which calls are from your Business VoiceEdge number.

Make Business Calls

You can make calls from any phone using your Business VoiceEdge business number as the calling line ID.

From your phone, dial your Be Anywhere portal number and wait for the dial tone. Once you hear the tone, dial the desired destination number or business extension. The called party sees your Business VoiceEdge business number as the calling line ID. Many users save the Be Anywhere portal number as a favorite or speed dial number for easy reference.

Note: Your Be Anywhere portal number is displayed in the Business VoiceEdge portal under the Be Anywhere section.

Move Call from One Phone to Another Phone

This functionality enables the flexibility to move a business call you placed through the Comcast Business app to your desk phone.

Move Active Call from Your Mobile to Your Desk Phone or Softphone:

While engaged in a call you placed through the Be Anywhere portal via your mobile, dial `*` `1` `1` from your desk phone or softphone. The call is seamlessly moved to the new phone and the call is dropped from the initiating phone.

You may also move a call that was placed to your business line that you answered on your mobile phone from Be Anywhere, using the same process as above.

Note: You cannot move calls placed directly to your mobile number, since Be Anywhere and the Business VoiceEdge platform have no knowledge of the call.

Comcast Business App

The Comcast Business app lets you make calls from your smartphone using your Business VoiceEdge business number, just as if you were in your office. You can check your business voicemail, set your smartphone and other phones as your ring to devices, change and record your voicemail greetings, see your call logs, have easy access to your Business VoiceEdge phone directory, and pay your bill, all from your smartphone.

Following are some of the other features that the Comcast Business app provides:

- Use the keypad for extension dialing

- Record and select your Business VoiceEdge No Answer greetings

- Get notifications when you have an incoming call and new voicemail

- Turn Do Not Disturb on and off for privacy

For information on how to download and use the Comcast Business app, see our app Quick Reference Guide that is posted with other Business VoiceEdge training resources at **http://business.comcast.com/getstarted**.

Messages — On the Phone

Comcast Business VoiceEdge voicemail enables you to manage your time without missing your calls. Callers can leave a message while you're on the phone, off-site, or just need phone-free time to focus on a project. If you are away from the office, you can opt to be notified via email or through the Comcast Business app that you have messages waiting.

Setting Up Voicemail

To set up your new Comcast Business VoiceEdge voicemail service, follow these easy-to-use instructions. The first time you call into your Comcast Business VoiceEdge voicemail, you will be asked to create a new password and record your name to personalize the greeting that callers will hear when they reach your voicemail.

Note: Each line may have its own voicemail and would need to be set up individually.

First Time Voicemail Activation

From your office:

1. Press the "Messages" button on your phone or dial your extension or 10-digit telephone number.

2. A tutorial will guide you through the setup of your new voicemail service.

Note: You will be prompted to enter a password, which will be the "Be Anywhere/Voicemail PIN" listed on the welcome email that contained your Business VoiceEdge credentials. Should you need this information resent, please contact your Technical Administrator or call Customer Care. Once you're in the system, listen carefully to the recorded instructions. You will be prompted to create a password, record your name and record a customized business greeting.

Setting Your Personalized Name

Press `1` to record new Personalized Name.

Press `2` to listen to current Personalized Name.

Press `3` to delete Personalized Name.

Press `*` to return to the Main Menu.

Press `#` to repeat the Main Menu.

Accessing Voicemail

There are three ways to access your voicemail:

From your office:

1. Press the "Messages" button on your phone or dial your 3-4 digit extension or 10-digit telephone number.

From your desktop:

1. Visit **business.comcast.com/bveportal** to access voicemail online.

Away from your office:

1. Dial your office telephone number.

2. When your personal greeting starts, press `*`.

3. Enter your password when prompted.

Managing Voicemail

When you access Comcast Business VoiceEdge voicemail by phone, you will be in the Main Menu. This menu will prompt you with a set of options to use in managing your messages. Once you've made a selection from the Main Menu, you will hear prompts to guide you through further options. The following is a list of options available to you from the Main Menu.

Main Menu options:

Press `1` to access voice mailbox.

Press `3` to go to the Greetings menu.

Press `4` to change call forwarding options.

Press `5` to record a new announcement.

Press `8` to change passcode.

Press `9` to exit voice portal.

Press `#` to repeat the Main Menu.

Once you've made a selection from the Main Menu, you will hear prompts to guide you through further options.

Message options:

Press `2` to review your new messages. While playing the message you can:

- Press [1] to skip backwards 3 seconds.
- Press [2] to pause playback of a message.
- Press [3] to skip forward 3 seconds.
- Press [4] to skip to the beginning of a message.
- Press [6] to skip to the end of a message.
- Press [7] to delete the message.
- Press [#] to save the message.

After you've listened to your new messages, you have the following options:

Press [2] to replay the message. While playing the message you can:

- Press [4] to return to the previous message.
- Press [6] to skip to the next message.
- Press [8] to call the sender of your message.
- Press [9] to hear more options.
- Press [*] to return to the Main Menu.
- Press [#] to repeat the Main Menu.

Greeting options:

Press [1] for message management options, like updating your various greeting messages. You then have the following options:

- Press [2] for the line busy Greeting Menu.
- Press [3] for the no answer Greeting Menu.
- Press [5] for the Compose Message Menu.

Note: You can also upload or record your greeting directly from the Business VoiceEdge portal.

Using Your Voicemail Box to Forward Calls

You may use your voicemail box to activate and deactivate Call Forwarding options when you are out of the office or when your office phone is already in Call Forwarding mode.

To activate Call Forwarding:

1. Access your voicemail box.

2. You will be prompted to enter your mailbox number, which is your 10-digit office telephone number.

3. Enter your password when prompted.

4. From the Main Menu, dial [4] for Call Forwarding.

5. Follow the prompts to activate or deactivate Call Forwarding Always to the current destination number.

Note: The destination numbers can only be domestic telephone numbers; international numbers are not allowed.

To Make a Call from the Voice Portal

1. Enter the destination digits. While engaged in a call, press [#] [#] to terminate and make another call.

2. Press [#] to return to the Main Menu.

Leaving Messages for Other Users in Your Group

During greeting:

1. Press [#] to interrupt the greeting and start recording a new voice message.

2. Press [*] to transfer out of the greeting to your voicemail box password prompt.

3. Press [0] to transfer out of the greeting to a pre-configured number.

While recording message:

1. Press [*] to cancel the recording and transfer to voicemail box password prompt.

2. Press [0] to cancel the recording and transfer to a pre-configured number.

3. Press [#] to stop recording and review your message.

Messages — Online

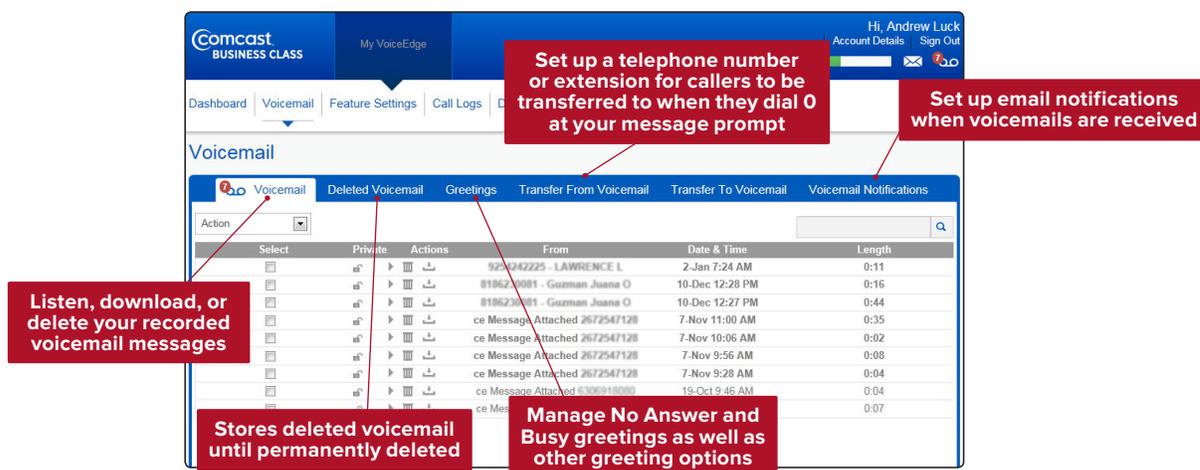With Business VoiceEdge, some feature management is available through the portal, and this section will go through those features. From the portal you can turn on and off specific features, listen to voicemail, review call logs, view your company directory and more.
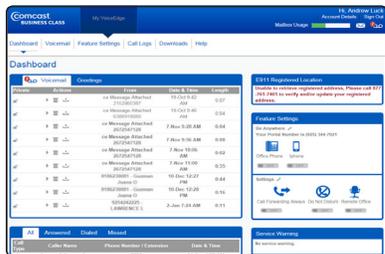
1. To access the Business VoiceEdge portal, log on to **business.comcast.com/bveportal**.

2. Sign in with your user credentials provided in the Welcome Email.

3. The first time you login, you will need to set your security questions for quick and easy password retrieval. Once the security questions are established, you will be directed to the portal dashboard.

Note: Your username and password were emailed to you upon installation. Should you need this information resent, please contact Comcast Customer Care.

Listen, delete or download voicemail from either the dashboard or the voicemail section of the portal. The voicemail section of the portal provides a more detailed view and the ability to listen to ALL your voice messages while the dashboard contains only your most recent voice messages. To access the Voicemail section, click the Voicemail tab from the main Business VoiceEdge navigation. The different drop down menus in the voicemail section grant you more control over your voicemail options. You may also record or upload a new voicemail recording through the Business VoiceEdge portal. Please refer to the next section for more detail.

Greetings

The portal enables you to manage your voicemail greetings, including the ability to record and upload personal WAV files as greetings to use when people reach your voicemail box. You may provide alternate no answer recordings, although you can access only one of these greetings at a time.

To record or upload greetings:

1. From the Voicemail Page, select the "Greetings" drop down menu.

2. If you want callers to hear a standard greeting, select "Standard Greeting".

3. To have callers hear your personalized greeting, select "Personal Greeting".

4. Click "Record Your Greeting" to record using your computer microphone.

5. To upload a pre-recorded greeting, select "Upload Your Greeting", and then browse for the appropriate file.

Note: To record your greetings on your phone, please refer to the instructions on pages 12–13. The maximum greeting length is five minutes.

Features — Online

Alternate Numbers

Alternate Numbers allows you to have up to ten alternate phone numbers or extensions assigned, in addition to your main phone number. A user can be reached (receive an inbound call) through any of the phone numbers. The first number is the main or primary phone number, while the additional ten numbers are the user's alternate or secondary phone numbers. Each alternate phone number can be a direct inward dialing number (DID) or an extension. Outbound calls use the main number only.

For each alternate number, the user can associate one of four ring patterns. All calls to the main number result in the normal ring pattern. Calls to the alternate numbers result in a distinctive ring pattern that corresponds to the number that was used.

If a user is busy (and Call Waiting is enabled) an incoming call to the main number results in the usual call waiting tone, while an incoming call to any of the alternate numbers results in a distinctive call waiting tone.

Business VoiceEdge Customer Care can activate or update an Alternate Number. Once activated, you can see any Alternate Numbers to your main line on the Business VoiceEdge portal by viewing Feature Settings, then Advanced Settings.

Basic Call Logs

The Basic Call Logs feature allows for you to see 60 most recent answered, missed or dialed calls. The maximum number is 20 entries per call type. These Basic Call logs are viewable on the Business VoiceEdge portal under the "Call History" drop down menu.
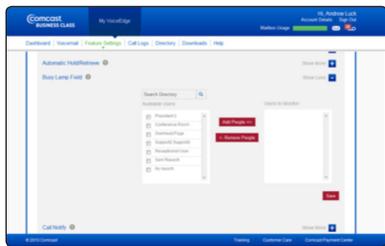
Busy Lamp Field

Busy Lamp Field (BLF) enables IP attendant console phones or Receptionist Console to subscribe to a list of resources (users) to monitor, and receive presence notifications on the state of the monitored resources. The BLF service is a user service that supports the activation of an ordered list of monitored users.

The order of monitored users corresponds to the line appearance order of the monitored user on the SIP attendant console phone.

The list of available users to be monitored is determined by the users within the enterprise or group of the user who is assigned the BLF service. The maximum number of monitored users that can be activated is 25.

Busy Lamp Field Configuration

The Busy Lamp Field area of the portal allows a user to manage and add and remove the monitored users for display on a sidecar or IP Phone.

To set up Busy Lamp Field:

1. Log on to **business.comcast.com/bveportal**.
2. From the Main Navigation Page, select "Feature Settings".
3. Click "Advanced Settings".
4. Next to Busy Lamp Field, click "Show more".
5. Check the box next to the users that you want to monitor their status.
6. Click on "Add People".
7. Click "Save".

Shared Call Appearance

The Shared Call Appearance service allows you to activate up to 35 locations (identity/phone profiles) for a user. These locations share the same line appearance, so they all behave as extensions of a single line, or user.

One of these activated locations is the user's primary location, while the other locations are called alternate locations. Users can be assigned any identity/phone profile for their primary and alternate locations.

Note: There is a one-time set-up charge for this feature.

To have a Shared Call Appearance configured, call into the Business VoiceEdge Support Center with the following information:

1. Which Unified Communications seat user requires the Shared Call Appearance?

   a. What is their telephone number?

   b. How many available lines does their phone have? For example, the Polycom 335 is a 2-line phone, the Polycom VVX500 is a 12-line phone, the Polycom 670 is a 6-line phone, and the VVX1500 is a 6-line phone.

   c. What number do you want in Position 1 (line 1) of the phone?

Note: It is recommended that this be the phone's primary User.

   d. What telephone number do you want in position 2? Position 3, etc.?

Multiple Call Arrangement

The Multiple Call Arrangement (MCA) is an overlay to the Shared Call Appearance (SCA) feature. SCA with MCA service provides the ability for multiple calls to be handled concurrently on different SCA locations for a user. No single SCA location is considered the active location, so all locations are allowed to originate calls and receive new incoming calls when they have an available call appearance, regardless of the activity at the other locations.

Automatic Callback

When enabled in the Web portal, you are prompted to activate Automatic Callback when you get a busy signal while calling another intra-group user. This feature will monitor and notify you with a distinctive ring when the user becomes available.

Push to Talk

Push to Talk allows people to call each other and have the phone answer automatically via the speaker phone. You can control which users call you this way through the Business VoiceEdge portal.
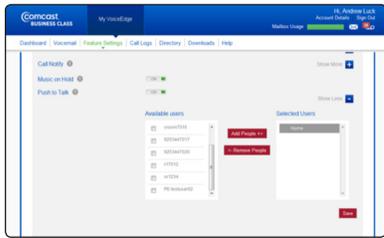
To set up Push to Talk:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, select "Advanced Settings".

3. Select Push to Talk from the drop down menu.

4. Type the name of the user you want to allow to call you using Push to Talk in the "Enter Name to Search" box.

5. Select the users that you want to call using Push to Talk listed under "Available Users".

6. Click on "Add People".

7. Click "Save".

Note: Once your Push to Talk settings are established, you can turn the feature on or off by selecting "On" or "Off". To make a Push-to-Talk call, press ⬚*⬚ ⬚5⬚ ⬚0⬚ on your phone, and the user's extension for any person that has added you to their Push to Call list.

Automatic Hold and Retrieve

The Automatic Hold and Retrieve service provides an alternate method to hold and retrieve calls without using feature access codes or flash hook.

To set up Automatic Hold and Retrieve:
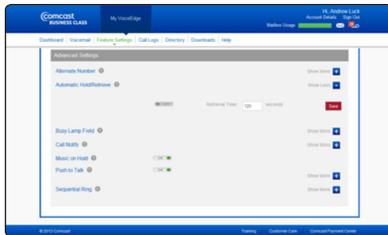
1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, select "Advanced Settings".

3. Select Automatic Hold and Retrieve from the drop down menu.

4. To turn on Automatic Hold and Retrieve, turn the switch to "On".

5. Select the number of seconds to hold, between six and six hundred.

6. Click "Save".

Call Forwarding Always

Call Forwarding Always enables you to forward ALL of your incoming calls.

To activate Call Forwarding Always from your phone:

1. Lift the receiver and listen for the dial tone.

2. Press `*` `7` `2` and wait for the voice prompts.

3. Dial the number to which your calls will be forwarded. You will hear a voice prompt confirmation.

4. If you want to change the "forward to" number, repeat steps 1 through 3.

To deactivate Call Forwarding Always from your phone:

1. Lift the receiver and listen for the dial tone.

2. Press `*` `7` `3`. Call Forwarding Always is now turned off.

Note: Be Anywhere will not work will when Call Forwarding Always is enabled.

To activate/deactivate Call Forwarding Always online:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, select "Feature Settings".

3. Select "Call Forwarding" from the drop down menu.

4. Under Call Forwarding Always, enter the "forward to" number in the "Phone Number or Extension" field and select a ring reminder option.

5. Toggle "On" to activate Call Forwarding of ALL calls, or "Off" to deactivate Call Forwarding.

6. Click "Save".

Note: If you want to still hear your desk phone ring when calls are forwarded, select "Play Ring Reminder When a Call is Forwarded".

Call Forwarding Busy

When you're waiting for a critical call, but still need to use your telephone, Call Forwarding Busy enables you to send all incoming calls to an alternate number when you're using your line. Simply activate Call Forwarding Busy before making your call, or activate Call Forwarding Busy online while speaking if your call becomes unexpectedly lengthy.

To activate Call Forwarding Busy from your phone:

1. Pick up the phone and press `*` `9` `0`.

2. Dial the number to which you want to direct your call.

To deactivate Call Forwarding Busy from your phone:

1. Pick up the phone and press `*` `9` `1`.

2. Hang up. Your incoming calls may now be received normally.

To activate/deactivate Call Forwarding Busy online:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, select "Feature Settings".

3. Select "Call Forwarding" from the drop down menu.

4. Scroll down to Call Forwarding Busy, enter the number to which incoming calls should go, click "On" to activate or "Off" to deactivate, then click "Save".

Call Forwarding No Answer

Redirect incoming calls to another telephone number when you are unable to answer. When you know you won't be back in time for a critical call, you can program and activate Call Forwarding No Answer to ring your current location, your cell phone or a colleague.

To activate Call Forwarding No Answer from your phone:

1. Pick up the phone and press `*` `9` `2`.

2. Dial the number to which you want to direct your call. (Be sure to include any access numbers and area codes you normally use to call this number).

**To deactivate Call Forwarding No Answer from your phone:**

1. Pick up the phone and press ⟦ ✱ ⟧⟦ 9 ⟧⟦ 3 ⟧.

2. Hang up to deactivate. Incoming calls may now be received normally.

To activate/deactivate Call Forwarding No Answer online:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, select "Feature Settings".

3. Select "Call Forwarding" from the drop down menu.

4. Scroll down to Call Forwarding No Answer, enter the number to which incoming calls should go, click "On" to activate or "Off" to deactivate, then click "Save".

Call Forwarding Selective

Forward only those calls you don't want to miss. Call Forwarding Selective allows you to create a list of people whose calls will be forwarded to a number you designate. When you activate this feature, only calls from the individuals on your list will be forwarded.
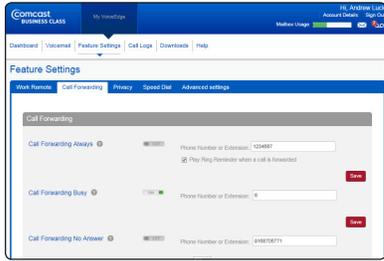
To activate/deactivate Call Forwarding Selective:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, select "Feature Settings".

3. Click the "Call Forwarding" tab.

4. Scroll down to Call Forwarding Selective, and add the number to which you want to forward calls.

5. Toggle the number "On" or "Off", and click "Save".

Sequential Ring

Sequential Ring enables you to define a "find me" list of phone numbers or URLs, which are alerted sequentially when you receive an incoming call. If an incoming call to your line is not answered within a given number of rings, your calling party will hear an announcement stating the system is attempting to locate you. If your last Sequential Ring number remains unanswered, your caller is sent to your voicemail.

To set up Sequential Ring:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, select "Advanced Settings".

4. Select "Sequential Ring" from the drop down menu. Check the "Ring Office Phone First" if that is your preference.

   - If the check box is selected, your Business VoiceEdge phone rings first in the ring sequence.

   - If the check box is cleared, the first phone in the ring sequence rings first.

5. Select the number of rings before incoming calls are redirected to your "find me" phone numbers.

6. Enter your "find me" phone numbers in the order most likely to reach you first.

7. Enter the number of rings before your incoming call is redirected to the next line. Check "Answer Confirmation Required" if you want to prevent a call from being dropped into voicemail. If you select this option, if a human does NOT verify the call, it will move to the next number in the sequence.

8. Click "Save Changes".

To deactivate Sequential Ring:

1. Uncheck the "Ring Office Phone First" and uncheck the "Continue search process if Office Phone is busy".

2. Click "Save Changes".

Call Notify

There are certain incoming calls you want to know about as soon as possible. Call Notify sends an email when specific calls you designate come in. You specify the pre-defined criteria such as phone number, time of the day or day of the week. Call Notify will send an email only when all of the pre-defined criteria are met. If you wish to enable Call Notify during speciifc time periods, you will need to configure a "Schedule".

To set up Call Notify:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, select "Advnaced Settings".

3. Select Call Notify from the drop down menu and then click "Add New".

4. Enter a title to describe the specific criteria of the calls for which you want to be notified, then select "Notify".

5. Enter the timeframe and holiday schedule.

6. Enter up to 12 specific phone numbers.

7. Click "Save Changes".

Note: Once your Call Notify settings are established, you can turn the feature on or off by selecting either the "Notify" or "Do Not Notify" buttons.

Distinctive Ringing

Distinctive Ringing enables you to make your phone utilize a different ring tone based on pre-defined criteria. Use this service if you want to know when anyone from a specific company calls or any member of a group is working on a critical project. Distinctive Ringing can be a list of up to 12 phone numbers or digit patterns as well as a specified time schedule. All criteria for an entry must be true for the phone to ring with a different tone (phone number plus day of the week and time of the day).
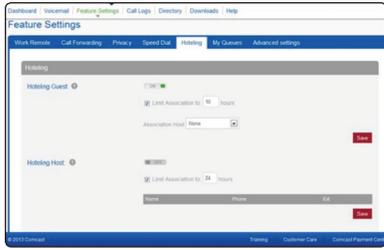
To set up Distinctive Ringing:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, select "Advanced Settings".

4. Select Distinctive Ringing from the drop down menu.

5. To create a new Distinctive Ringing setting, click "Add New".

6. Enter a Description (or name).

7. Click "Use Distinctive Ring".

8. Select "Time Schedule" or "Holiday Schedule" (if applies).

9. Select "Any Phone Number" or "Selected Numbers".

10. If "Selected Numbers" was selected, provide numbers that when they call you, Distinctive Ringing treatment will be applied.

11. Click "Save Changes".

Hoteling

Hoteling allows users to associate their service profiles with phones other than their own. For example, your enterprise can set up a visitor's office with a phone. The user account associated with this phone would have the Hoteling Host service assigned. A salesperson, with the Hoteling Guest service assigned, can associate their service profile with the phone in the visitor's office for when that employee is using that phone.

Hoteling consists of two separate services, **Hoteling Host** and **Hoteling Guest**. The first service, Hoteling Host, is used to designate a particular user as a host and is a feature of the Unified Communications seat, allowing other users, with the Hoteling Guest service assigned, to associate their service profile with the Host user's phone. The second service, Hoteling Guest, is used to allow a Hoteling Guest user to associate their service profile with a Hoteling Host user's phone.

Note: A user who is both a Hoteling Host and a Hoteling Guest cannot associate their Hoteling Guest service to themselves as a Host. Therefore, even if you are activated with both, Hoteling Guest and Hoteling Host services; when you as a Hoteling Guest, list all available Hoteling Hosts, your name does not appear in the list of available Hosts.

Hoteling Host and Hoteling Guest

To set up Hoteling Host and Hoteling Guest:

1. Log on to **business.comcast.com/bveportal**.
2. From the Main Navigation Page, click "Feature Settings".
3. Click the "Hoteling" tab.
4. To set up Hoteling Guest, turn feature "On".
5. Select time to limit association (in hours).
6. Select who will be the Hoteling Host.
7. To set up Hoteling Host, turn feature "On".
8. Select time to limit association (in hours).

Hoteling Guest Voice Portal Commands

Once associated, the guest can use the voice portal menu to manage services.

The User — Hoteling Guest voice portal controls are as follows:

Voice Portal Main Menu (If Hoteling Guest is Assigned)	
Default Key	**Option**
1	Access Voice Messaging
2	Change CommPilot Express Profile
3	Record Personalized Name
4	Change Call Forwarding Options
6	Make Call
7	Access Hoteling
8	Change Passcode
9	Exit Voice Portal
#	Repeat Menu
Hoteling Menu	
Default Key	**Option**
1	Check Host Status
2	Associate With Host
3	Disassociate From Host
4	Return to Main Menu
#	Repeat Menu

Directory

The Directory provides access to your company's directory and allows you to create a personal directory. It is available on both the dashboard and the Directory section of the Business VoiceEdge portal.
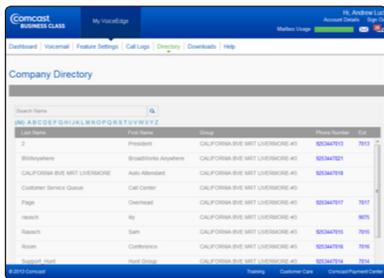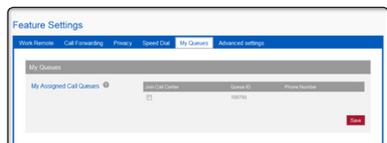

To find a phone number:

1. Use the scroll bar to search.
2. Use the alphabet to narrow by last name.
3. Use the search function to search by name.

Call Queue Agent

The My Queues tab enables users to join and unjoin call queues. When joined, the user will receive calls from the queue. If a user is assigned to multiple queues, those queues will be displayed here.

To join a Call Queue:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, click "Feature Settings".

3. Click the "My Queues" tab.

4. Select the Call Queues that you want to receive calls from.

5. Click "Save".

Business Voice Continuity

Business VoiceEdge has many user-level features that ensure Business Continuity. Technical Administrators may want to ensure that users understand these features and how they may impact a broader Business Continuity plan.

Note: These are user level features that can be controlled only by the individual users.

Call Forwarding Not Reachable

There are several features that ensure your business voice continuity. The most important of these features is Call Forwarding Not Reachable. With Call Forwarding Not Reachable, your incoming phone calls are automatically routed to a pre-determined destination in the event of power outages, broadband outages, device outages or natural disasters causing outages. No human intervention is needed. The service is set up during the provisioning of your Business VoiceEdge service. However, users can change the settings at any time.

Note: The forwarding phone number must be permitted by your outgoing calling plan.

You can activate or change the phone number for this feature on the Business VoiceEdge portal, or by using Feature Access Codes on your device.
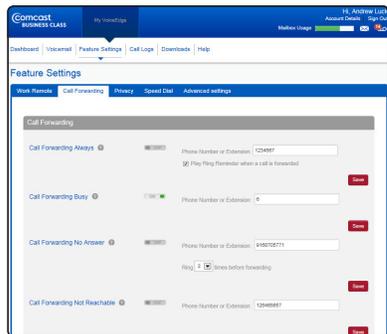
To activate or change Call Forwarding Not Reachable online:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, click "Feature Settings".

3. Select "Call Forwarding" from the drop down menu and scroll to Call Forwarding Not Reachable.

4. Enter or change the telephone number that you want calls routed to in the case of your business line not being reachable. This could be a cell phone, a home phone or an alternate business location.

5. Click "Save".

6. Call Forwarding Not Reachable has now been updated. All incoming calls will be routed to the number you entered if your phone device should become unreachable.

Feature Access Code activation of Call Forwarding Not Reachable:

1. Lift the receiver and listen for the dial tone.

2. Press ✱ 9 4 .

3. A menu of options will guide you in managing this feature. The prompts will enable you to activate and deactivate the feature as well as add and delete the numbers on your list.

To deactivate Call Forwarding Not Reachable:

1. Lift the receiver and listen for the dial tone.

2. Press ✱ 9 5 .

3. Wait for the message confirmation that Call Forward Not Reachable has been turned off.

Note: When entering the "forward to" number, remember to dial 1 and/or the area code before the number if it's necessary to place the call. When creating your list, enter the area code plus the 7-digit number for both local and long-distance numbers.

Comcast Softphone

The Comcast Softphone is a powerful desktop application that, when integrated with Business VoiceEdge service, is a feature-rich communications tool. The Softphone allows a user's computer to act as their work telephone, whether in the office or traveling (anywhere Internet access is available). The Softphone is ideal for a remote office user or a secondary phone for someone frequently on the go.

The Comcast Softphone User Guide is available online at **http://business.comcast.com/getstarted**.

System Requirements

PC Requirements	
Processor	**Minimum:** Pentium 4® 2.4 GHz or equivalent **Optimal:** Intel Core 2 Duo or equivalent. Video card with DirectX 9.0c support **Recommended to support HD video:** Intel Core 2 Duo or equivalent with minimum 3.0 GHz, or a triple- or quad-core processor; Video Card with DirectX 9.0c support
Memory	**Minimum:** 1 GB RAM **Optimal:** 2 GB RAM
Hard Disk Space	50MB
Operating System	Microsoft Windows XP Service Pack 2 Microsoft Windows Vista, 32-bits and 64-bits arch Microsoft Windows 7 Microsoft Windows 10
Connection	IP network connection (broadband, LAN, wireless); Constant Internet connection
Sound Card	Full-duplex, 16-bit or use USB headset

| MAC Requirements	
Memory	**Minimum:** 2 GB RAM
Hard Disk Space	100 MB
Operating System	MAC OS 10.5 or above
Connection	IP network connection (broadband, LAN, wireless); Constant Internet connection 2 MBps is recommended for HD Video connection

Multimedia Requirements

The Softphone requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- Bluetooth® multimedia headset
- USB multimedia headset
- USB phone

Calls made with the Softphone will work without a video camera, but a video camera is necessary to allow other parties to see your image. The Softphone will work with most USB video cameras.

Login
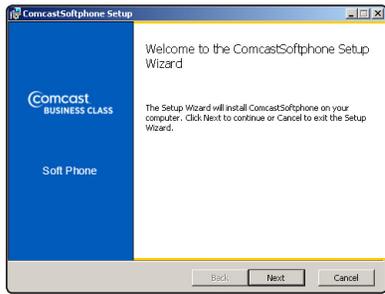
Installation and First Time Login

1. Login to **business.comcast.com/bveportal**, and click the "Downloads" heading.

2. Select "Desktop Downloads" from the drop down menu.

3. Click on the link for the appropriate Softphone - either Windows or MAC.

4. Select "Run", and select "Run" again.

5. Select the language from the pull down list (English is the default).

6. Click on "Next" on the install wizard.

7. Read and check your acceptance of the terms of the end user license agreement, then click "Next".

8. On the Destination Folder, accept the Destination folder provided:

   a. Select "Create a shortcut for this program on the desktop" if you'd like an icon on desktop to launch the program.

   b. Select "Launch this program when Windows starts" to have this program run every time you log into Windows.

   c. Select "Create a shortcut in Quick Launch" if you want this available in the "Start" menu.

9. Select "Next" to continue installation when you have completed your selections.

10. Click "Install" to begin the installation process.

11. Click the "Finish" button to complete installation. Locate the Softphone on your desktop with the following icon.

12. The first time you login, in the username field enter your username which is your portal login with the following appended to the username: @bve.wdv.comcast.net (For Example if your portal login is 630432331 than your Softphone login will be 630432331@bve.wdv.comcast.net. Your password will be the same as your portal password).

13. In the Password field enter the password.

14. To have your computer remember your username and password select "Remember login information".

15. To have your computer automatically login and launch the application, check "Log In Automatically".

16. Press the Login button.

Softphone Basics
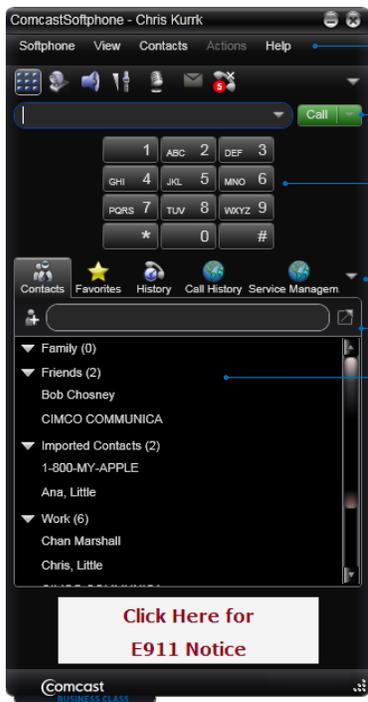
Placing a Call

There are many ways to place calls using the Softphone.

Method	Where	Instructions
Dial a Number	Call Panel Dial Pad	1. If the Dial pad isn't visible, press "Show or Hide Dial pad" button to view dial pad ▦. 2. Use the Dial pad to enter in the extension or the ten digit number and press the call button.
Key in a Number	Call Panel	1. Type in a number using your keyboard and press "Enter".
Drag and Drop a Contact	Address Book Contacts, History and Favorites	Drag an entry from the address book tab into the call panel and the call shall be placed immediately.
Double Click a Contact	Addres Book Contacts	1. Double-click on the name to immediately place a call in these tabs. 2. Alternately, right click and select video or audio call from the menu.
Click a Number	Call History, Group Directory	Click the underlined number to immediately place a call.

Placing a Concurrent Call

If you want to place a concurrent call while you have an active call, just dial another number and the first call will be put on hold and the new call will dial out.

Ending a Call

Press the red "End Call" button on the call panel.

Answering a Call

The Softphone must be running to answer incoming calls. When the Softphone rings a pop up box alerts you of an incoming call, and enables you to answer or decline the call. Declining the call will treat the call like an unanswered call (for example it will send the call to voicemail if you have a voice mailbox).

Auto Answer

If you select Auto Answer from the More Call Options Menu then the Softphone will automatically answer and connect you to any incoming calls. An icon will appear on your Softphone under the More Call Options menu that looks like this:
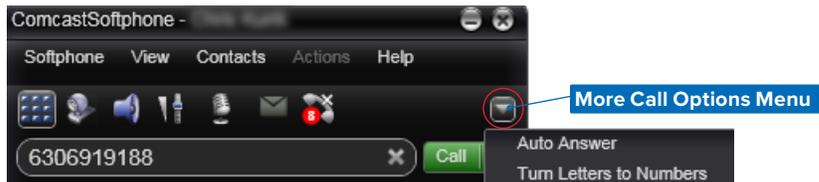
The auto answer feature is automatically turned off when you shut down or log off, you'll need to manually turn it back on each time you log back in.

Controlling Calls

Raise or Lower Volume

Click on the volume icon on the active call and either drag the volume up or down or use the arrows on your keyboard.

Mute the Call

Click on the microphone icon to mute your voice on the call.

Turn On/Off The Speakerphone

If your computer is equipped with a speaker phone, click the speaker icon to turn on or off.

Hold call

To hold a call click the "Hold" button, the call information will then be minimized within the Softphone, to unhold the call click "Resume."

Add a Contact

Go to History and right click on the number you wish to add as a contact. Select "Add as Contact".

Transfer a Call

Click on the call transfer button to transfer a call. Clicking on this icon will put the caller on hold and change the window to allow you to enter in the party to transfer. There is a box to enter in a phone number or drag a contact into the box.

Note: Click to dial in your group directory will not work as a transfer address, you'll need to enter in the number in the transfer box.

Warm Transfer

After you select where to transfer the call. click the down arrow next to the "Transfer Now" button. Click the "Call First" button when the call is connected and you will be able to tell the person who you are transferring to who the party is you are transferring. When you are ready to transfer the call then hit the "Transfer Now" button and the two parties will be speaking and you will be disconnected.

Note: Your calling line ID will be delivered to the party you are transferring to. Press "Cancel" to stop the transfer and then you can reconnect with the original party.

Blind Transfer

A blind transfer will allow you to transfer the call to the other party without speaking to that party first. The calling line ID information will show up as the transferred party when you use this capability. Click the "Transfer" button as described above and populate the number you are transferring to. Click Transfer Now, which will automatically send the call and end your call with the transferred party.

Three-Way Calling

To add another caller onto an existing call for a three-way call, in the bottom right corner click the arrow and select "Invite to Conference Call".

A dial box will show up where you can either drag a contact to the box or type in the number.

When your three-party call is established your Softphone will show Conference Call: 3 Participants and list those whom are on the call in the active call window.

Merging Two Active Calls

If you have two active calls (with one on hold) use the call options in the lower right hand corner and select merge calls, and it will allow you to merge the two active parties into a three-way call.

**Splitting a Three-Way Call**

Click the arrow next to any participant and it will provide you with the option to split the call or end the call with both parties. Upon splitting, one party will be active and the other will be on hold.

Voicemail

If your service includes voicemail, then when you have voicemail messages, an envelope or voicemail icon will appear near the top of your Softphone and will indicate the number of voice messages you have. Click the icon to automatically connect to voicemail to listen to your messages.

Note: To enter in your passcode for the voicemail system you must click in the call status window prior to entering in your passcode.
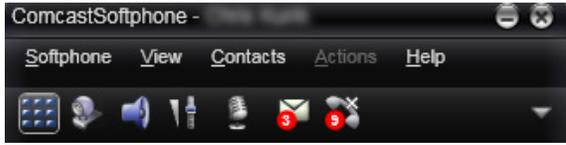
Adding Video to Your Call

Either you or the other party can add video to your active call at any time during the call. To add video click the "Start Sending Your Video" button. This will send your video to the other party (if they have video capability). A video panel will open and show the video being sent in the corner and if the other party is sending video they will be in the larger image. The video panel is separate from the Softphone panel.

Pausing and Resuming Video

To pause or resume video, click the camera icon to stop sending your video.

Software Receptionist Console

The Business VoiceEdge software Receptionist Console allows for monitoring and managing users in the enterprise via a graphical, user-friendly interface.
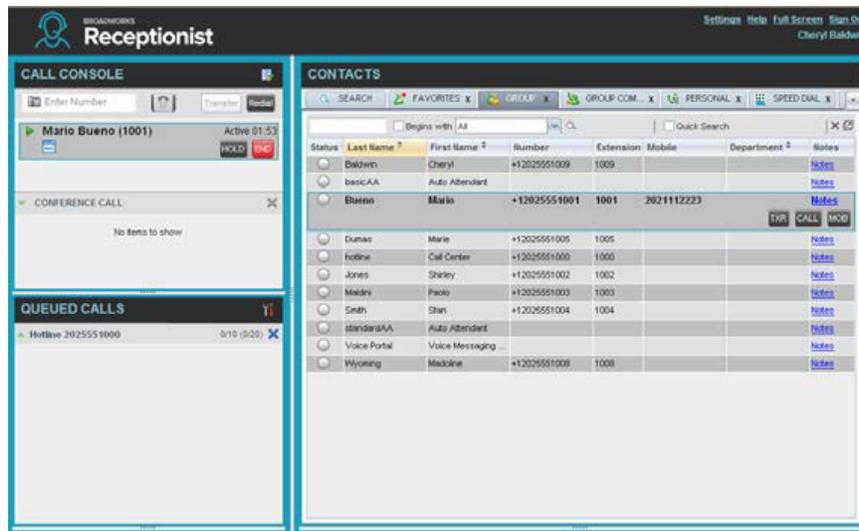
The Receptionist Console allows for:

• Viewing current switchboard activity

• Accessing the business directory — with phone status, alternate phone numbers, department, and room for notes

• Controlling calls — point-and-click to handle the call

Additional Business Voice Continuity Features

In addition to Call Forwarding Not Reachable, there are several other features that help ensure your business voice continuity. Options may include:

For Users with Voicemail:

• **Voicemail to Email Integration:** Receive voicemail transcriptions and/or audio files in your email inbox on your computer or handheld phone as a WAV file.

• **Message Notification:** Receive a short email message informing you that a message has been left, with the date and time the message was sent.

• **Call Forwarding Selective:** Automatically forward calls based on incoming call number, time of day or day of the week.

• **Call Notify:** Receive an email with the caller's name and number to a specified email address when predefined criteria such as phone number, time of day or day of the week are met.

• **Be Anywhere:** If your main line, hunt groups or first responders are not answered by a set number of rings, ring alternate numbers simultaneously to ensure calls are not missed.

• **Sequential Ring:** If your main line, hunt groups or first responders are not answered by a set number of rings, ring alternate numbers sequentially to ensure calls are not missed.

To manage these features through the Business VoiceEdge portal, log on to **business.comcast.com/bveportal**.

Privacy

Caller ID Blocking per Call

You control when your business name and number appear on Caller ID. Caller ID Blocking enables you to block your business name and number from appearing on select calls you place. You may also want to employ Caller ID Blocking per Line so that EVERY call from a specific line is anonymous.

To use Caller ID Blocking per Call:

To ensure your business name and number are marked "Private" or "Anonymous" on select calls:

1. Lift the receiver and listen for the dial tone.

2. Press `*` `6` `7`.

3. When you hear a second dial tone, dial the number you wish to call.

4. Your business name and number will be blocked for the current call only.

Note: Caller ID Blocking per Call may not be available on some calls, including calls to 911.

Block My Caller ID

Block My Caller ID ensures that your business name and number are marked "Private" or "Anonymous" on ALL outgoing calls on a specific line. Some clients and businesses may choose to reject incoming calls that are marked "Private" or "Anonymous", and, in these instances, you can temporarily cancel Caller ID Blocking per Line to enable you to call those numbers. Your Caller ID Blocking per Line function is automatically restored for the next call.
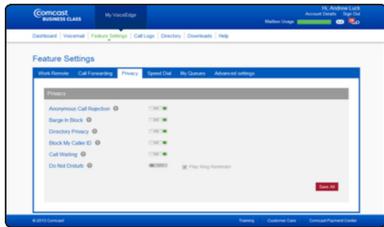
To activate/deactivate Block My Caller ID:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, click "Feature Settings".

3. Select "Privacy" from the drop down menu.

4. Click to toggle Block my Caller ID "On" or "Off".

To cancel Block My Caller ID from your phone for a single call:

1. Lift the receiver and listen for the dial tone.

2. Press `*` `6` `5`.

3. When you hear a second dial tone, dial the number you want to call.

4. Your business name and number will appear on your party's Caller ID display for this call only.

Anonymous Call Rejection

Anonymous Rejection announces to callers who block the display of their name and number that you are not accepting anonymous calls and instructs them to unblock their information and dial you again.

To activate/deactivate Anonymous Rejection:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, click "Feature Settings".

3. Select "Privacy" from the drop down menu.

4. Click to toggle Anonymous Call Rejection "On" or "Off".

Barge In Block

Barge In Block allows you to prohibit others from interrupting your conversations by entering your calls.

To activate/deactivate Barge In Block:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, click "Feature Settings".

3. Select "Privacy" from the drop down menu.

4. Click to toggle Barge In Block "On" or "Off".

Directory Privacy

Turning on Directory Privacy will exclude your name and number and other contact information from the company directory which can be accessed through the user portal or softphone.

To activate/deactivate Directory Privacy:

1. Log on to **business.comcast.com/bveportal**.

2. From the Main Navigation Page, click "Feature Settings".

3. Select "Privacy" from the drop down menu.

4. Click to toggle Directory Privacy "On" or "Off".

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