

FOCUS ON YOUR BUSINESS, NOT YOUR BUSINESS COMMUNICATIONS.

WELCOME TO COMCAST BUSINESS VOICEEDGE™

END USER FEATURE GUIDE

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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 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).

Enhancing features have never been so accessible. With Business VoiceEdge, you can access features in three convenient ways — the Telephony Toolbar* available on your desktop integrated with Microsoft Outlook® and/or Internet Explorer® and Mozilla Firefox®, the Comcast Business VoiceEdge Online Web portal for additional point-click activation and for some features via feature access codes on your IP phone or via your mobile smartphone.

To download the Telephony Toolbar, Comcast Softphone*, or Reception Console, visit the downloads section of the Business VoiceEdge portal at business.comcast.com/bveportal.

To learn more about your convenient calling features and options, flip through the following pages or visit our online resources at 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.

*Telephony Toolbar and Comcast Softphone only available with the Unified Communications user package.

Quick Start: 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 Phones. Please refer to the diagrams below to get quickly introduced to the buttons and functions of popular VoiceEdge phones.

Polycom VVX310 Series Phone



Polycom VVX500 Series Phone



Additional supported phones include the Polycom VVX410 and VVX600. For more information on these devices, please visit 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

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 ordered 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. The soft keys are the buttons directly below the screen, and the display changes depending on the current call state. 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 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 Auto 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 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: VoiceEdge Common 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.

Most of these features are set up and accessed through the Telephony Toolbar or the portal. You will find reference to activating features in either place.

Telephony Toolbar

The Telephony Toolbar is a tool that gives you quick access to many of your Business VoiceEdge functions and features. The Toolbar is available through an online download and installs to your browser and Microsoft Outlook®, Internet Explorer® or Mozilla Firefox®. Follow the instructions below to access and download your toolbar.

Note: The Telephony Toolbar is a PC-only application. Please refer to [page 13](#) for minimum PC requirements.

Downloading the Telephony Toolbar

- Visit business.comcast.com/bveportal, click “downloads”, then click “Toolbars” to run the exe.

After you have installed the Telephony Toolbar you will notice a new menu bar in your browser, as pictured below.



Configuring the Telephony Toolbar

- Click the  “Options” button from the Toolbar.
- Click the “Account” icon.
- Enter your username and password found in your VoiceEdge Credentials email. Should you need this information resent, please contact your Technical Administrator or call Customer Care. Check the “Save Username and Password” boxes and click “OK”.
- Click the “Connection” icon and confirm the following URL is in the Host Address field: bve-web.wdv.comcast.net. Also confirm that the Port Field displays 2208. Then click “Apply” and “OK”.

The buttons on the Telephony Toolbar will no longer be gray and will light up. To view a short video outlining these steps, please visit business.comcast.com/getstarted.

Dialing from the Telephony Toolbar

Unified Communication seats have the ability to make calls from the Telephony Toolbar and other methods including Click to Dial from Microsoft Outlook and calling telephone numbers that appear on your screen.

To dial from your toolbar:

1. Enter the destination number into the Dial Number area of the Telephony Toolbar.
2. Press Enter on your keyboard.

To dial a Microsoft Outlook contact:

1. In your Microsoft Outlook click on “Contacts”.
2. Find the contact you wish to call.
3. Right-click (or alternate mouse-click) on the contact information.
4. Select “Call”.

To call phone numbers on a web page:

1. Highlight the number you wish to call.
2. Right click.
3. Select “Call”.

For even more ways to call please see the self-help video about time saving tricks for placing calls at business.comcast.com/getstarted.

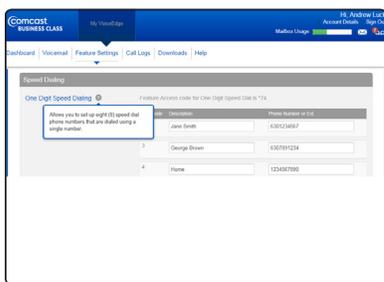
Speed Dial

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 tab of features. One Digit Speed Dialing is listed at the top.
4. Enter the appropriate phone numbers in the boxes corresponding with digits 2 through 9 and the person’s name in the Name box.
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 **#**.

Note: Speed Dial can also be used on the Telephony Toolbar.

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 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. Click “Speed Dial” from the tab of features.
3. Scroll down to the “Two Digit Speed Dialing”, and select “Add New”.
4. Type a name or description for the Speed Dial number in the Description text box.
5. Type the phone number and the person’s name you are assigning to your Speed Dial code.
6. Click “Save Changes”.

To use Two Digit Speed Dialing:

1. Dial **#** and then your 2-digit speed dial number.
2. Then lift the receiver / go off-hook to have the speed dial number called.

Note: Speed Dial can also be used on the Telephony Toolbar.

Be Anywhere

The Be Anywhere service allows you (as a Unified Communications seat user) to make and receive calls from any device at any location with only one phone number. Be Anywhere lets you make and receive calls from colleagues, prospects and customers on any phone using your office number.

Receiving Business Calls on Your Mobile

You can receive business calls on your mobile 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 Telephony Toolbar	From the VoiceEdge Portal
1. Click the “Services” button on the Telephony Toolbar.	1. Log on to business.comcast.com/bveportal .
2. Select “Be Anywhere”.	2. Select “Feature Settings”.
3. Click “Add”.	3. From the “Work Remote” tab, click “Add New” under “Manage Be Anywhere”.
4. Enter your mobile phone number and a description.	4. Enter your mobile phone number and a description.
5. Ensure Enable is checked.	5. Click “Save Changes”.
6. Select “Apply”.	6. Toggle the device “On” or “Off”.

Note: You can also enable “Answer Confirmation” which requires that a human physically confirms the call prior to answering. This prevents a call from inadvertently hitting 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 VoiceEdge number.

Make Business Calls from Your Mobile

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

From your mobile, dial your Be Anywhere portal number and wait for the dial tone. Once you hear the tone, dial the destination number or business extension. The called party sees your Business VoiceEdge business number (not your mobile 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 VoiceEdge portal or in the Telephony Toolbar under the Be Anywhere section.

Move Call from One Phone to Another Phone

This functionality enhances your personal productivity. For example, you may move a business call you placed through the Be Anywhere portal on your mobile while you are on lunch, and upon returning to the office, you may choose to move the call 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 ***11** from your desk phone or softphone. The call is seamlessly moved to the new phone and the mobile call leg is dropped.

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 VoiceEdge platform have no knowledge of the call.

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

From your mobile, dial your Be Anywhere portal number and wait for the dial tone. Once you hear the tone, dial ***11** manually.

VoiceEdge Mobile App

The VoiceEdge Mobile App lets you make calls from your smartphone using your 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, and have easy access to your VoiceEdge phone directory, all from your smartphone.

Following are some of the other features that the VoiceEdge Mobile App provides:

- Use the keypad for extension dialing
- Record and select your VoiceEdge No Answer greetings
- Get notifications when you have an incoming call and new voicemail
- Turn Do Not Disturb on and off for privacy
- Get notified if service is set in a way that may result in missed calls

For information on how to download and use the VoiceEdge Mobile App, see our VoiceEdge Mobile App Quick Reference Guide that is posted with other VoiceEdge training resources at 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 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 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. Click the “Dial Voicemail” icon on the Telephony Toolbar. Or 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 messaging.

Press **3** to record a personalized name.

Press **4** to change call forwarding options.

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 VoiceEdge portal.

Using Your Voicemail Box to Forward Calls

If you are a Unified Communications seat user, 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:

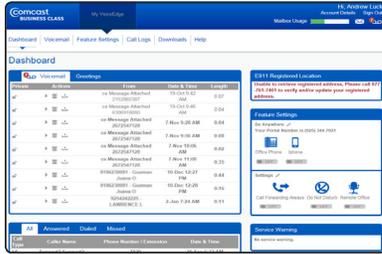
1. Press **#** to interrupt the greeting and start recording a new voice message.
2. Press ***** to transfer out of the greeting to your voicemail box password prompt.
3. Press **0** to transfer out of the greeting to a pre-configured number.

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 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 VoiceEdge portal, log on to business.comcast.com/bveportal.
2. Sign in with your user credentials provided in the Welcome Email, and the same credentials used for the Telephony Toolbar.
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 VoiceEdge navigation. The different tabs in the voicemail section grants you more control over your voicemail options. You may also record or upload a new voicemail recording through the VoiceEdge portal. Please refer to the next section for more detail.

Set up a telephone number or extension for callers to be transferred to when they dial 0 at your message prompt

Set up email notifications when voicemails are received

Listen, download, or delete your recorded voicemail messages

Stores deleted voicemail until permanently deleted

Manage No Answer and Busy greetings as well as other greeting options

Action	Select	Private	Actions	From	Date & Time	Length
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	92-942225 - LAWRENCE L	2-Jan 7:24 AM	0:11
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	81862-0081 - Guzman Juana O	10-Dec 12:28 PM	0:16
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	81862-0081 - Guzman Juana O	10-Dec 12:27 PM	0:44
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ce Message Attached 2672547128	7-Nov 11:00 AM	0:35
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ce Message Attached 2672547128	7-Nov 10:06 AM	0:02
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ce Message Attached 2672547128	7-Nov 9:56 AM	0:08
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ce Message Attached 2672547128	7-Nov 9:28 AM	0:04
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ce Message Attached 2672547128	19-Oct 9:46 AM	0:04
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ce Message Attached 2672547128		0:07

Greetings

The platform also allows you to record and upload personal WAV files as greetings to use when people reach your voice messaging 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” tab.
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 create a WAV file using your PC requires specific settings in Windows Sound Editor. The file must be saved using u-law 8-bit mono settings. To record your greetings on your phone, please refer to the instructions on [pages 11–12](#). The maximum greeting length is five minutes.

Features — Online and/or Using the Telephony Toolbar

Downloading the Telephony Toolbar

The Business VoiceEdge Unified Communications package includes a Toolbar that is fully integrated with Microsoft Outlook® and Internet Explorer®.

The Telephony Toolbar resides in Microsoft Outlook®, Mozilla Firefox® and Internet Explorer® and allows for click-to-dial functionality from existing Outlook contacts or from phone numbers on a Web page, as well as advanced feature control and setup.

See [page 14](#) of this guide for more details.

System Requirements to Run the Toolbar

Software Requirements	Windows 2000 with SP4 (or higher), Windows XP, Windows Vista, Windows 7 or Citrix Presentation Server 3 or 4 Windows Installer 2.0 Internet Explorer (IE) 11 and earlier releases (required to use the Toolbar in IE) Mozilla Firefox 26 and earlier releases (required to use the Toolbar in Firefox) Outlook 2000 SP3, 2002/XP SP2, 2003, 2007, 2010 (required to use the toolbar in Outlook) 32 and 64-bit Outlook & IE Microsoft Active Directory has been tested and supported for LDAP integration Squid Proxy Server has been tested and supported for silent upgrades
Citrix Presentation Server Platform	The application can be published on a Citrix server via the Management Console for <i>MetaFrame</i> .
Citrix ICA Client Workstation Platform	No additional software requirements.

Note: When the toolbar is run on a 64-bit version of Windows 7 and uses a Firefox browser the User Account Control (UAC) must be set to “Never Notify.”

Using the Telephony Toolbar



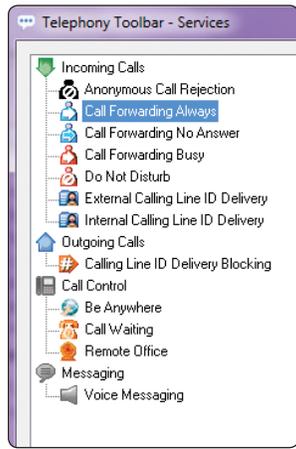
1. **Connect:** This button is red if you are not logged in; click to automatically log in.
2. **Options:** Pre-configured general connection settings; where you enter login during initial setup.
3. **Services:** Configure incoming call control features and/or voice messaging.
4. **Portal Login:** Log on to the Business VoiceEdge portal from Internet Explorer or Firefox.
5. **Be Anywhere:** Set up one number that rings all your phones; use the Be Anywhere voice portal to make and place calls using your office line while you are mobile.
6. **Remote Office:** Enable a remote location to act as your work phone.
7. **Call Forwarding Always:** Turn on/off the ability to send calls directly to a specified phone number.
8. **Call Forwarding No Answer:** Turn on/off the ability to forward all incoming calls to a specified phone number if your phone isn't answered.
9. **Call Forwarding Busy:** Turn on/off the ability to forward all incoming calls if you are on a call.
10. **Do Not Disturb:** Turn on/off the ability to send calls directly to voicemail (busy greeting).
11. **Speed Dial:** Dial from the speed dial directory.
12. **Call History:** View missed, dialed and received calls.
13. **Personal Directory:** Access your personal directory.
14. **Group Directory:** Access the company-wide group directory.
15. **Search:** Enables you to search for a previously searched user/contact directly or to specify an ad hoc user/contact query.

Call Controls



1. **Dial Contact:** Click to dial an Outlook contact's business, home or mobile phone number.
2. **Dial Other:** Displays the last 10 dialed numbers for quick selection.
3. **Answer:** Answer a call.
4. **Hold:** Place a call on hold.
5. **Voicemail:** Dial voicemail.
6. **Transfer:** Transfer a call to another extension.
7. **3-Way:** Initiate a 3-way conference call.
8. **End:** Terminate a call.
9. **Call Line:** When a call is placed or received, the call line selector will automatically select a call and provide the name of the party (if available).

Services Menu



Anonymous Call Rejection: Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. Callers without available caller ID are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call.

To set up the feature, click on the item and turn it "On" or "Off".

Call Forwarding Always: Enables a user to redirect all incoming calls to another phone number. If activated, a user must specify the forwarding number.

Call Forwarding No Answer: Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings.

To set up the feature, click on the item and turn it "On" or "Off". Enter the forwarding telephone number and the number of rings before the call should be forwarded.

Call Forwarding Busy: Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. If activated, a user must specify the forwarding number.

To set up the feature, click on the item and turn it "On" or "Off", then supply the forwarding number.

Do Not Disturb: Allows users to set their station as unavailable so that incoming calls are given a busy treatment.

To set up the feature, click on the item and turn it "On" or "Off".

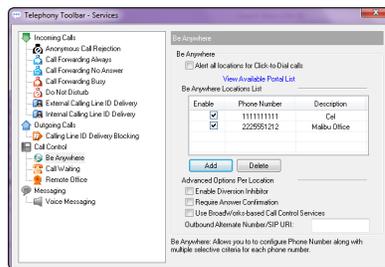
External Calling Line ID Delivery: Provides calling line ID information of an external caller. To set up the feature, click on the item and turn it "On" or "Off".

Internal Calling Line ID Delivery: Provides calling line ID information of an internal caller. To set up the feature, click on the item and turn it "On" or "Off".

Be Anywhere

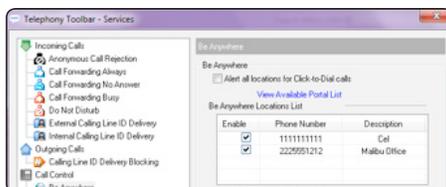
The Be Anywhere service allows you (as a Unified Communications seat user) to make and receive calls from any device at any location with only one phone number. Be Anywhere always offers colleagues, prospects and customers your office number, and then the platform will ring through to your mobile or home office phone without having to give these numbers out directly. Other benefits of Be Anywhere include:

- The ability to call colleagues from your mobile using their 4-digit extension.
- Move a call seamlessly from your desk to your mobile.
- Move a call from your mobile to your desk phone (for calls placed via your cell phone through the Be Anywhere portal).

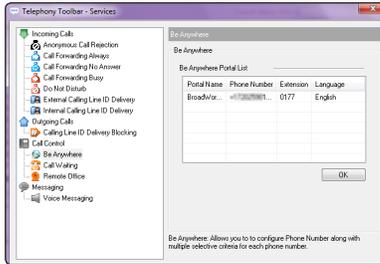


1. Alert all Locations for Click-to-Dial calls: The check box specifies whether Be Anywhere locations listed should be alerted for the Click-to-Dial service. This means (when enabled) that when you place a call all of your Be Anywhere devices will ring, however you will not be able to use the auto-answer capability on your desk phone.

2. View Available Portal List: The link displays the page below, which lists the Be Anywhere portal available to you. Add this contact to your cell phone Contact list or as a Speed Dial for use when you would like to place a call from your cell phone, but have it appear as if it is coming from your office phone.



3. Be Anywhere Locations List: Allows you to add, delete or modify your Be Anywhere location phone numbers. The phone numbers added here will ring when you receive a call to your business number.



4. Advanced Options per Location: Contains a list of advanced options that can be enabled or disabled separately for each Be Anywhere location.

- Enable Diversion Inhibitor — This feature is not applicable. No need to enable.
- Require Answer Confirmation — Enabling this feature requires that the user press a button on their cell phone to accept a call. By doing this, in the event there is no answer the caller returns to your business voicemail box, and is not dropped into your cell phone voicemail.
- Use BroadWorks-based Call Control Services — This feature is not applicable. No need to enable.
- Outbound Alternate Number/SIP URI — This feature is not applicable. No need to enable.

Note: If you have Be Anywhere enabled, be sure to DISABLE Remote Office and/or Call Forwarding Always for the duration, as it will have a service interaction and not work as expected.

Make Business Calls from Your Mobile

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

From your mobile, dial your Be Anywhere portal number and wait for the dial tone. Once you hear the tone, dial the destination number or business extension. The called party sees your Business VoiceEdge business number (not your mobile number) as the calling line ID. Calls placed this way can also utilize the Call Pull feature and may be moved to your desk phone using ***111**, and the instructions on the next page.

Control Your Ability to Be Reached

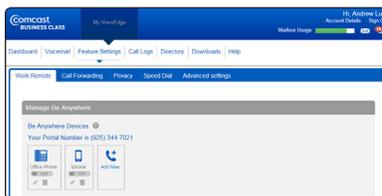
The Be Anywhere solution allows you to make or receive business calls from your desk phone, mobile, or softphone, allowing you to be productive from any location, at any time.

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 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 ***13**.

Activate a Be Anywhere Phone:

From the phone to be activated, dial ***12**.

Move Call from One Phone to Another Phone

This functionality enhances your personal productivity. For example, you may move a business call you placed through the Be Anywhere portal on your mobile while you are on lunch, and upon returning to the office, you may choose to move the call 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 ***11** from your desk phone or softphone. The call is seamlessly moved to the new phone and the mobile call leg is dropped.

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

Note: If someone dials your mobile number directly (instead of your VoiceEdge desk number that rings on your mobile device), you will not be able to move the call, since Be Anywhere and the Business VoiceEdge platform have no knowledge of the call.

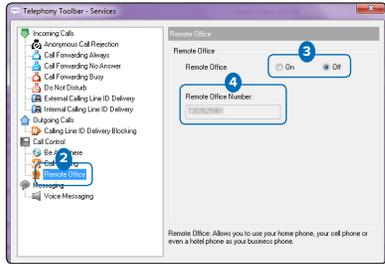
Move Active Call from Your Desk Phone or Softphone to Your Mobile:

From your mobile, dial your Be Anywhere portal number and wait for the dial tone. Once you hear the tone, dial ***11** manually.

Remote Office

The Remote Office feature enables users to access and use their Business VoiceEdge service from any end point, on-net or off-net (e.g., home office, mobile phone). This service is especially useful for mobile workers, as it enables them to use all of their advanced features while working remotely (e.g., extension dialing, transfers, conference calls, Outlook Integration, directories, etc.).

To set up Remote Office from the toolbar:



Step 1: Click the “Services” button from the Toolbar.

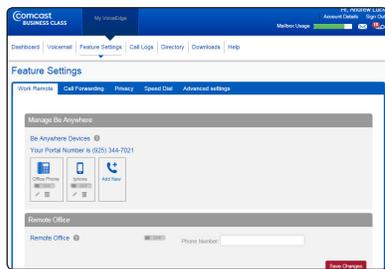
Step 2: Select “Remote Office”.

Step 3: Turn the feature “On”.

Step 4: Enter the telephone number to which calls should be forwarded. Click “OK” when finished.

Step 5: Once configured via the Services Menu, Remote Office can be turned “On” or “Off” via the Remote Office button on the Toolbar.

Note: If you have Remote Office enabled, be sure to DISABLE Be Anywhere for the duration, as it will have a service interaction and not work as expected.



To set up Remote Office online:

1. Log on to business.comcast.com/bveportal.
2. From the Main Navigation Page, select “Feature Settings”.
3. Click on the “Work Remote” tab.
4. Scroll down and click to toggle the Remote Office feature “On” or “Off”, then click “Save Changes”.

Outbound Dialing with Remote Office

Outbound dialing requires access to the Telephony Toolbar. Enter the number in the Dial Contact field and hit the enter key on your keyboard. Alternately, you may click on “Telephony Toolbar” from an open contact record, then select the phone number of the contact you wish to dial by clicking the icon of the phone number you wish to dial (business, home or mobile).



The Remote Office service will first dial your Remote Office line (mobile or home number), and when you answer your Remote Office line, it will start ringing the number you entered into the Toolbar. The remote calling party will see your office line caller ID.

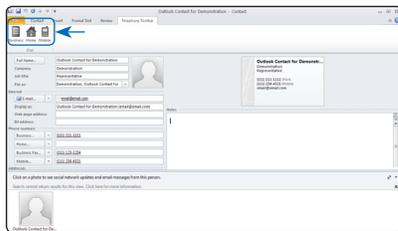
Note: With Remote Office, the call is placed through the VoiceEdge platform. Callers will see your VoiceEdge telephone number and the call will be included as part of your VoiceEdge unlimited nationwide calling plan (includes U.S. Territories).

Receiving Inbound Calls with Remote Office

All calls to your office line will ring to your Remote Office line (mobile or home number) assigned in the Toolbar.

Note: It is important to turn off Remote Office if you leave the location of the Remote Office line. Incoming calls to your business line will continue to ring at the Remote Office number until you turn off the feature.

Click to Dial from Microsoft Outlook



From within the Contacts Menu of Outlook, users have the ability to click on the contact and have the contact’s telephone number dialed automatically. You may also dial from an open contact record by clicking on the Telephony Toolbar tab of the contact record, then clicking on the Business, Home or Mobile icons in the upper left-hand corner of the contact record to dial the respective phone numbers.

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 provision or update an Alternate Number. Once provisioned, you can see any Alternate Numbers provisioned to your main line on the VoiceEdge portal by viewing Feature Settings, then Advanced Settings.

Basic Call Logs

The Basic Call Logs service allows for you to see the 20 last missed, placed or dialed calls. The maximum number is 20 entries per call type. These Basic Call logs are viewable by Unified Communications seat users in the Telephony Toolbar or on the VoiceEdge portal.

Busy Lamp Field

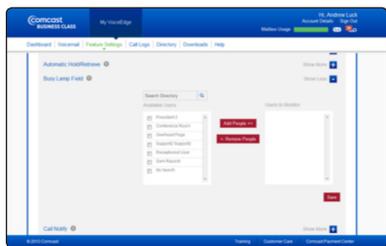
Busy Lamp Field (BLF) enables IP attendant console phones or Reception Console to subscribe to a list of resources (users) to monitor, and receive presence notifications on the state of the monitored resources. The BLF service is a user service that supports the provisioning of an ordered list of monitored 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 provisioned 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 provision up to 35 locations (identity/device 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 provisioned locations is the user’s primary location, while the other locations are called alternate locations. Users can be assigned any identity/device 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 device’s primary User.

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

Multiple Call Arrangement

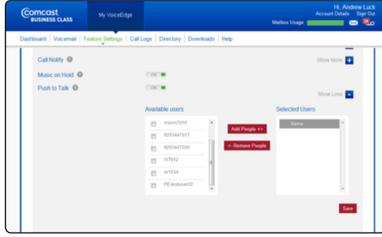
The Multiple Call Arrangement (MCA) is an overlay to the Shared Call Appearance (SCA) feature. SCA with MCA service provides the ability for multiple calls to be handled concurrently on different SCA locations for a user. No single SCA location is considered the active location, so all locations are 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 VoiceEdge portal.



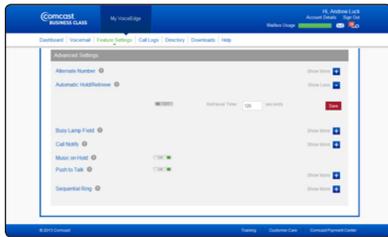
To set up Push to Talk:

1. Log on to business.comcast.com/bveportal.
2. From the Main Navigation Page, select “Feature Settings”.
3. Click “Advanced Settings”.
4. Next to Push to Talk, click “Show more”.
5. Check the box next to the users that you want to call using Push to Talk.
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 “Feature Settings”.
3. Click “Advanced Settings”.
4. Next to Automatic Hold and Retrieve, click “Show more”.
5. To turn on Automatic Hold and Retrieve, turn the switch to “On”.
6. Select the number of seconds to hold, between six and six hundred.
7. 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: While Call Forwarding Always is active, you will hear a splash ring on your phone to remind you that the feature is active. You will not be able to answer any calls on your line while Call Forwarding Always is active. To resume receiving calls on your business line, cancel Call Forwarding Always. If you have Be Anywhere enabled, be sure to DISABLE Remote Office and/or Call Forwarding Always for the duration, as it will have a service interaction and not work as expected.

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. Click the “Call Forwarding” tab.
4. Next to Call Forwarding Always, enter the “forward to” number 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”.

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. Click the “Call Forwarding” tab.
4. Next to Call Forwarding Busy, enter the number to which incoming calls should go, click “On”, 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:

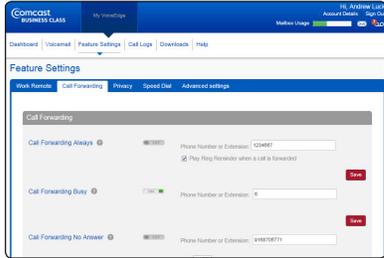
1. Pick up the phone and press *** 9 3**.
2. Hang up to deactivate. Incoming calls may now be received normally.

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. Click the “Call Forwarding” tab.
4. Next to Call Forwarding No Answer, enter the number to which incoming calls should go, click “On”, 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:

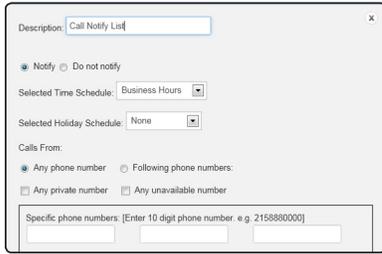
1. Log on to business.comcast.com/bveportal.
2. From the Main Navigation Page, select “Feature Settings”.
3. Click on “Advanced Settings”.
4. Next to “Sequential Ring”, click “Show More”. Check the “Ring Office Phone First” if that is your preference.
 - If the check box is selected, your base location 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.

A screenshot of a web form titled "Call Notify List". It includes a "Description" field with "Call Notify List" entered. There are radio buttons for "Notify" (selected) and "Do not notify". Below are dropdown menus for "Selected Time Schedule" (set to "Business Hours") and "Selected Holiday Schedule" (set to "None"). Under "Calls From:", there are radio buttons for "Any phone number" (selected), "Following phone numbers:", "Any private number", and "Any unavailable number". At the bottom, there is a text input field for "Specific phone numbers" with the example "[Enter 10 digit phone number. e.g. 2158800000]" and several empty input boxes.

To set up Call Notify:

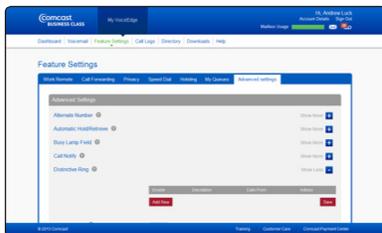
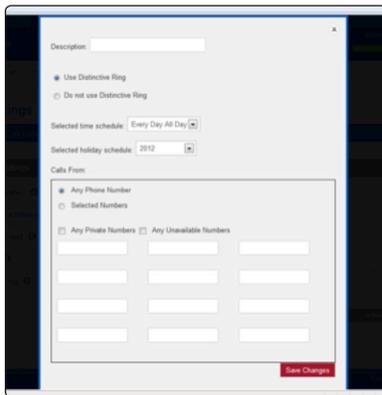
1. Log on to business.comcast.com/bveportal.
2. From the Main Navigation Page, select “Feature Settings”.
3. Click “Advanced Settings”.
4. Next to Call Notify, click the  to show more, and then click “Add New”.
5. Enter a title to describe the specific criteria.
6. Enter the timeframe and holiday schedule.
7. Enter up to 10 specific phone numbers.
8. Click “Save Now”.

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:

A screenshot of the "Feature Settings" page in the Comcast Business portal. The "Distinctive Ring" option is highlighted with a blue bar and a plus sign. Other options like "Work Hours", "Call Forwarding", "Privacy", "Open Call", "Voicemail", and "No Answer" are visible. A "Save Changes" button is at the bottom.A screenshot of the "Distinctive Ring" configuration form. It includes a "Description" field. There are radio buttons for "Use Distinctive Ring" (selected) and "Do not use Distinctive Ring". Below are dropdown menus for "Selected time schedule" (set to "Every Day All Day") and "Selected holiday schedule" (set to "2012"). Under "Calls From:", there are radio buttons for "Any Phone Number" (selected), "Selected Numbers:", "Any Private Numbers", and "Any Unavailable Numbers". At the bottom, there is a "Save Changes" button.

1. Log on to business.comcast.com/bveportal.
2. From the Main Navigation Page, select “Feature Settings”.
3. Click “Advanced Settings”.
4. Next to Distinctive Ringing, click “Show more”.
5. To create a new Distinctive Ringing treatment, 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

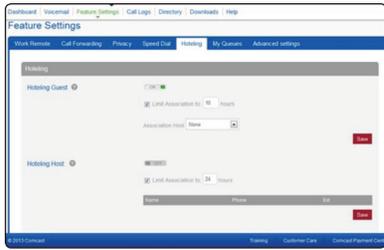
Hoteling allows users to associate their service profiles with devices other than their own. For example, your enterprise can set up a visitor’s office with a phone. The user account associated with this phone would have the Hoteling Host service assigned. A salesperson, with the Hoteling Guest service 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 device. The second service, Hoteling Guest, is used to allow a Hoteling Guest user to associate their service profile with a Hoteling Host user’s device.

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 provisioned 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)

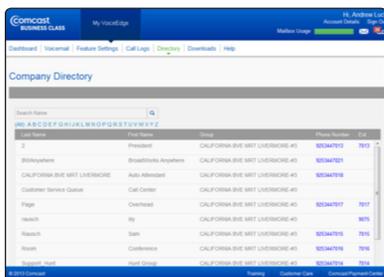
Default Key	Option
1	Access Voice Messaging
2	Change CommPilot Express Profile
3	Record Personalized Name
4	Change Call Forwarding Options
6	Make Call
7	Access Hoteling
8	Change Passcode
9	Exit Voice Portal
#	Repeat Menu

Hoteling Menu

Default Key	Option
1	Check Host Status
2	Associate With Host
3	Dissociate From Host
4	Return to Main Menu
#	Repeat Menu

Directory

The Directory provides access to your company’s directory. It is available on both the dashboard and the Directory section of the VoiceEdge portal.

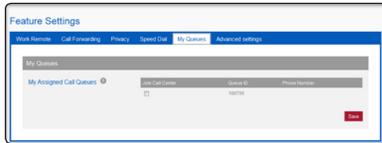


To find a phone number:

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.

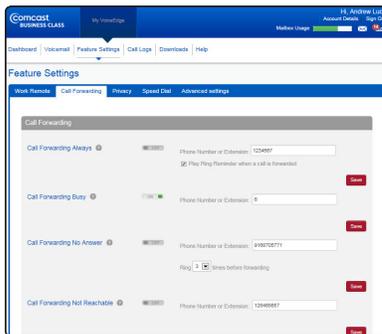
Note: These are user level features that can be controlled by the individual users.

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 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 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” to display the forwarding options, 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. When prompted, press to turn the feature 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 available with the Unified Communications seat. The Softphone allows a user's computer to act as their work telephone, whether in the office or traveling. The Softphone is ideal for a remote office user or a secondary device for someone frequently on the go.

The Comcast Softphone User Guide is available online at 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
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

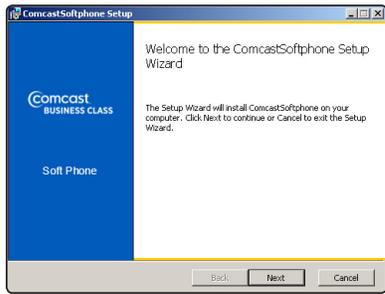
Multimedia Device Requirements

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” tab.
2. Click on the link for the appropriate Softphone - either Windows or MAC. If the Softphone downloads do not appear on the download page, please call our support group at 877-761-7401.
3. Select “Run”, and select “Run” again.
4. Select the language from the pull down list (English is the default).
5. Click on “Next” on the install wizard.
6. Read and check your acceptance of the terms of the end user license agreement, then click “Next”.
7. 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.
8. Select “Next” to continue installation when you have completed your selections.
9. Click “Install” to begin the installation process.
10. Click the “Finish” button to complete installation. Locate the Softphone on your desktop with the following icon .
11. 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).
12. In the Password field enter the password.
13. To have your computer remember your username and password select “Remember login information”.
14. To have your computer automatically login and launch the application, check “Log In Automatically”.
15. Press the Login button.

Softphone Basics



Softphone Menu

Call Panel

Dial Pad

Additional Panel Selections

Detach Panel

Call History

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". 2. To make a video call select the call options in the call button.
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	Address 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

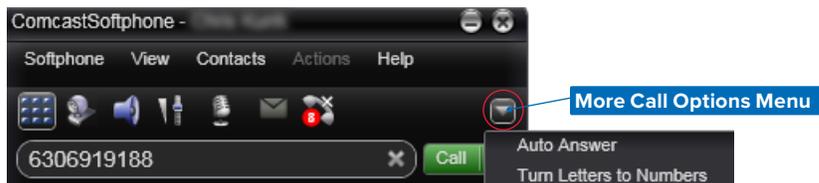
Press the red "End Call" button on the call panel.

Answering a Call

The Softphone must be running to answer incoming calls. When the Softphone rings a box alerts you of an incoming call, with this box you can accept 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

Click the yellow plus sign next to the active calling party's name to add them to your contact list. A dialog box will appear to allow you to add additional information.

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.

Consultative Transfer

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.

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 the arrow next to the green box that is populated as call first and select 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

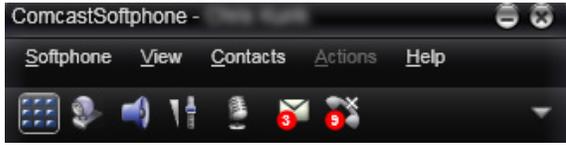
Click the arrow next to any participant and it will allow you to split the call or end the call with both parties. Upon splitting, one party will be active and the other will be on hold.



Voicemail

If your service includes voicemail, then when you have voicemail messages, an envelope 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.

Reception Console

The Reception Console is a software based platform that allows your receptionist or office manager to manage calls with ease. This is an additional service that is provided in conjunction with Business VoiceEdge. This section includes information to get started with the Reception Console tool. For more detailed information, please also download the Reception Console user guide at business.comcast.com/getstarted.

Launching Reception Console for the First Time

The Reception Console is launched directly from the portal; therefore, there is no need to distribute the application for installation on end-users' PC. When initially launched, a desktop icon as pictured below, is created for convenient access to the application.

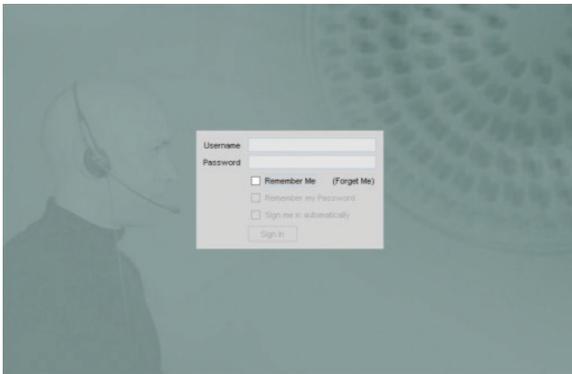


1. Log in to the portal account associated with the Reception Console software. Typically, this is the account of the main line or reception end user, and you will use the same user credentials provided in the Welcome Letter for that user.
2. From the Main Navigation Page, click on "Downloads" and then the Reception Console. Reception Console will start and you are automatically logged in.

Accessing Reception Console via Desktop Icon

After the initial launch, you will have a Reception Console icon on your desktop. You can access the Reception Console by double-clicking the shortcut on your desktop or by selecting it from the Start menu.

1. Click the Reception Console shortcut. Reception Console starts and you are presented with the following login interface:

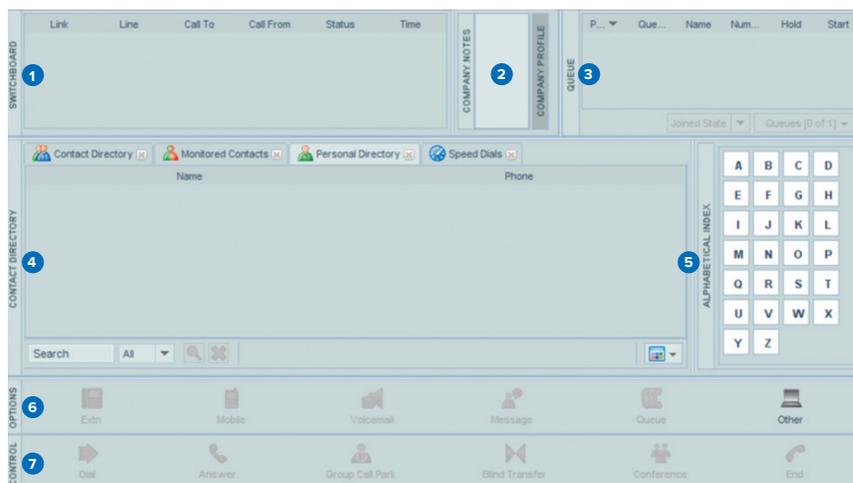


2. Enter your username and password.

Note: You can also select the Remember Me (or Forget Me) and the Remember my Password options so that your username and password are remembered on your computer, and therefore you will be auto-logged in.

3. Click "Sign In".

Reception Console Overview



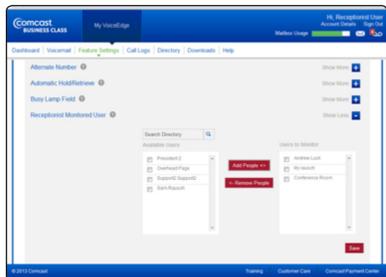
The Reception Console interface contains the following work areas:

1. Switchboard panel
2. Company Notes and Profile area

3. Queue panel
4. Contact Directory panel
5. Alphabetical Index filter
6. Options panel
7. Control panel

Receptionist Monitored Users

To select the users to monitor their phone status on the Reception Console, use the process below.



To set up Receptionist Monitored Users:

1. Log on to business.comcast.com/bveportal.
2. From the Main Navigation Page, select “Feature Settings”.
3. Click “Advanced Settings”.
4. Next to Receptionist Monitored Users, 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”.

Managing Calls with Reception Console

You manage calls using a combination of the panels in a top to bottom workflow style. You should be able to distribute calls using this workflow for most of the common activities.

For more information about the user interface please see the full Reception Console user guide at business.comcast.com/getstarted.

System Requirements

Processor	Minimum: Pentium 3® 1.2 GHz or higher or compatible CPU
Memory	Minimum: 512 MB of RAM
Hard Disk Space	60MB
Additional Recommendations	Video graphics card with minimum of 8 MB of RAM Super VGA monitor (15 inches or larger) 800 x 600 screen resolution minimum
Software Requirements	Windows 2000 with SP4 (or higher), Windows XP, or Windows Vista Sun Microsystems 32-bit Java Runtime Edition, Version 6 Update 23, or later Outlook 2000 SP3, 2002/XP SP2, 2003, 2007 (required for Outlook contact directory) Microsoft Excel (Optional) Flash Player 9 Runtime (ActiveX Control)

Note: Reception Console is compatible with Java version 6, and may have issues prior to Java version 7 update 11.

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 voice messages in your email inbox on your computer or handheld device 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.

For Unified Communications Seat Users:

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

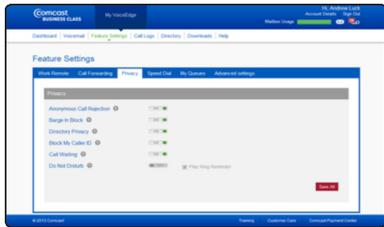
To ensure your business name and number are marked “Private” or “Anonymous” on select calls:

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.

Caller ID Blocking per Line

Caller ID Blocking per Line 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 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 Caller ID Blocking:

1. Log on to business.comcast.com/bveportal.
2. From the Main Navigation Page, click “Feature Settings”.
3. Click the “Privacy” tab.
4. Click to toggle Caller ID Blocking “On” or “Off”.

To cancel Caller ID Blocking per Line from your phone:

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. Click the “Privacy” tab.
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. Click the “Privacy” tab.
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, toolbar and softphone.

To activate/deactivate Directory Privacy:

1. Log on to business.comcast.com/bveportal.
2. From the Main Navigation Page, click “Feature Settings”.
3. Click the “Privacy” tab.
4. Click to toggle Directory Privacy “On” or “Off”.

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