

BUSINESS VOICEEDGE™

Self-Installation Instructions for Telecommuting Site

Thank you for choosing Comcast Business VoiceEdge. This service will provide the ability to utilize VoiceEdge functionality from your home or remote office location using a Polycom HD voice phone.

Inside the Box

- 911 Stickers
- 1 Polycom HD phone
- Ethernet cable



Get Ready

Your VoiceEdge project manager will set a time to activate your VoiceEdge service at your home after a VoiceEdge installation at your business. Prior to activation, we request you have the following equipment in place:

- An active Internet connection
- A Comcast gateway modem for connectivity with the Polycom phone
- An unpacked & assembled Polycom phone

Note: Please place a 911 sticker on your Polycom phone.

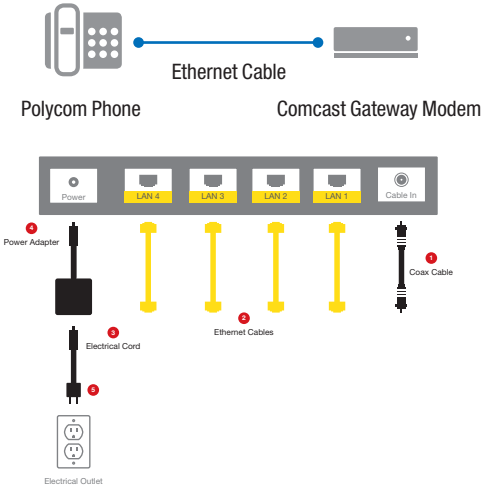


Comcast Gateway Modem

Connect & Power Up Your Device

Connect Your New Device

- Connect one end of the Ethernet cable into the phone
 - Connect the other end of the Ethernet cable into an Ethernet port of the Comcast gateway modem
 - If connecting via your POE switch, connect the phone to the POE, and then POE to Comcast gateway modem



Power & Confirm

Once the installation engineer contacts you, power off your devices including the Comcast gateway modem and follow the instructions provided by the installation engineer.

Power on your network devices.

The Polycom phone will initially boot up, then it will sit idle for 5-60 seconds depending on connection speed, and then it will reboot itself. This is part of the installation process.

Once rebooted, phones should display your VoiceEdge telephone number or extension number.

Troubleshooting

- Verify power to the Comcast gateway modem and the phones
- Verify Internet is working
- Verify that all Ethernet cables are securely connected and status LEDs on Comcast gateway modem are lit

Support

If you have questions prior to your VoiceEdge installation date, please contact your project manager during business hours.

If you have trouble post-installation, please contact our 24x7 support at **1-877-761-7401**.