

# Comcast Business VoiceEdge™ | Quick Reference Guide for Polycom 670

## 1. Use Your New Phone & Voicemail

### Business VoiceEdge Voicemail

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 text message or 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 has its own voicemail and will need to be set up individually.

### Accessing Voicemail

There are three ways to access your voicemail:

#### From your phone:

1. The flashing Message Waiting Indicator on the front of the phone, individual line indicators, and a stutter dial tone (instead of a normal dial tone) indicate new voice mail messages.

#### To listen to voice messages:

1. Press **Messages**.
2. Follow the voice prompts to listen to your messages.

#### From your desktop:

1. Log into the VoiceEdge portal at [business.comcast.com/bveportal](http://business.comcast.com/bveportal) to view voicemail online or click the "Dial Voicemail" icon on the Telephony Toolbar

#### Away from your office:

1. Dial your office telephone number.
2. When your personal greeting starts, press **\***.
3. Enter your password when prompted.

### Placing a Call

#### Using the Handset:

Pick up the handset and dial the number or dial the number first, and then pick up the handset.

#### Using the Speakerphone:

- With the handset on-hook, press any assigned line key, or the **NewCall** soft key.
- or
- Dial the number. Or dial the number, and then press the **Dial** soft key.

#### Using the optional Headset:

- With the headset connected, press any assigned line key, or the **NewCall** soft key.



- Press **Messages**.
  - Dial the number.
- or
- Or, dial the number and then press **Messages**.

During a call, you can alternate between handset, headset, or hands-free modes by pressing the **Speakerphone** or **Headset** keys or picking up the handset.

### Answering a Call

**Handset:** Pick up the handset.

**Speakerphone:** Press: **Speakerphone**, or the appropriate line key, or the **Answer** soft key.

**Headset (optional):** Press **Headset**.

Ignore an incoming call by pressing the **Reject** soft key or the **Do Not Disturb** key.

### Ending a Call

**Handset:** Hang up or press the **End Call** soft key.

**Speakerphone:** Press: **Speakerphone**, or the **End Call** soft key.

**Headset (optional):** Press **Headset** or the **End Call** soft key.

### Redial

To call the last number you dialed, press **Redial** or the **Redial** soft key.

### Call Transfer

#### To Transfer a Call:

1. During a call, press **Transfer** or the **Trnsfr** soft key. The active call is placed on hold.
2. Place a call to the party to which you want to transfer the call.  
To cancel the transfer before the call connects, press the **Cancel** soft key. The original call resumes.
3. When you hear the ring-back sound or after you speak with the second party, press **Transfer** or the **Trnsfr** soft key.

## 2. Learn More

We provide a unique, interactive training program that can be completed online or on demand – whatever is most convenient for you. We recommend all users attend training near the time of install. In addition, we have self-help videos to guide you through how to set up and use individual features – you and your colleagues can view these at any time. Please visit [business.comcast.com/getstarted](http://business.comcast.com/getstarted) for details.

<b>OVERVIEW &amp; FEATURE DEMO</b>	High level basics of VoiceEdge	Monday, Tuesday
<b>BASIC PHONE TRAINING</b>	How to use your VoiceEdge phone	Wednesday, Thursday
<b>UNIFIED COMMUNICATIONS</b>	Advanced features for desktop and mobility integration	Thursday
<b>TECH ADMIN TRAINING</b>	Manage users and group features via Business VoiceEdge portal	Friday
<b>RECEPTION CONSOLE</b>	Learn the software based Reception Console software	Custom session

### 3. Download & Configure the Telephony Toolbar


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

The Telephony Toolbar resides in Microsoft Outlook 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.

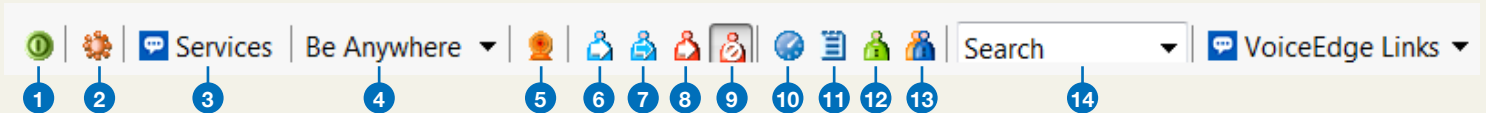
#### Downloading the Telephony Toolbar:

- Visit [business.comcast.com/bveportal](http://business.comcast.com/bveportal), login with your credentials, and then click “downloads”, then click “Telephony Toolbar” to run the exe.

#### Configuring the Telephony Toolbar:

- Click the “Options”  button from the Toolbar.
- Click the “Account” icon.
- Enter your username and password found in your Toolbar Credentials email, check the “Save Username and Password” boxes and click “OK”.
- Click the “Connection” icon and confirm the following URL is in the Hosted Address field: [bve-web.wdv.comcast.net](http://bve-web.wdv.comcast.net). Also confirm that the Port Field displays 2208. Then click “Apply” and “OK”.

### 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. **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.
5. **Remote Office:** Enable a remote location to act as your work phone.
6. **Call Forwarding Always:** Turn on/off the ability to send calls directly to a specified phone number.
7. **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.
8. **Call Forwarding Busy:** Turn on/off the ability to forward all incoming calls if you are on a call.
9. **Do Not Disturb:** Turn on/off the ability to send calls directly to voicemail (busy greeting).
10. **Speed Dial:** Dial from the speed dial directory.
11. **Call History:** View missed, dialed and received calls.
12. **Personal Directory:** Access your personal directory.
13. **Group Directory:** Access the company-wide group directory.
14. **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 Other:** Displays the last 10 dialed numbers for quick selection.
2. **Answer:** Answer a call.
3. **Hold:** Place a call on hold.
4. **Voicemail:** Dial voicemail.
5. **Transfer:** Transfer a call to another extension.
6. **3-Way:** Initiate a 3-way conference call.
7. **End:** Terminate a call.
8. **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).

### Business VoiceEdge Mobile Phone App

The Business VoiceEdge Mobile App integrates the Business VoiceEdge phone with your iPhone or Android. Download from the App Store or Google Play.

*Note: You must have a Business VoiceEdge Unified Communication seat to use this application, and you will need your login credentials.*



### Resources

Visit [business.comcast.com/getstarted](http://business.comcast.com/getstarted) for additional resources, including the link to the Business VoiceEdge portal where you can manage your individual features. Please contact your technical admin for assistance with individual features or to manage group features such as Auto Attendants, Hunt Groups and call routing.