

# COMCAST BUSINESS

A Guide to Voice Edge's Most Popular Features

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# GETTING STARTED

## WELCOME LETTERS

All users who have a seat in your business will receive a Welcome Letter. This letter will have information pertinent to you as a specific user, including your direct dial phone number, voicemail pin, and Business Voice Edge portal credentials. As an Enterprise or Technical Administrator, you'll receive a Welcome Letter, but with more information, including the account number, your Admin credentials for the portal, and any other pertinent information, including pins to access and record your Auto Attendant greetings.

If you didn't receive your Welcome Letter(s), you can contact the Business Voice Edge Care department at 877-761-7401.

## VOICEMAIL

All users that have a Unified Communications seat have voicemail enabled. The steps below will help get you started with setting up and explain how to retrieve your messages.

### SETTING UP VOICEMAIL

To access your voicemail it will require a Voicemail PIN number. You can find this information in your welcome letter under your **Unified Communications Credentials**, next to '**Be Anywhere/Voicemail PIN**'.

<b>Feature Portal / Telephony Toolbar User ID:</b>	comcast100
<b>Softphone User ID:</b>	comcast100@bve.wdv.comcast.net
<b>Feature Portal / Telephony Toolbar / Softphone Password:</b>	A123B678
<b>Be Anywhere Access Number:</b>	5553332222
<b>Be Anywhere/Voicemail PIN:</b>	123456

- Press the envelope icon on your phone or dial \*62 to access the voice portal.
- Enter the voicemail pin from the welcome letter.
- It will prompt you to reset your PIN if it is your first time accessing your voicemail. Reset, then repeat.

- It will then prompt you to record your name. In this section you record **ONLY** the **name**, not the entire greeting. This is like an ID for the phone.
- You are now ready to access your voicemail box.

### RECORDING THE GREETING

- Access your voicemail box by pressing 1.
- It will say “you have \_ unread messages”, hang on the line and it will prompt you to record the **Busy** and the **No Answer** greetings. It’s recommended that record **BOTH** greetings.
- To record your **Busy** Greeting press 2, follow the prompts to record your message, then save when you are satisfied with your greeting.
- To record your **No Answer** greeting press 3. Just like the busy greeting you would follow the prompts to record and save when completed.

### CHECKING YOUR VOICEMAIL MESSAGES

There are various options in checking voicemail messages. You can access these messages with any of the following:

- ***Directly from the phone itself.***

Press the envelope icon on the phone or dial \*62 to access your voice portal. Enter the pin, then press 1 to access your voicemail box.

- ***BVE Portal***

Log onto the Business Voice Edge Portal using your Unified Communications credentials, click onto **Voicemail**, then **Inbox**.

If you are logging in as an Admin, click on **Manage Users**, select user to manage, click on **Voicemail**, then **Inbox**.

- ***Mobile Application***

Using your Unified Communications credentials, log onto the mobile app. Voicemail will be first icon shown on the main screen.

- ***Dialing the Voice Portal Number***

If you are checking messages outside of work, you can access voicemails by calling the **Voice Portal** number. Enter the extension, then the extension’s Voicemail PIN.

The Voice Portal number will be located in your welcome letter, under **Account Profile Credentials**, next to Voicemail Access Number.

<b>Account Name:</b>	COMCAST BUSINESS
<b>BVE Account Number:</b>	9000000000
<b>Telephone Number:</b>	5554443333
<b>Group Telephone Number:</b>	5554442222
<b>Voicemail Access Number:</b>	5554440000
<b>Effective Date:</b>	10/31/2016 11:44AM Pacific Standard Time
<b>Order ID:</b>	PO - 12345678

## MANAGING YOUR CALLS - BASICS

### HOLD/RESUME

Call Hold allows you to dial another telephone number or check information while your caller is still on the line.

#### HOW TO USE CALL HOLD

1. While on a call, press the **Hold** button
2. The customer is now on hold; you can dial another number by hitting the **Line** button
3. To resume your original call, press the **Resume** button

### TRANSFERRING CALLS

Call Transfer allows users to quickly and easily transfer callers to the appropriate party. Users have the option to blind transfer or transfer with a consultation.

#### BLIND TRANSFERS

Blind Transfer sends the call to a co-worker without the knowledge of the call. While on an active call:

- Press the **Transfer** button on the phone
- Press the **Blind** softkey (if you don't see it, press the **More** button)
- Enter the number to transfer to, then **Send or #**

## CONSULTED TRANSFERS

Consulted Transfer allows your co-worker to talk with you prior to transferring the call. While on an active call:

- Press the **Transfer** button on the phone
- Enter the number to transfer to, then **Send or #**

When the calling party answers, announce the call, then:

- Press the **Transfer** button again or simply hang up the phone

## CALL PARK/CALL RETRIEVE

In the absence of a key system, Call Park and Call Pickup are a good alternative for putting a call on hold and picking it up elsewhere. The call can be parked to any extension, whether it be your own, or any other extension in your Enterprise group; however, only one call can be parked per extension. By managing the settings, you can turn on a confirmation notification and set how long the call remains parked before being automatically recalled.

## PARKING A CALL

When on a call:

- Press the **Hold** softkey
- Press the **New Call** softkey
- Dial **\*68 + the extension + Send or #**

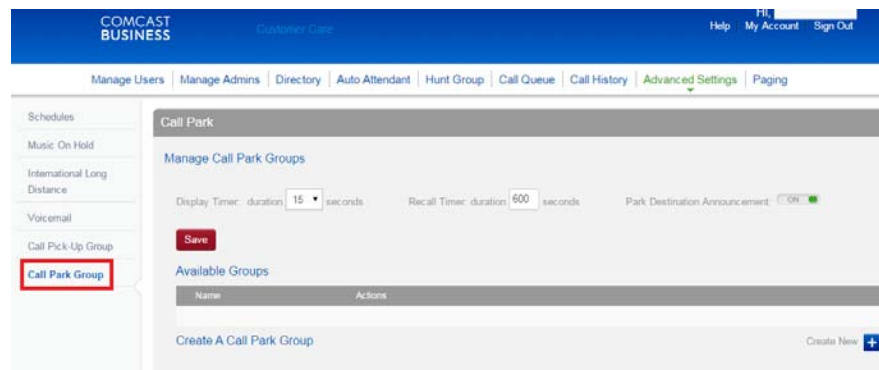
## RETRIEVING A CALL

Go to any phone:

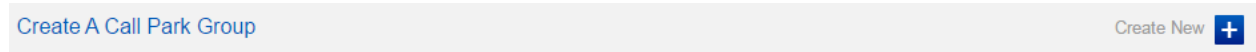
- Dial **\*88 + the extension** where the call is parked + **Send or #**

## MANAGING CALL PARK SETTINGS

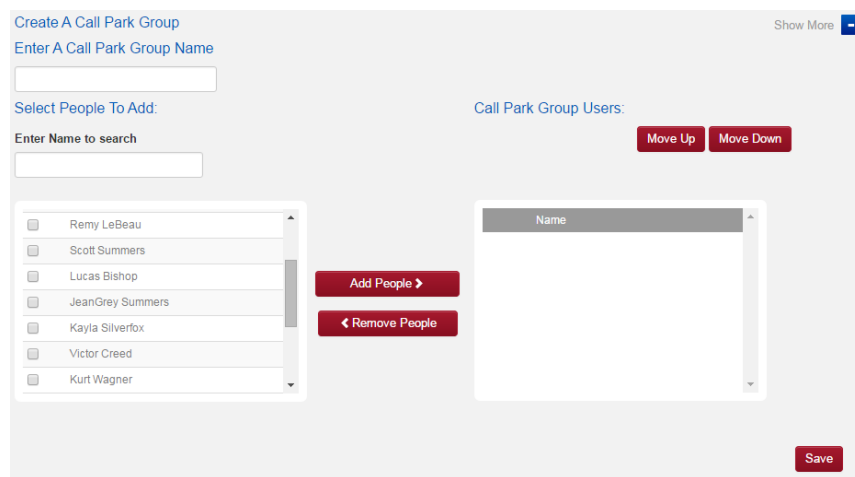
1. Click **Advanced Settings** from the top menu, and then select **Call Park Group** on the left hand side



2. Select what options work best for you from the three features under **Manage Call Park Settings**: Display Timer, Recall Timer, and Park Destination Announcement
  - a. Display Timer- Displays on the phone how long the call has been parked
  - b. Recall Timer- How long the call will remain parked; when the timer expires, it will recall back to the person who parked it
  - c. Park Destination Announcement- phone will audibly alert when a call is parked to the extension
3. Hit the **Create New** button setup your new Call Park Group



4. Enter the name of the **Call Park Group**, then select people to add
5. Click the **Add People** button to move selected users into the **Call Park Group Users** column



6. Click the **Save** button

With the users now added into your Call Park Group, they will now be able to use the Call Park feature.



# MANAGING YOUR CALLS – ADVANCED

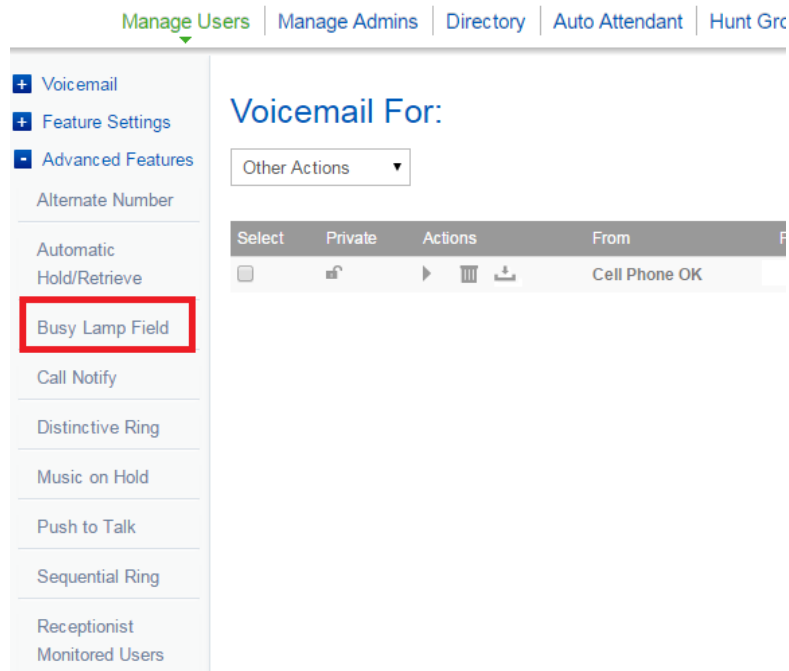
## BUSY LAMP FIELD

Busy Lamp Field is a feature that allows a user to see the busy status of other selected users on their phone. A Busy Lamp Field will appear on the phone as the user's name, not their extension. While you will be able to see incoming calls for another user, you will not be able to make outbound calls as another user. If you press the line key next to a user, you will be able to call and/or transfer a call to that user. When another user receives a call, you will see that line light up, and you'll be able to answer that at any phone where Busy Lamp Field is enabled by pressing the button.

As an Enterprise or Technical Administrator, you'll be able to configure Busy Lamp Field in the Business Voice Edge portal.

## SETTING UP BUSY LAMP FIELD

1. Under **Manage Users**, select a user to manage
2. On the left hand side, select the **Advanced Features** dropdown, and then select **Busy Lamp Field**



3. Select the users you want to appear on your device from the **Available Users** column, then hit the **Add People** button to move them into the **Users to Monitor** column

Advanced Settings

Busy Lamp Field ?  On  Off

Enter Name to search

Available Users

Name
<input type="checkbox"/> Phillip Blake
<input type="checkbox"/> Hershel Greene
<input type="checkbox"/> Gabriel Stokes
<input type="checkbox"/> Bob Stookey
<input type="checkbox"/> Carol Peletier
<input type="checkbox"/> Lori Grimes
<input type="checkbox"/> Rosita Espinosa
<input type="checkbox"/> JeanGrey Summers
<input type="checkbox"/> John Allerdyce

Users to Monitor

Name

4. Press the **Save** button
5. PLEASE NOTE: Busy Lamp Fields will appear after the phone reboots overnight or by forcing a reboot. (To force a reboot, unplug the power from the bottom of the phone, wait a few seconds and plug it back in).

### BUSY LAMP FIELD LIMITATIONS PER DEVICE

Each Polycom device has limitations to the amount of Busy Lamp Field appearances it will show.

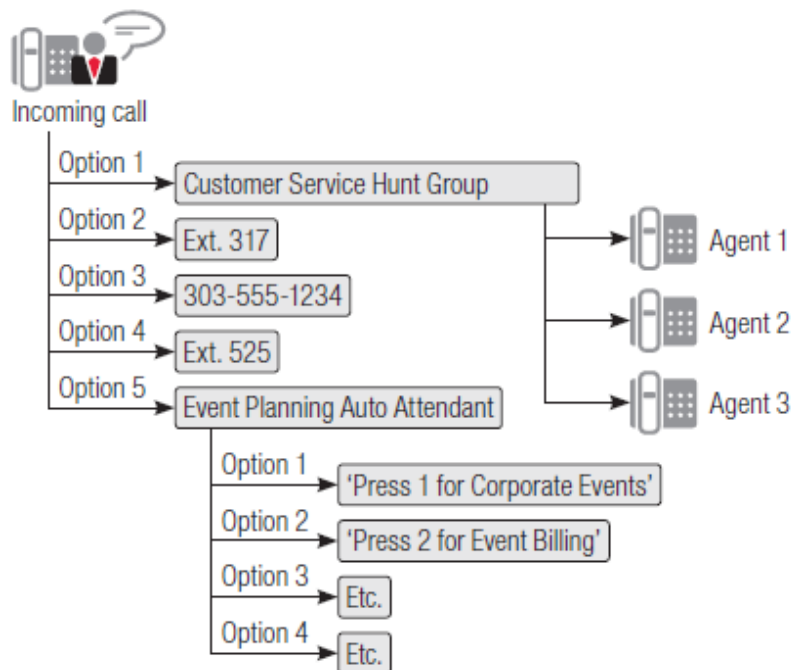
Phone Model(s)	Number of Busy Lamp Field Appearances
Polycom VVX 310/311	5
Polycom VVX 410/411	11
Polycom VVX 500/501	11
Polycom VVX 600/601	15
Polycom VVX 670	5
Polycom VVX 670 with Sidecars	25
Polycom VVX 1500	5

# MANAGING YOUR VOICEEDGE SYSTEM - BEYOND THE BASICS

## AUTO ATTENDANTS

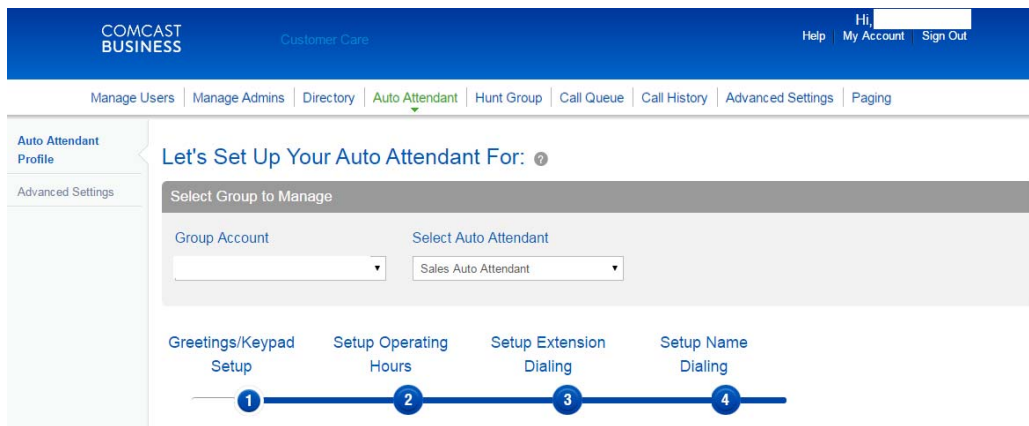
An Auto Attendant is a great way to ensure that incoming calls get routed in a prompt and professional manner. With an Auto Attendant, customers can route themselves via menu prompts to reach certain individuals, departments, or even recordings (directions, hours of operation, etc.). This can also give your company the “feel” of a big business, as well as allow your receptionist to do other jobs. Options on the Auto Attendant can be routed to internal numbers, cell phones, voicemail boxes, or even Hunt Groups.

### EXAMPLE OF AN AUTO ATTENDANT CALL FLOW



An Auto Attendant has the ability to provide nine (9) different options for calls to go. If you need more than nine, you can purchase additional Auto Attendants (as shown in the diagram) to route the calls.

You can manage the Auto Attendant in the Business Voice Edge portal (business.comcast.com/bveportal) as either an Enterprise or Technical Administrator.



## GREETINGS AND KEYPAD SETUP

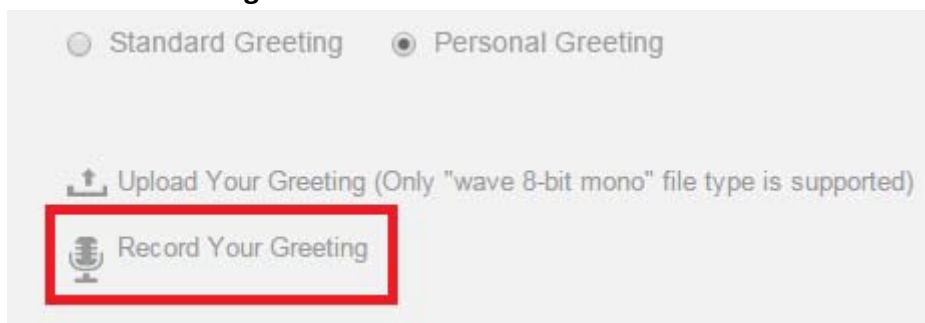
When setting your greetings for your Auto Attendant in the portal, you have two greeting options to record: Business Hours and After Hours. When recording your greetings, you can record them either through the portal or by using your telephone.

### OPTION ONE: RECORDING THROUGH THE PORTAL

1. Select either **Business Hours** or **After Hours** greeting to change that greeting, and then select **Personal Greeting**

**Business Hours Greeting**  Standard Greeting  Personal Greeting

2. To record the greeting:
  - a. Press **Record Greeting** icon



- b. Press the **Record** button
- c. Record using the microphone on your computer
- d. Press the **Record** button again to stop recording
- e. Use the **Play** button to review
- f. Press the **Save Changes** button

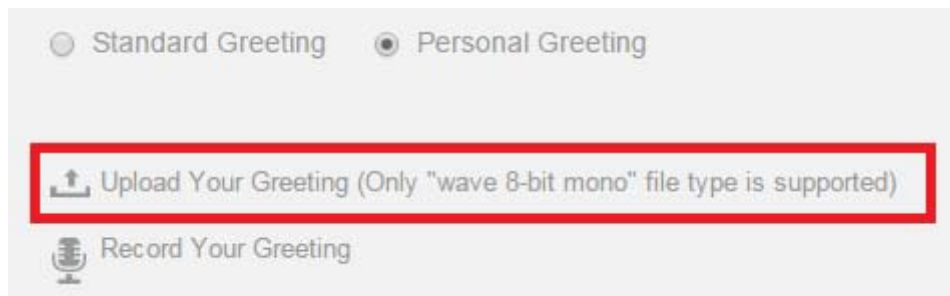
## OPTION TWO: RECORDING OVER THE TELEPHONE

1. Using the phone in your office, press the **envelope key**
2. When the greeting starts, press \*
3. When prompted for an extension, press 999 or 9999
  - a. This depends on how many digits your extensions are
4. Enter the Auto Attendant passcode
  - a. This passcode will be found on your Admin Welcome Letter
5. Press option 1 to record your Auto Attendant greeting
  - a. You will choose either Business Hours or After Hours
6. If you have more than one Auto Attendant, enter the extension of the one you want to record
  - a. The extensions can be found in the directory of the portal

You can also use pre-recorded greetings, either done through Comcast (using a 3<sup>rd</sup> party company called SNAP) or any other company you may have used. You can upload the greeting through the portal, but it does have to be in a (8-bit mono) .WAV file format.

## UPLOADING YOUR GREETING

1. Select **Personal Greeting**
2. Press the **Upload Your Greeting** icon



3. Press the **Browse** button
4. Browse and select the proper .WAV file
5. Press **Save** when selected

## KEYPAD SETUP

When recording your Auto Attendant greetings, it's important to make sure your key press options are correct. You'll be able to set the key press options for both Business Hours and After Hours.

Key	Description	Actions	Phone # or Extension
0	Operator	TransferToOperator	*557001
1	Sales	TransferWithoutPrompt	7017
2	Cust Service	TransferWithoutPrompt	7010
3	Office Manager	TransferWithoutPrompt	7006
4		TransferToOperator	1232
5		---	
6		---	
7		---	
8		---	
9		---	
*	Replay	RepeatMenu	
#	Main Menu	TransferWithPrompt	7101

## GUIDE TO KEYPAD OPTIONS

- KEY- The number the customer will press to reach intended option (0-9)
- DESCRIPTION- Where the call will go (Receptionist, Sales, etc.)
- ACTIONS- What needs to happen when the caller selects the option
  - Transfer to Operator- Caller will hear “please wait while your call is transferred to the operator”
  - Transfer with Prompt- Caller will hear “please wait while your call is being transferred”
  - Transfer without Prompt- Caller will hear nothing
  - Name Dialing- Caller will hear nothing
  - Extension Dialing- Caller will hear nothing
  - Exit- “Thank you for calling”
  - Repeat Menu-Caller will hear nothing
- PHONE # OR EXTENSION- The destination where the caller needs to go
  - NOTE: Putting \*55 at the beginning of an extension makes the call go directly to voicemail (ex: if you had a General Mailbox on extension 100, you would put \*55100)

## SETUP OPERATING HOURS

In Step Two, you'll need to setup Time Zone and Schedules (Time and Holiday).

The screenshot shows a configuration page titled "Select Group to Manage". It features two dropdown menus: "Group Account" and "Select Auto Attendant" (set to "Sales Auto Attendant"). Below these is a progress bar with four steps: "Greetings/Keypad Setup" (1), "Setup Operating Hours" (2), "Setup Extension Dialing" (3), and "Setup Name Dialing" (4). Step 2 is the active step. The main content area is titled "Time/Holiday Schedule/s" and includes three dropdown menus: "Time Zone" (set to "(GMT-06:00) Mountain Time (US)"), "Time Schedules" (set to "BVE Sales Meeting"), and "Holiday Schedules" (set to "None"). There is a link "To add/edit schedules, click here" and two "Save Next" buttons.

**NOTE:** For setting up schedules, see SCHEDULES on page 17.

## SETUP EXTENSION DIALING

In Step Three, you can select if you want to enable Extension Dialing. Extension Dialing allows your callers to be able to bypass the Auto Attendant options and dial an extension if they already know it. You have the option to enable Extension Dialing for both Business Hours and After Hours.

The screenshot shows a configuration page titled "Select Group to Manage". It features two dropdown menus: "Group Account" and "Select Auto Attendant" (set to "Sales Auto Attendant"). Below these is a progress bar with four steps: "Greetings/Keypad Setup" (1), "Setup Operating Hours" (2), "Setup Extension Dialing" (3), and "Setup Name Dialing" (4). Step 3 is the active step. The main content area is titled "Extension Dialing" and includes two checkboxes: "Enable first level extension dialing for business hours." and "Enable first level extension dialing for after hours." There is a descriptive text: "This allows callers to bypass the auto attendant by dialing a known extension at anytime during the call process." and two "Save Next" buttons.

## SETUP NAME DIALING

In Step Four, you can change the Name Dialing options. If you set one of the key presses as Name Dialing, you have the option to let the caller search by last name first, or by last and first name.

Select Group to Manage

Group Account: COMCAST U BVE LAB (FULTON) | Select Auto Attendant: Sales Auto Attendant

1 Greetings/Keypad Setup | 2 Setup Operating Hours | 3 Setup Extension Dialing | 4 Setup Name Dialing

Name Dialing

- When searching the company directory, the caller can search by Last Name, First Name.
- When searching the company directory, the caller can search by Last Name, First Name and by First Name, Last Name.

Save Done

Save Done

## HUNT GROUPS

Hunt Groups automatically process incoming calls received by a single phone (i.e. your main business telephone number) by distributing it among a group of users or agents. Hunt Groups can be managed in the Business Voice Edge portal by Enterprise and Technical Administrators.

COMCAST BUSINESS | Customer Care | Help | My Account | Sign Out

Manage Users | Manage Admins | Directory | Auto Attendant | Hunt Group | Call Queue | Call History | Advanced Settings | Paging

Hunt Group Profile | Advanced Settings

Let's Set Up Your Hunt Group For:

Select Group to Manage

Group Account: | Hunt Group: Technical Support

1 Hunt Group Settings | 2 Hunt Group Users | 3 No Answer Settings

Save Next

Hunt Group Profile Settings

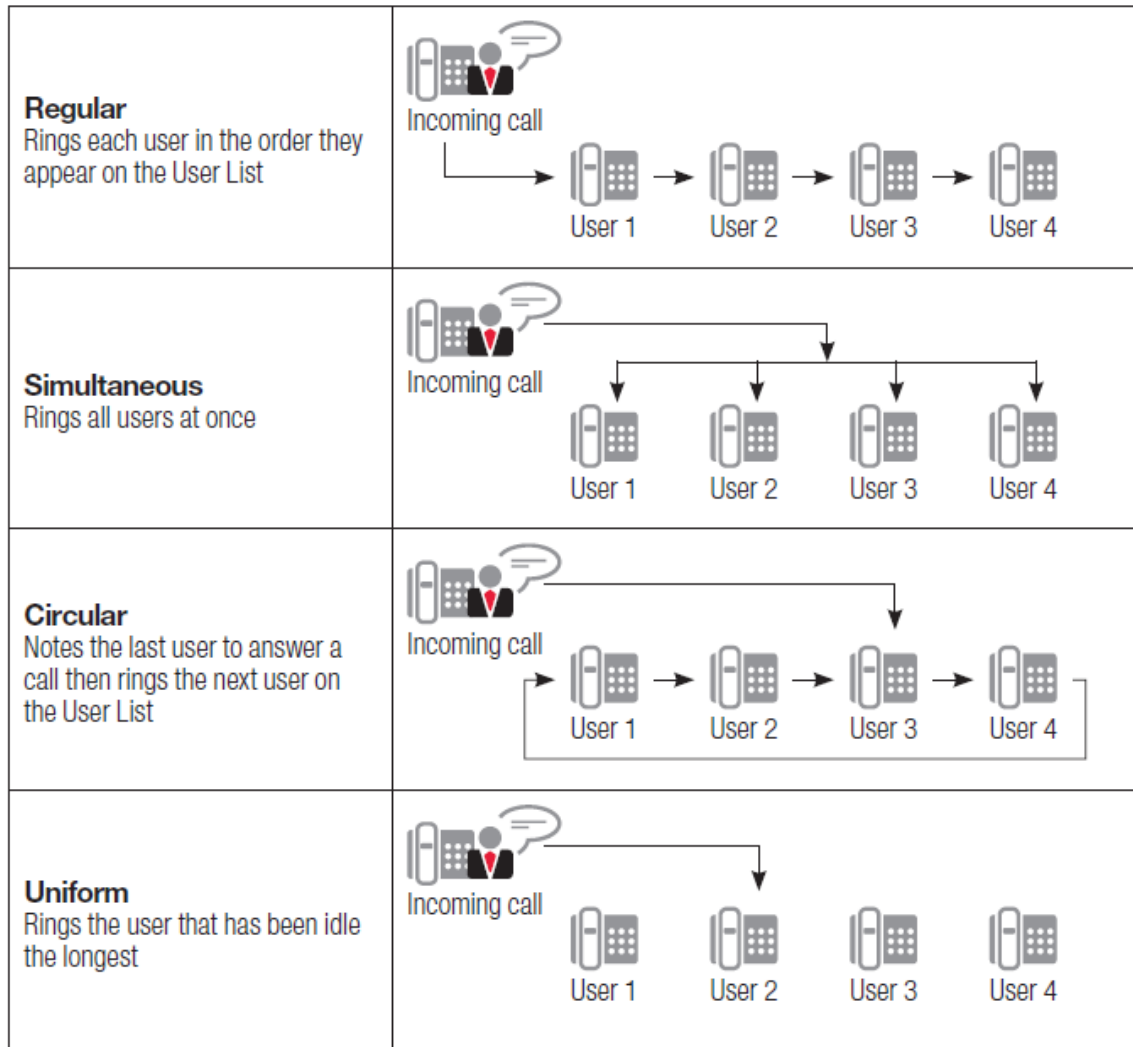
\* Hunt Group Name: Technical Support | Time Zone: (GMT-06:00) Mountain Time (US)

\* Call Line ID First Name: Technical



## HUNT GROUP SETTINGS

In this screen, you'll set some of the basic Hunt Group settings, like the calling line ID name and Hunt Group type. Most of these options should already be set from the initial order. One of the options you may want to change is Hunt Group Type. The chart below explains the four different Hunt Group Types:



## HUNT GROUPS USERS

Next, you'll decide which users you want to be part of the Hunt Group.

Hunt Group Settings 1 | Hunt Group Users 2 | No Answer Settings 3

Save Next

Available Hunt Group Agents

Name	User ID	Phone	Ext
<input type="checkbox"/> Raven Darkholme	rdarkholme7009	7206396748	7009
<input type="checkbox"/> Charles Xavier	cxavier7001	7206396740	7001
<input type="checkbox"/> Jubilation Lee	jlee7010	7206396749	7010
<input type="checkbox"/> John Allerdyce	jallerdyce7014	7205739280	7014
<input type="checkbox"/> Scott Summers	ssummers7003	7206396742	7003
<input type="checkbox"/> Lucas Bishop	lbishop7022	7205739288	7022
<input type="checkbox"/> JeanGrey Summers	jsummers7004	7206396743	7004

Add People >

< Remove People

Selected Hunt Groups Agents

Name	User ID	Phone	Ext
<input type="checkbox"/> Logan Howlett	lhowlett7002	7206396741	7002
<input type="checkbox"/> Remy LeBeau	riebeau7011	7206396750	7011
<input type="checkbox"/> Megan Gwenn	mgwenn7018	7205739284	7018

Save Next

1. Select the users from the **Available Group Agents** column
2. Hit the **Add People** button; the selected users will now be under the **Selected Hunt Group Agents** column
3. Hit the **Save** button

## NO ANSWER SETTINGS

Finally, you'll setup your No Answer settings. Your No Answer settings will partly be dependent on the Hunt Group Type (Regular, Circular, Simultaneous, etc.) that you've chosen.

Hunt Group Settings 1 | Hunt Group Users 2 | No Answer Settings 3

Save Finish

No Answer Settings

Skip to next agent after 4 rings

Forward call after waiting 0 seconds

Call forwards to

Save Finish

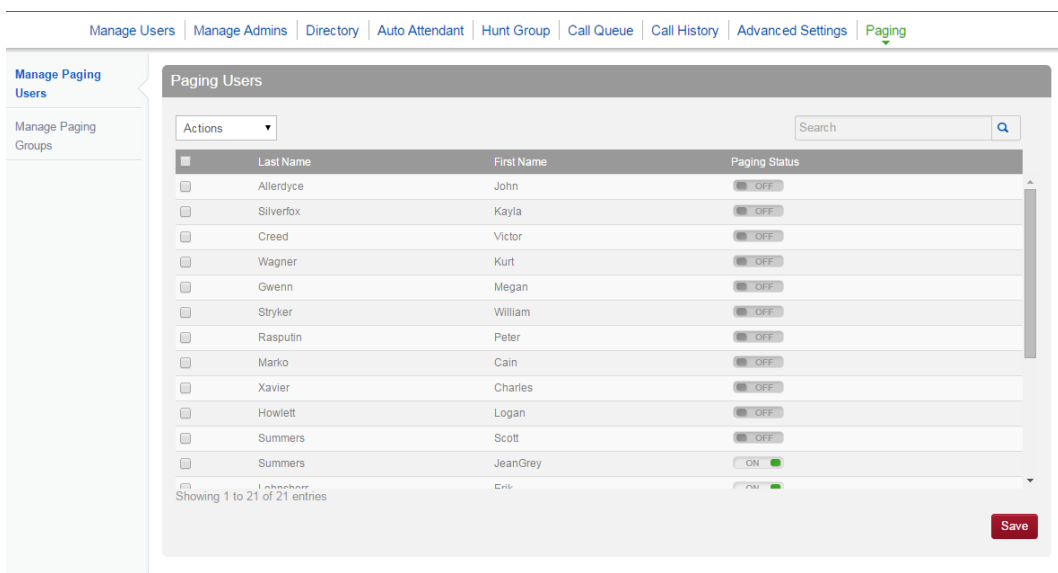
If you've selected any Hunt Group Type except Simultaneous, you'll want to select "Skip to agent after \_\_\_ rings". If you have three users in the Hunt Group and a call comes in, it will ring to user one the selected amount of times, then move to the second user and ring that amount, then the third.

If you've selected Simultaneous Hunt Group Type, you'll want to select "Forward call after waiting \_\_\_ seconds". If you have three users in the Hunt Group and a call comes in, it will ring to all three users for the selected amount of seconds, and then forward. In this option, each ring is about five seconds.

Calls will forward in both scenarios to whatever you put in the "Call Forwards to" field. For example, if you had an Auto Attendant at extension 200, you would put 200. If you wanted it to forward to a user's voicemail, you would put the star code \*55, followed by the extension (\*55100).

## PAGING

Paging is a feature that allows you to not only page individual users, but page groups that you can setup in the Business Voice Edge portal.

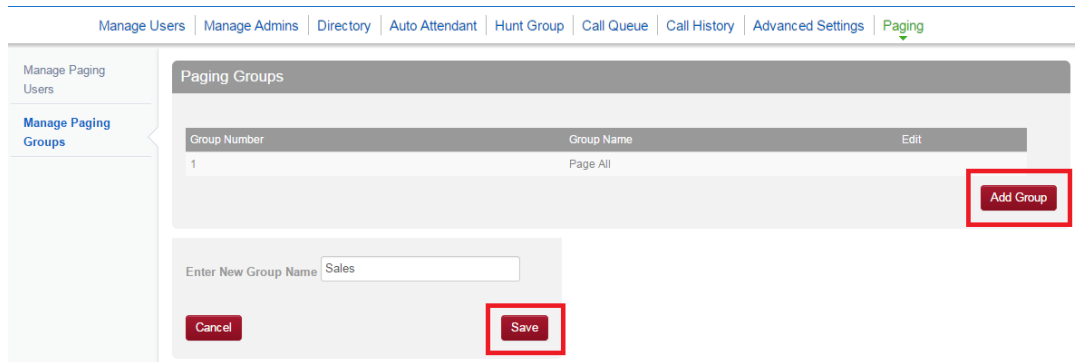


To turn on paging for a user, simply switch the Paging Status from OFF to ON. In order for Paging to show on the phone, you'll need to reset each phone, or wait for them to automatically reset overnight.

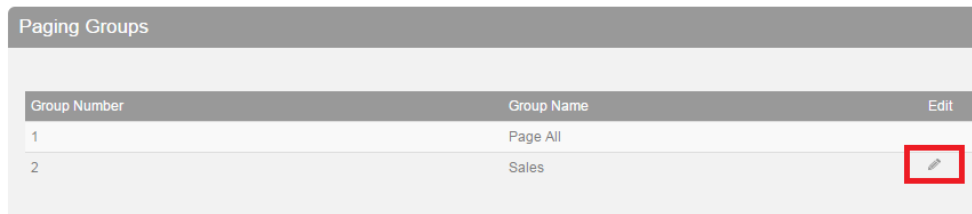
## MANAGE PAGING GROUPS

When setting up a Paging Group, you'll see there is a default paging group already setup named Page All. This group will page all users who paging has been enabled for. To setup a new Paging Group:

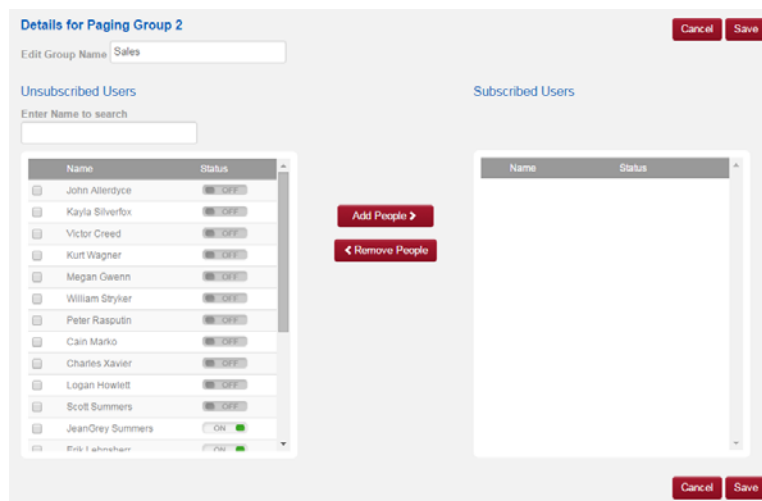
1. Hit the **Add Group** Button
2. Type in a New Group Name, and then hit **Save**



3. Once the group is added, hit the **pencil icon** to edit the group



4. Select the users you want in the group under **Unsubscribed Users** column and click the **Add People** button; this will move the users into the **Subscribed Users** column
5. Hit **Save**



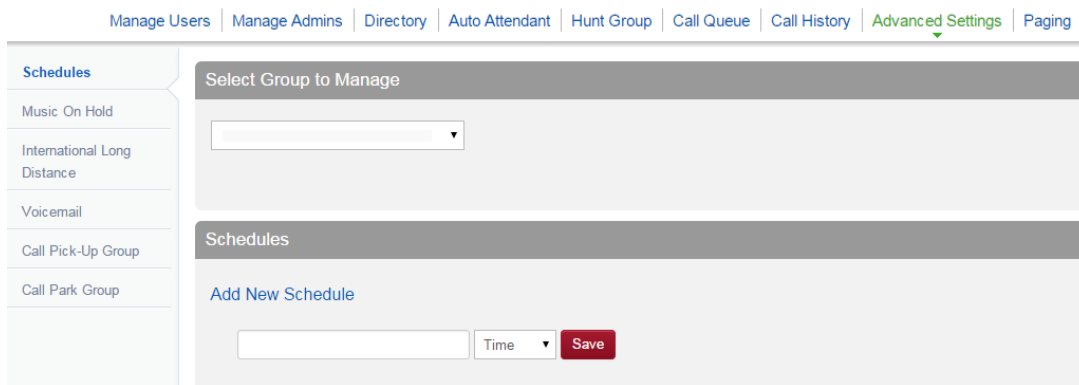
## SCHEDULES

Setting schedules is a very important part of making your business function properly and ensuring calls go where they need to. Schedules can be setup through the Business Voice Edge portal by Enterprise and Technical Administrators.

In this example, we'll setup Business Hours and After Hours schedules for a business that's open Monday-Friday from 8:00am-5:00pm.

### SETTING THE BUSINESS HOURS SCHEDULE

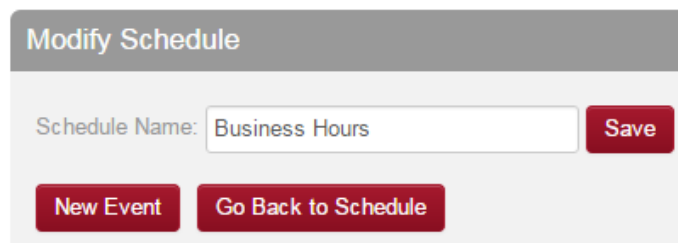
1. Click on **Advanced Settings** from the top menu; Schedules will be the first thing to populate



2. Under **Add New Schedule**, type **Business Hours** and hit **Save**
3. Business Hours will then show below; click the **pencil icon** to edit





4. Click the **New Event** button



### Edit Event

Event Name:

Start Event Date:   Start Time:  :   All Day:

End Event Date:   End Time:  :

**Recurrence Pattern**

Recurs:



Every:  Week(s)  Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

End:

5. For **Event Name**, type the days your business is open (in this example, Monday-Friday)
6. For **Start Event Date**, select the beginning of the week (in this example, 11/30/2015)
7. Your business open and closes the same day, so for the **End Event Date**, select the same date (in this example, 11/30/2015)
8. For the **Start Time**, put the time your business opens (in this example, 8:00am)
9. For the **End Time**, put the time your business closes (in this example, 5:00pm)
10. For Recurrence Pattern, select **Weekly**
11. Select the days your business is open (in this example, Monday-Friday)
12. Hit **Save**
13. You'll now see the new event you created in your schedule

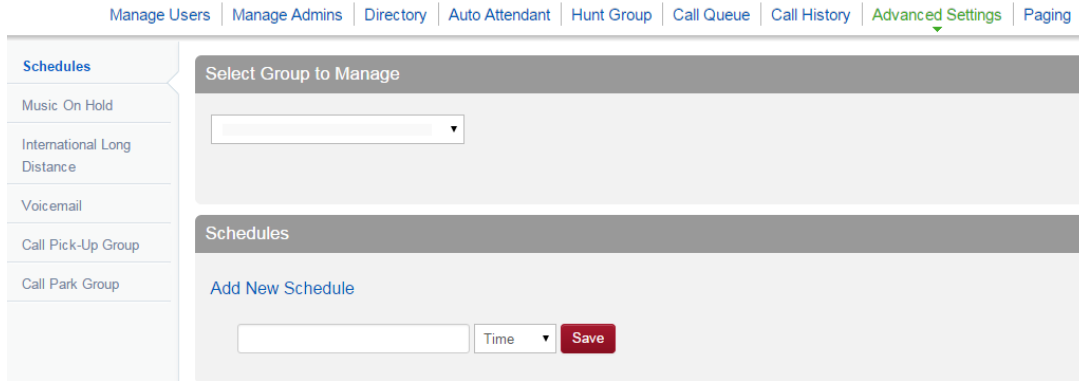
### Modify Schedule

Schedule Name:

Name	Actions
Monday - Friday	 

## SETTING THE AFTER HOURS SCHEDULE

1. Click on **Advanced Settings** from the top menu; Schedules will be the first thing to populate



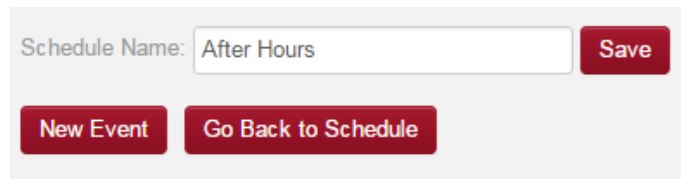
The screenshot shows the 'Advanced Settings' page with a navigation menu at the top including 'Manage Users', 'Manage Admins', 'Directory', 'Auto Attendant', 'Hunt Group', 'Call Queue', 'Call History', 'Advanced Settings', and 'Paging'. On the left, a sidebar lists 'Schedules', 'Music On Hold', 'International Long Distance', 'Voicemail', 'Call Pick-Up Group', and 'Call Park Group'. The main content area has a 'Select Group to Manage' dropdown menu, followed by a 'Schedules' section with an 'Add New Schedule' link and a form with a text input, a 'Time' dropdown, and a 'Save' button.

2. Under **Add New Schedule**, type **After Hours** and hit **Save**
3. Business Hours will then show below; click the **pencil icon** to edit

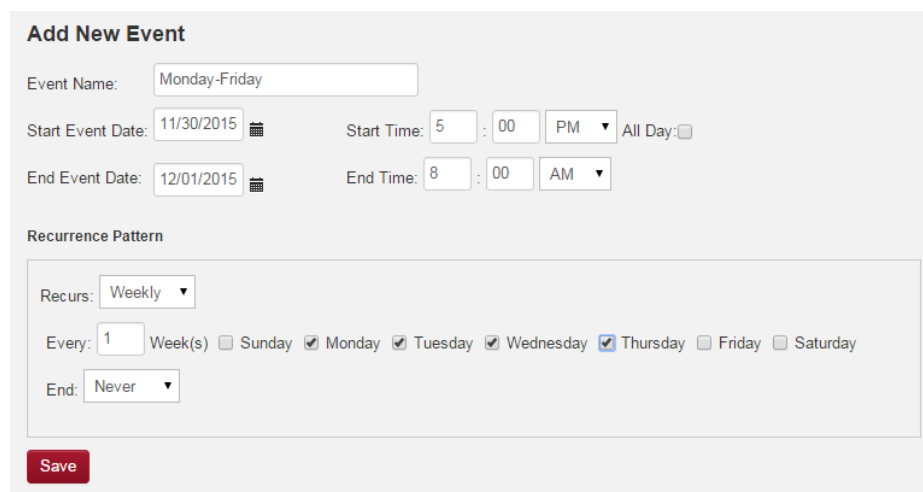


The screenshot shows a table with one row. The first column is labeled 'After Hours' and the second column is labeled 'Time'. A pencil icon in the rightmost column is highlighted with a red box.

4. Click the **New Event** button



The screenshot shows the 'Add New Schedule' form. It has a 'Schedule Name' field containing 'After Hours' and a 'Save' button. Below the form are two buttons: 'New Event' and 'Go Back to Schedule'.



The screenshot shows the 'Add New Event' form. It has an 'Event Name' field containing 'Monday-Friday'. The 'Start Event Date' is '11/30/2015' and the 'Start Time' is '5 : 00 PM'. The 'End Event Date' is '12/01/2015' and the 'End Time' is '8 : 00 AM'. The 'Recurrence Pattern' section has 'Recurs:' set to 'Weekly', 'Every:' set to '1' week(s), and checkboxes for 'Monday', 'Tuesday', 'Wednesday', and 'Thursday' selected. The 'End:' dropdown is set to 'Never'. A 'Save' button is at the bottom.

5. For **Event Name**, type the days your business is open (in this example, Monday-Friday)
6. For **Start Event Date**, select the beginning of the week (in this example, 11/30/2015)
7. Since your business closes at night and opens the next morning, for the **End Event Date**, select the next day (in this example, 12/01/2015)
8. For the **Start Time**, put the time your business closes (in this example, 5:00pm)
9. For the **End Time**, put the time your business opens the next day (in this example, 8:00am)
10. For Recurrence Pattern, select **Weekly**
11. Select the days your business is open (in this example, select Monday-Thursday; this will go Monday into Tuesday, Tuesday into Wednesday, Wednesday into Thursday, and Thursday into Friday; **DO NOT** select Friday)
12. Hit **Save**
13. You'll now see the new event you created in your schedule

14. Hit the New Event button again to make a new event for the weekend

15. For **Event Name**, type the days your business is closed (in this example, Weekend)
16. For **Start Event Date**, select the last day of the week (in this example, 12/04/2015)
17. Since your business will be closed all weekend, for the **End Event Date**, select the start of the next week (in this example, 12/07/2015)



18. For the **Start Time**, put the time your business closes (in this example, 5:00pm)
19. For the **End Time**, put the time your business opens the next business day (in this example, 8:00am)
20. For Recurrence Pattern, select **Weekly**
21. Select **ONLY Friday**; the Start Event Date and End Event Date will make it go all weekend
22. Hit **Save**
23. You'll now see the new event you created in your schedule

**Modify Schedule**

Schedule Name:

Name	Actions
Monday-Friday	
Weekend	

With the schedules setup, you'll now need to program where the incoming calls to your business go. In this example, we'll say that your main business telephone number is attached to a Hunt Group (in this example, the Technical Support Hunt Group). After Hours, your calls need to go to your Auto Attendant (in this example, the IT Auto Attendant at extension 7116). This will be setup using Call Forwarding Selective.

## SETTING UP CALL FORWARDING SELECTIVE

1. Go to Hunt Group on the top menu; make sure your Hunt Group dropdown shows the Hunt Group you need (in this case, Technical Support)
2. Hit **Advanced Settings** on the left hand side

Manage Users | Manage Admins | Directory | Auto Attendant | **Hunt Group** | Call Queue

**Hunt Group Profile**

Advanced Settings

**Let's Set Up Your Hunt Group For:** ?

Select Group to Manage

Group Account:

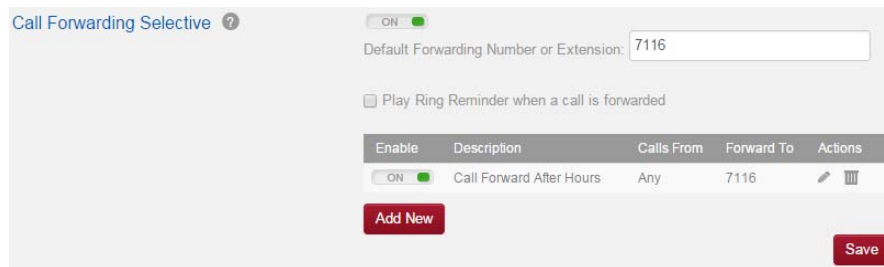
Hunt Group:

3. In the Call Forwarding Selective field, you'll toggle OFF to ON

- In the “Default Forwarding Number or Extension”, you’ll put the number or extension you need calls to forward to (in this case, extension 7116)
- Click the **Add New** button

- In **Description**, put what the forwarding is doing (in this example, Call Forward After Hours)
- You can keep “Use Default Forward phone number” selected as you put the extension you need calls forwarded to from the previous screen

8. For **Selected time schedule**, select the schedule you setup to forward (in this example, After Hours)
9. Hit **Save Changes**



10. You will now see the Call Forwarding Selective setup, and calls will transfer based on the schedule you made

## SHARED CALL APPEARANCE

Shared Call Appearance is a feature that allows you to monitor other users on your phone, most effective on Sidecars. This is a feature that needs to be provisioned by Business Voice Edge Care by calling 877-761-7401.

### SHARED CALL APPEARANCE VERSUS BUSY LAMP FIELD

Shared Call Appearance and Busy Lamp Field can essentially function the same way, with a few exceptions.

#### SHARED CALL APPEARANCE

- Outbound calls can be made using other line appearances
- If you press SCA on the phone, you will get dial tone to make a call as if from that line
- Call status can be seen and inbound calls for other lines rings all phones and can be answered anywhere line appears
- Calls can be put on hold and others can pick up (like a key system)

#### BUSY LAMP FIELD

- Outbound calls CANNOT be made as from the other line
- If you press a BLF on the phone, you will ring the user and/or be able to transfer a call to that user
- Call status can be seen and inbound calls for other lines visibly alerts all phones and can be answered anywhere BLF appears
- BLF configuration can be modified by end user using BVE Portal