

THE COMCAST SOFTPHONE USER GUIDE

FOR MAC

COMCAST
BUSINESS

CONTENTS

Introduction.....	3
System Requirements and Devices.....	3
Login.....	3
Emergency Calling.....	4
Basics on Using Your Comcast Softphone.....	5
Placing A Call.....	6
Incoming Calls.....	8
Established Calls.....	10
Voicemail.....	12
Contacts Panel.....	13
Favorites Panel.....	16
History Panel.....	17
VoiceEdge Call History Panel.....	20
VoiceEdge Service Management Panel.....	21
Group Directory Panel.....	23
Preferences.....	24
Directory.....	26

INTRODUCTION

The Softphone from Comcast is a feature rich telephone that integrates with the Comcast Business VoiceEdge™ service. The Softphone allows a user's computer to act as their work telephone, whether you're in the office or traveling. The Softphone extends the ability to use VoiceEdge anywhere at anytime.

SYSTEM REQUIREMENTS AND DEVICES

SYSTEM REQUIREMENTS

Memory Minimum	2 GB RAM
Hard Disk Space	100 MB
Operating system	MAC OS 10.9 or Above
Connection	IP network connection (broadband, LAN, wireless); Constant Internet connection 2 MBps is recommended for HD Video connection

MULTIMEDIA DEVICE REQUIREMENTS

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

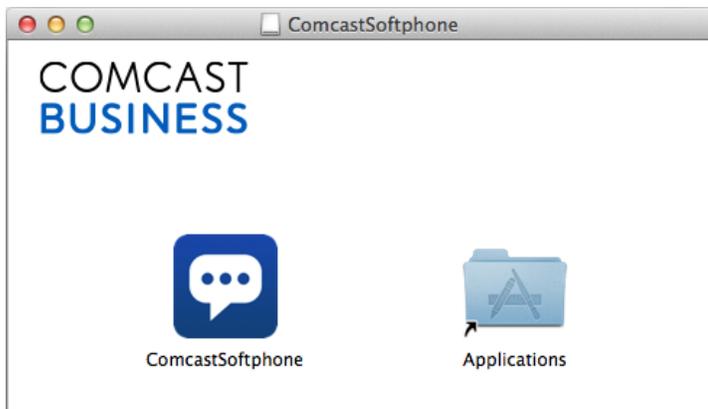
- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- Bluetooth® multimedia headset
- USB multimedia headset
- USB phone.

The Softphone is optimized to work with the Apple iSight camera.

LOGIN

FIRST TIME LOG IN

1. To download the software navigate to the VoiceEdge web portal at: <http://business.comcast.com/bveportal>.
2. Navigate to the Downloads Section.
3. Install the downloaded software by double clicking on the Softphone for MAC download link.
4. Double Click on the DMG file in the downloads section of finder of your computer.
5. Read and Agree to the terms of the License Agreement.
6. Drag the ComcastSoftphone icon to the Applications folder in the Installer Window.



7. In Finder Type “ComcastSoftphone” and Select



8. Log into the login screen with your username and passcode as provided to you in the welcome letter that was sent to your email address.



NOTE: Your user name will be the same as your portal login with the following appended to the user name: @bve.wdv.comcast.net (For Example if your portal login is 630432331 then your Softphone login will be 630432331@bve.wdv.comcast.net. Your password will be the same as your portal password.

- 9. Select “Remember details” if you want the username and password to be automatically populated on subsequent logins.
- 10. Select “Sign in automatically” to have the Login automatic on application startup.

EMERGENCY CALLING

The Comcast Softphone uses the emergency location of your address provided for emergency 911 calls when you signed up for the service or that you have changed through a E911 registered location update.

The Softphone uses Voice-over-Inter Protocol (VoIP) Service. Emergency calling services/911 may be limited or unavailable from this device under certain circumstances including but not limited to the following:

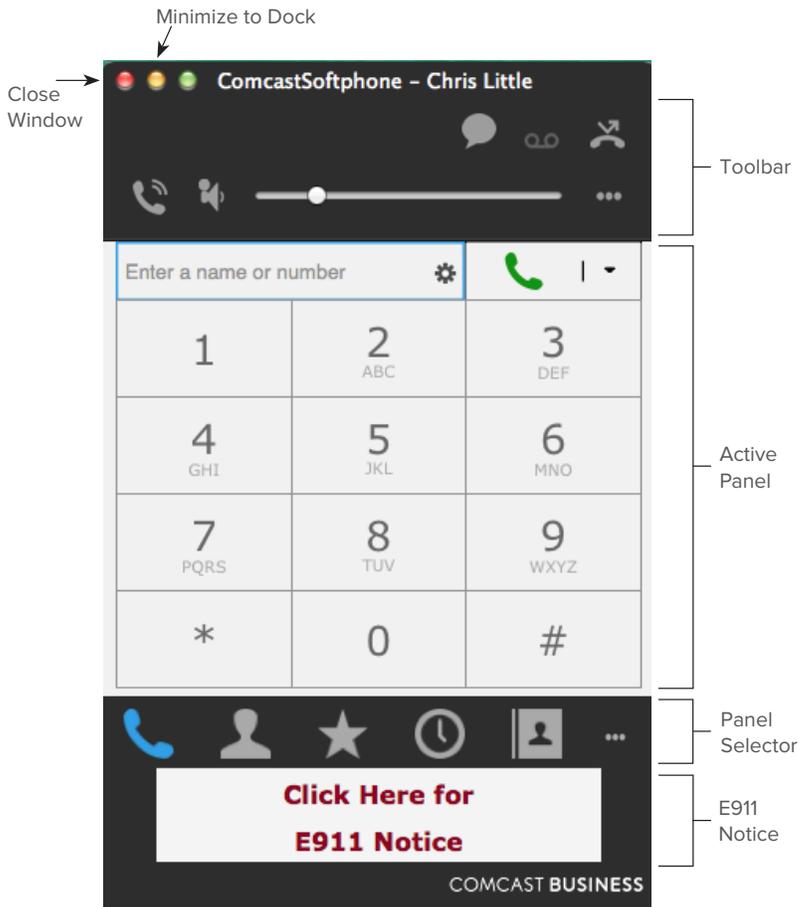
- When there is an electrical power outage, an internet/broadband service outage and/or degradation of Internet connectivity.
- When the phone device is not configured properly.
- When the phone device is located at a different address than the registered order address or mobile update address you provided. To update your address, click on the “Click here for 911 Notice” banner for instructions on how to update your registered location. The number to update your registered location is 877-761-7401.
- Prior to changing your address or moving your service, or if you have any 911-related questions, refer to your user guide for instructions contacting the support center. Updating your address can take up to several business days to update your new service address in the E911 system.
- When due to technical factors, network design, or network congestion, calls experience busy signals or unexpected answering wait times and/or take longer to answer than 911 calls placed via traditional telephone networks.
- If your Internet service is suspended.

Please note that when you call 911 from this device, you may have to instruct the Emergency Operator of your location. 911 calls will route to the PSAP associated to last successful address update.

To update your address, click on the “Click Here for 911 Notice” banner for instructions on how to update your registered location. The number to update your registered location is **877-761-7401**.



BASICS ON USING YOUR COMCAST SOFTPHONE



THE SOFTPHONE MENU

The menu contains the following items to manage your Softphone. The main menu is on the top of your computer screen when the Comcast Softphone is the application at the forefront.



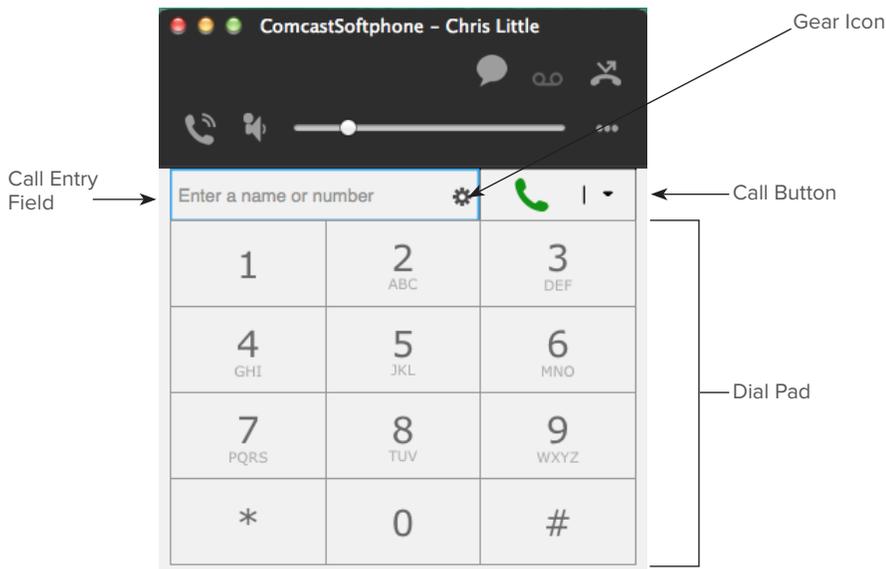
- Comcast Softphone:** Basic settings and preferences for your softphone can be changed here
- Edit:** Standard Text Editing features
- View:** Changes how your softphone looks and allows for showing and hiding modules
- Contacts:** Add and manage your contacts
- Window:** Standard options for displaying the Softphone on the computer
- Help:** Troubleshooting and Updates

PLACING A CALL

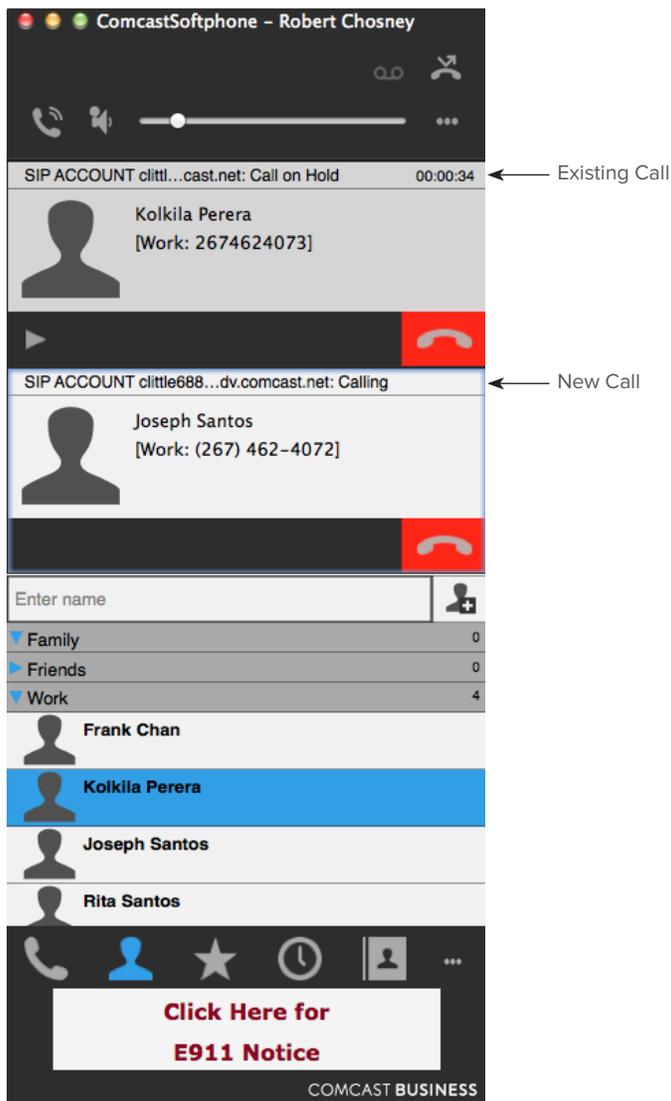
You can contact someone using a traditional 10 digit telephone number or by dialing their extension for other VoiceEdge users that are part of your company.

You may place a call while you are already on a call (provided you have available lines), when you do this it will automatically place the call in progress on hold. The following table describes the methods for placing a call. Active call(s) shall be indicated in the call panel.

OPTION	FROM THE...	DESCRIPTION
Keying	Dial pad or computer keyboard	<ol style="list-style-type: none">1. Enter the number in the call entry field using the dial pad or the computer keyboard.2. Press the call button or press enter on the computer keyboard.
Single Click a Contact	Favorites or Contacts tab	Hover on a contact and click on the phone icon when it appears to call
Double Click a Contact	Favorites or Contacts tab	Double click on a contact to call
Dialing	Dial Pad	<ol style="list-style-type: none">1. If the dial pad is not visible, click the Dial Pad icon in the toolbar2. Click the numbers on the dial pad3. Click the call button or press enter
Redial	Redial Button	<ol style="list-style-type: none">1. Click on the Call Button when the entry field is empty to show the last number dialed2. Press Call <p>Or</p> <ol style="list-style-type: none">1. Press on the 'gear' icon in the entry field2. Select the number you want to dial
Name Dialing	Computer Keypad	<ol style="list-style-type: none">1. Select the call entry field2. Type in the name of one of your contacts3. Select the contact you want to dial4. Press Enter



Placing a Second Call: To place a new call without hanging up on the current call, simply place the call in the methods described above and the call in progress will be up on hold. You may switch between the two calls by clicking on the arrow button on the call you want to speak to and automatically put the other call on hold.



TEXT DIALING

If you have a number you wish to dial, but are using ‘letters’ to do the dialing. For example if an advertisement says “1-800-CALL-ME” you can select convert letters to numbers next in the “...” section of the toolbar to automatically convert the letters to the numbers when you press dial (it appears darker when it is on) and your letters shall automatically convert when you type them into the call entry field.

PLACE A VIDEO CALL

To place a video call, first enter the number in the call entry space. Then, instead of pressing ‘call’ press the arrow to the right of the call button and select “Video Call”. This will set up the call as a video call with the other party. You may also add video to an existing call.

NOTE: Video calls shall only work with other VoiceEdge users that have video enabled devices. It is not recommended placing a video unless the remote end is a VoiceEdge user with a video phone.

INCOMING CALLS

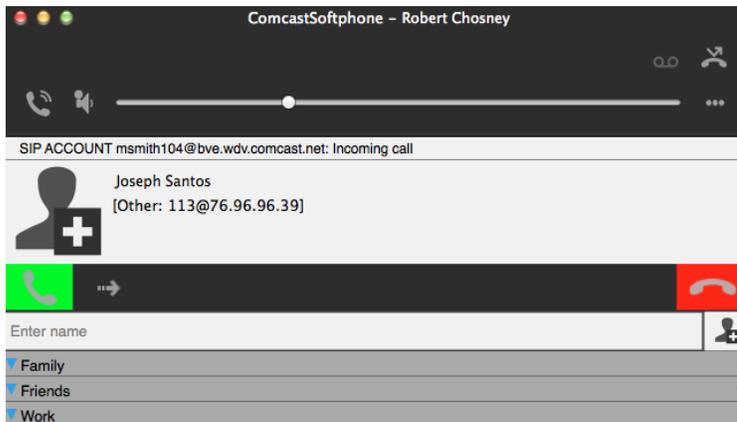
The Comcast Softphone must be running to answer incoming calls using the Softphone. It may be minimized or open. Alerts for video calls will provide the option to answer with video or audio only and incoming calls with only audio will just provide an answer option.

INCOMING CALL NOTIFICATION AND ANSWER

A new incoming call will appear in the call panel, a pop-up alert and the icon will ‘bounce’ once in the system tray.

Call Panel Notification

To answer an incoming call when the softphone is prominent on the desktop, press the green answer call icon.

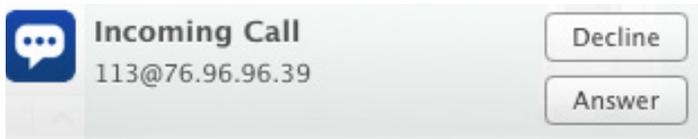


To send the call to voicemail (or perform busy treatment) press the red Decline button.

The forwarding button will forward to your voicemail, even if you put in another number, the ability to forward an incoming call to a third party number is not available at this time.

Alert Notification

An alert notification shall pop up to notify you of an incoming call, this is useful for when the phone is minimized and not prominent on the desktop. To answer an incoming call when the softphone is prominent on the desktop, press the “Answer” button.



Icon

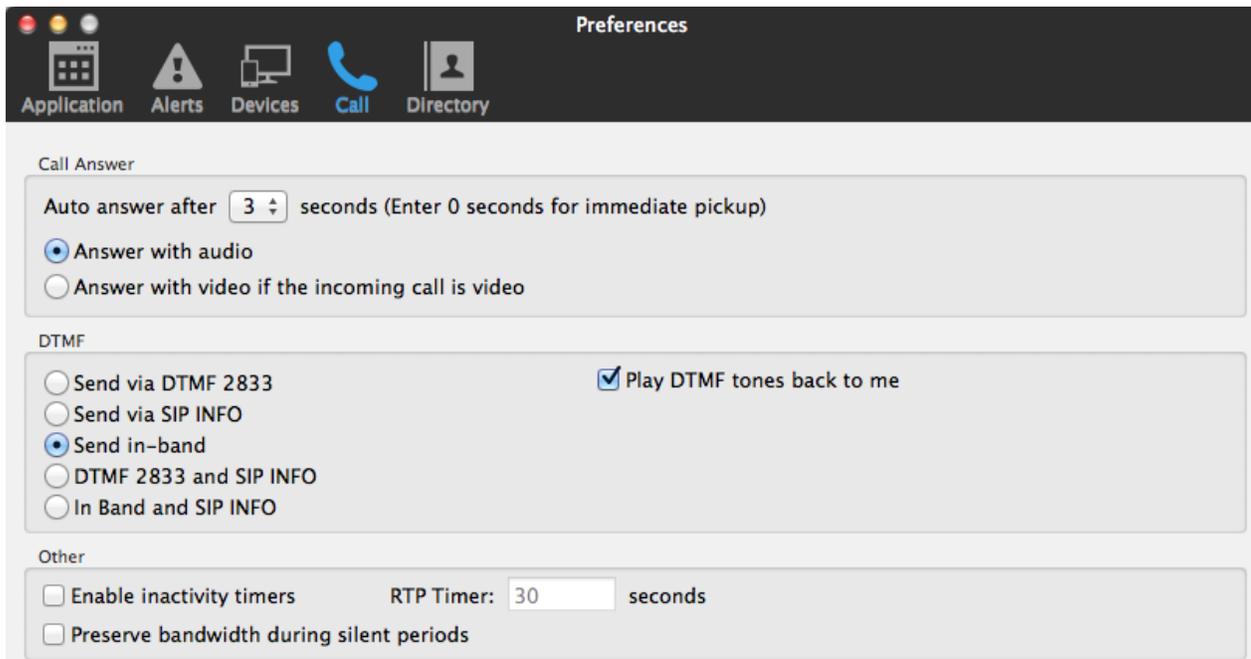
Your Comcast Softphone Icon will bounce from the system tray upon an incoming call. While clicking this won't answer your call it will bring the Comcast Softphone application to the forefront allowing you to answer the call using the answer option on the call panel.

AUTO-ANSWER

You can set your softphone to auto-answer all incoming calls. The auto answer is turned on or off with the toolbar to the right of the volume bar. Note that auto-answer default setting is off when initially logging into the softphone, regardless of its setting the prior session.

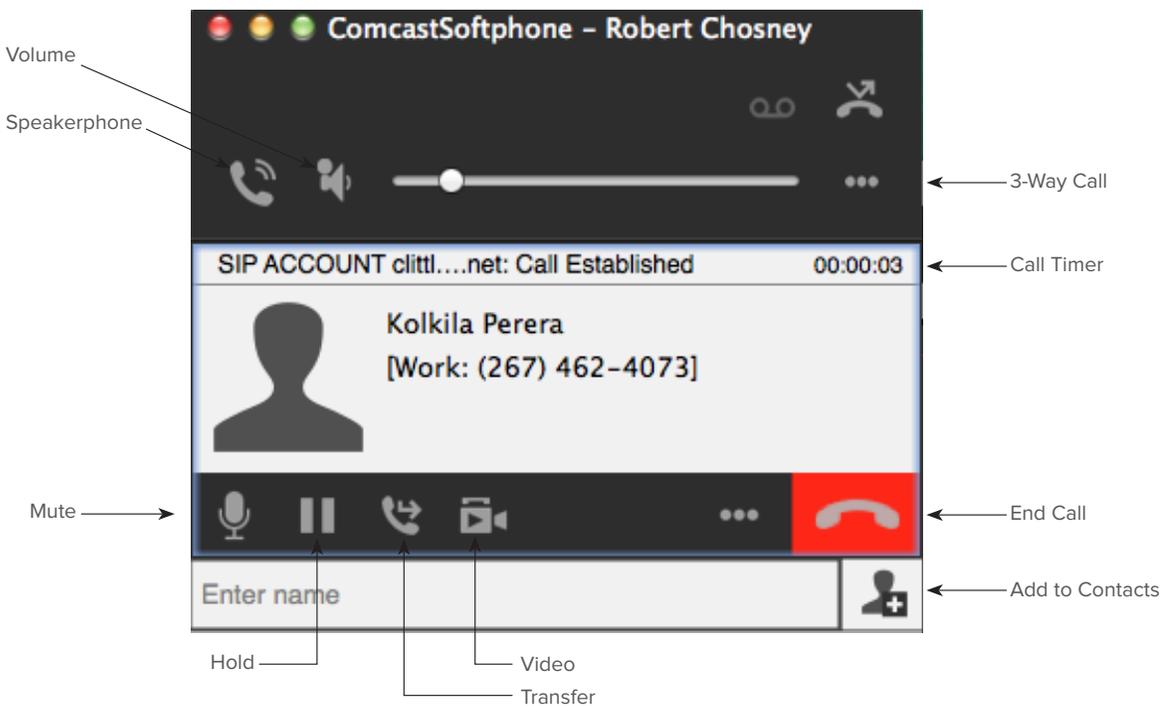
Auto answer options can be found in the preferences section that allow for selection of number of rings and audio/video options. To access preferences, when the softphone is opened:

1. Press “Comcast Softphone” in the top menu bar.
2. Select “Preferences.”
3. Navigate to “Call.”



ESTABLISHED CALLS

This section details the actions you may take to manage your in-progress calls. The following diagram is an overview of the actions you can take while you are on an active call.



Add Video to a Call

To add video to an established call press the video button, this will turn on your video. Your video will only be sent if the other user has a video capable phone and is using with Comcast Business VoiceEdge service. This should only be attempted when calling other VoiceEdge users.

Speakerphone

The speakerphone option is handy if toggling between a headset and computer speakers is required. The Preferences section has an option under “Devices” to allow for assigning a separate speaker for ‘speaker-phone’ mode.

Volume

Control in-call volume by clicking on the volume icon and dragging the volume up or down. Clicking on the icon again will hide the volume control. You may also use your volume keys on your keyboard to manage volume during a call.

Mute

To mute and unmute a call, press on the microphone icon. A red “X” will appear on the icon when it is muted.

End Call

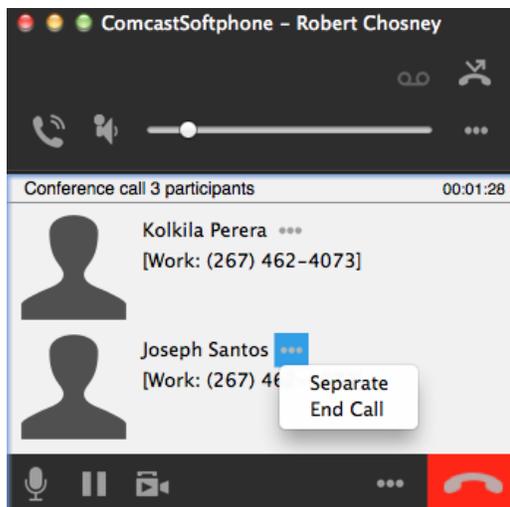
Press the End button to end the active call.

3-Way Call

1. Press the “...” in the active call window.
2. Select “Invite to Conference Call.”
3. Enter in the phone number or contact in the entry field provided.
4. Press “Add”.

Split a 3-Way Call

1. While on a 3-Way Call, select “...” next to one of the call participants.
2. Select the “Separate” option.
3. The caller you separated will be put on hold and you’ll be active with the other party.



Hold

Press the Hold button to put the current call on hold.

Transfer (Blind Transfer)

A blind transfer is when you don't announce to the called party that you are transferring a call.

1. Press the button to Transfer the current call (this will put the person on hold).
2. Enter in a phone number or contact in the entry field provided.
3. Press the Transfer button.

Transfer (Attended Transfer)

An attended transfer is when you announce to the party whom you are transferring to, that you are transferring a call.

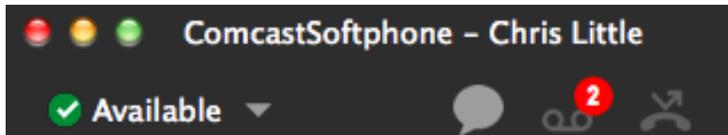
1. Press the button to Transfer the current call (this will put the person on hold).
2. Enter in a phone number or contact in the entry field provided.
3. Click on the down arrow and choose Call.
4. Announce the transfer to the number you dialed.
5. Press Transfer Now when you are ready to transfer the caller.

Add Video

Press the video icon in the toolbar or the video to start streaming video to your caller or remove video from your call.

VOICEMAIL

There is a voicemail button on the toolbar that identifies the number of unheard voice messages in your account as well as provides easy access to listen to your messages. The indicator shall only show unheard messages and won't indicate messages that have already been listened to on the icon. The voicemail icon is an envelope and has a red circle with a number that indicates the number of new voice messages.

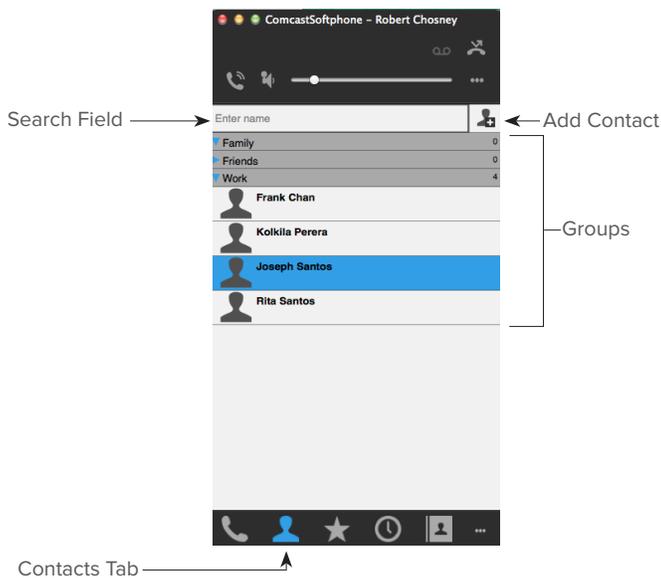


To listen to the voicemail press on the icon and then select the drop down information to dial your voicemail box. Follow the verbal instructions for listening to your messages.

You may also dial your extension from your softphone or the "9999" to access your voice messages.

CONTACTS PANEL

The contacts tab displays the contacts that you add to the Softphone. This is a place where you can keep all your personal contacts and drag and drop to call with your softphone.



ADD CONTACTS – MANUALLY

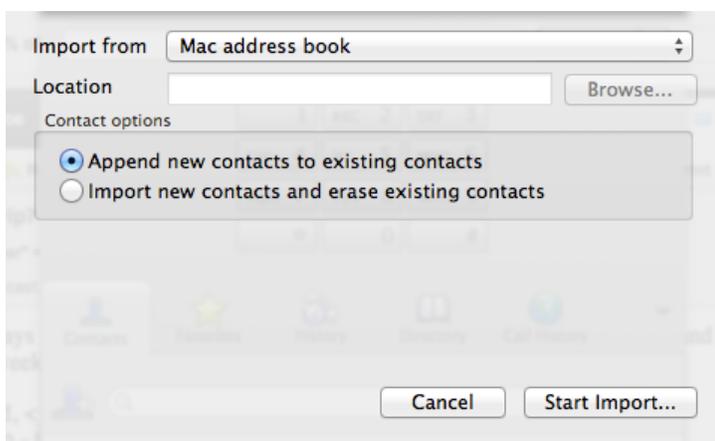
There are a number of ways you may start to add a contact that will open up the Contact Editor that allows you to add multiple phone numbers and other contact information.

- Click on the Add Contact Icon within the Contact panel.
- Right-Click on the Caller in History and select Add Contact.
- On the menu bar of your Mac, select Contacts and Add Contact option.

IMPORT CONTACTS

Contacts can be imported in bulk from the MAC address book, .vcf files and .csv files. Take the following steps to import contacts:

1. Click on 'Contacts' in the menu bar.
2. Select 'Import Contacts'.
3. The Import Contacts Dialog Box will appear.



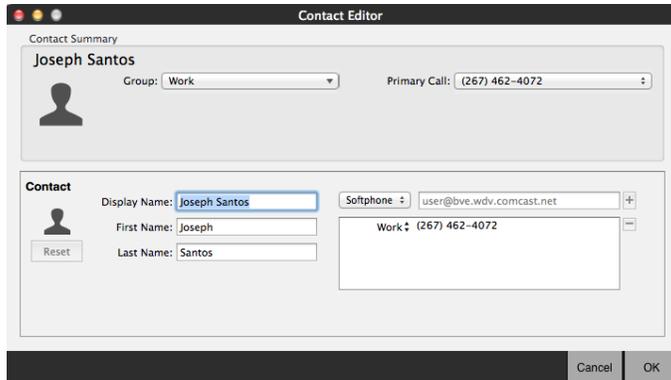
4. Select where to import from (Mac address book, .vcf file, .csv file).
5. Select whether to append to new contacts to existing or import new and erase existing.

(NOTE: If you select the latter and erase existing, it will erase all of the existing contacts and not just those that have the same names or numbers.)

Contacts imported from the Mac Address book will be filed under an 'imported contacts' group; contacts imported from VCF cards will be filed under a group called 'vcf' and contacts imported via a .csv file can be stored via headers in the columns, for more instructions on headers and importing .csv files please see the section Contact Headings Listings.

CONTACT EDITOR

Once you select to create a contact the Contact Editor shall open. The contact editor can also be used to edit imported or existing contacts by right clicking on a contact and selecting the view/edit profile option.



The screenshot shows the 'Contact Editor' window with the following fields and values:

- Contact Summary:**
 - Name: Joseph Santos
 - Group: Work
 - Primary Call: (267) 462-4072
- Contact:**
 - Display Name: Joseph Santos
 - Softphone: user@bve.wdv.comcast.net
 - First Name: Joseph
 - Last Name: Santos
 - Work: (267) 462-4072

Buttons: Cancel, OK

Group: Select which group that the user should show up as in your directory, the default fields are work, friends and family but you may add more in the Contacts menu.

Primary: This field shall select the method to call if you drag and drop the contact to the call entry field or single click dialing; choose the number you'd like to default to. The first number added will be the default but this can be changed at any time

Display Name: Enter in the name as it should be displayed in the contact list.

First Name: Enter in the first name of the contact.

Last Name: Enter in the last name of the contact.

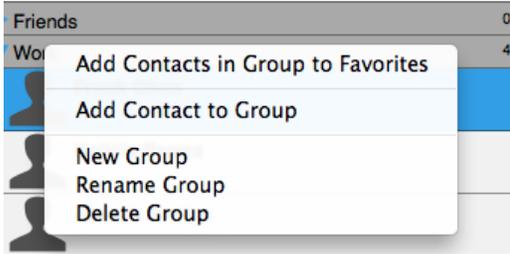
Number Type: Select the type of number you'd like to add: Work, Home, Mobile, Softphone as well as email, fax. The contact list will allow you to call phone numbers and will also open up websites and open up email clients if clicked. After the information has been entered, click on the "+" to add to the contact's information.

Click "OK" when finished.

MANAGING GROUPS

Select any group and control-click or right-click to:

- Add All of that groups contacts to favorites directory
- Add a new contact to that group
- Create new group
- Rename
- Delete Group (including all the contacts in that group)



Other options are to drag a contact to a different group to assign to a new group or add additional groups to single contact.

View Call History

Control Click the contact and select view call history to see all calls to and from this contact in the call history tab.

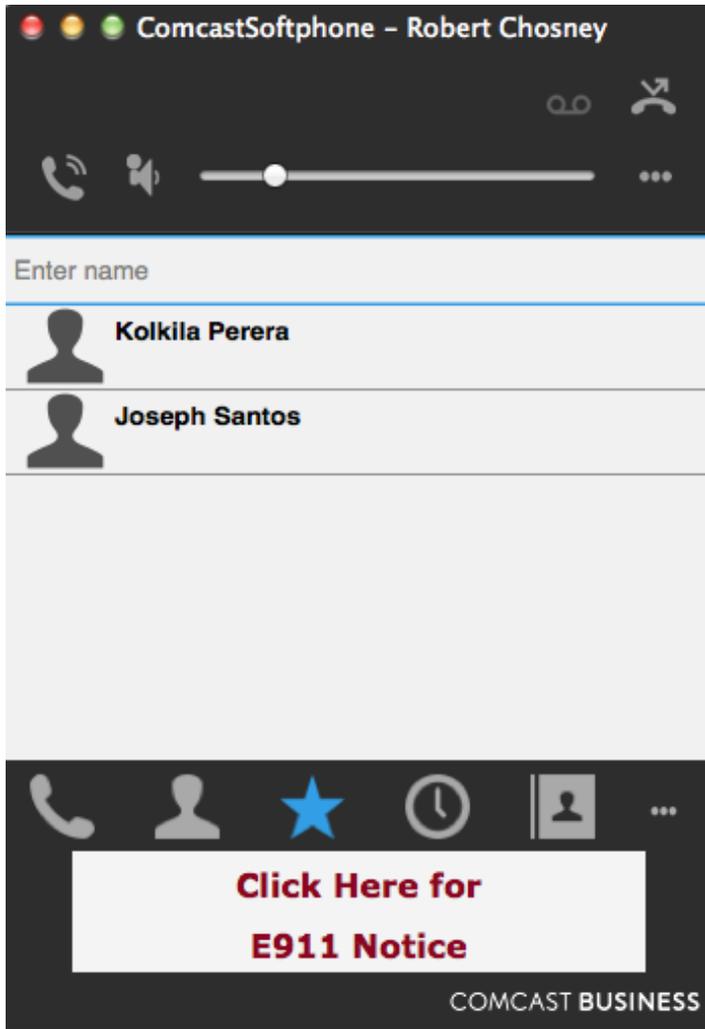
Note that this will only display the calls made with the Softphone you are checking with and not with any other devices.

Contact Editing

Control Click the contact and select view/edit profile to change contact details.

FAVORITES PANEL

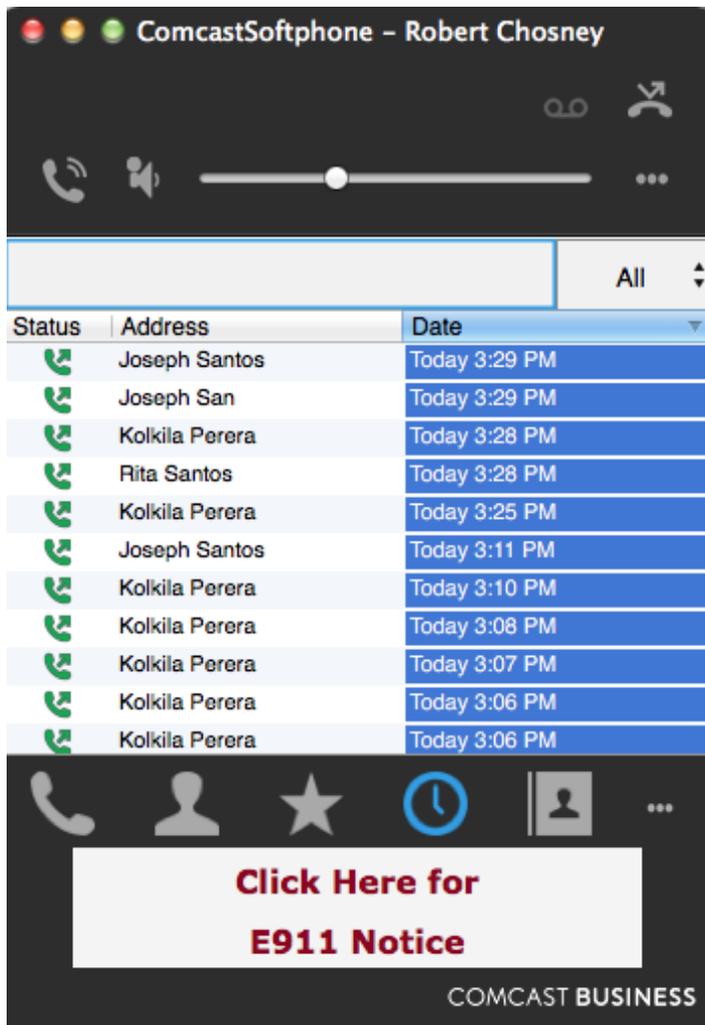
The favorites tab allows for quick access to the most called contacts in a convenient place. These can be imported from your contacts list, if you edit a favorite contact the information will be synchronized in both the contacts tab and the favorites tab.



Calling capabilities in the Favorites tab work similar to the contacts tab.

HISTORY PANEL

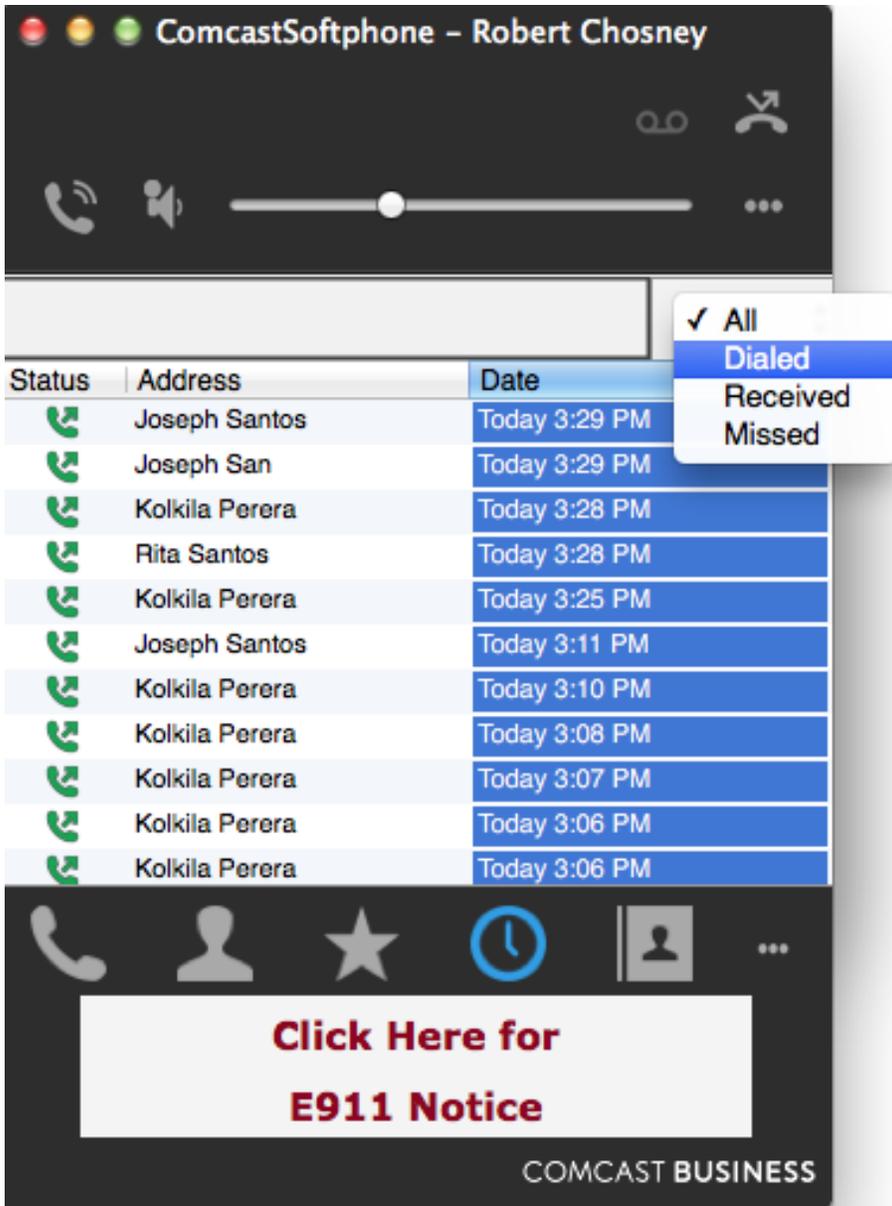
The history tab will show the calls made to and from the Comcast Softphone, it works much like an IP or analog phone call history. It does not log calls made from your other devices and/or phones. The history tab will keep your last 50 calls.



You may view your calls clicking on the columns to reorder. This can be done by ordering the status column, which is the call type (assorting ascending will start with missed and assorting descending will start with received). You may also sort by Address (name or number) or date.

FILTER HISTORY

To filter by Call Type, select the pull down list next to the search field. Selections include: All, Dialed, Received, and Missed.

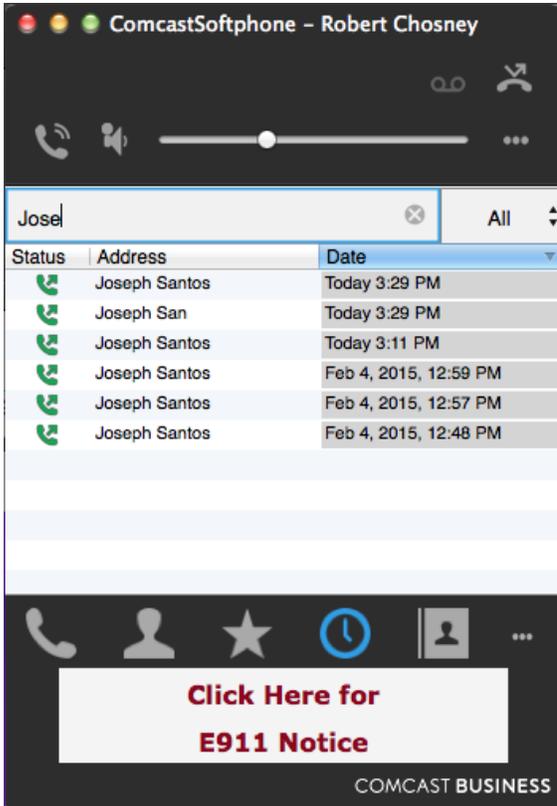


The screenshot shows the Comcast Softphone interface for Robert Chosney. At the top, there are window control buttons and the title "ComcastSoftphone - Robert Chosney". Below this is a search bar and a filter dropdown menu. The dropdown menu is open, showing the following options: "All" (selected with a checkmark), "Dialed", "Received", and "Missed". Below the dropdown is a table of call history.

Status	Address	Date
	Joseph Santos	Today 3:29 PM
	Joseph San	Today 3:29 PM
	Kolkila Perera	Today 3:28 PM
	Rita Santos	Today 3:28 PM
	Kolkila Perera	Today 3:25 PM
	Joseph Santos	Today 3:11 PM
	Kolkila Perera	Today 3:10 PM
	Kolkila Perera	Today 3:08 PM
	Kolkila Perera	Today 3:07 PM
	Kolkila Perera	Today 3:06 PM
	Kolkila Perera	Today 3:06 PM

At the bottom of the interface, there is a navigation bar with icons for home, contacts, favorites, a clock, and a profile. Below the navigation bar is a white box with the text "Click Here for E911 Notice" and the Comcast Business logo.

To filter by caller name or number, type in the first digits of the number in question or the first or last names of the caller, the search will only search with the starting characters of any number or name. For example to find USA Plumbing type in “USA” or “Plu”, typing in “umbing” will not result in a valid search.



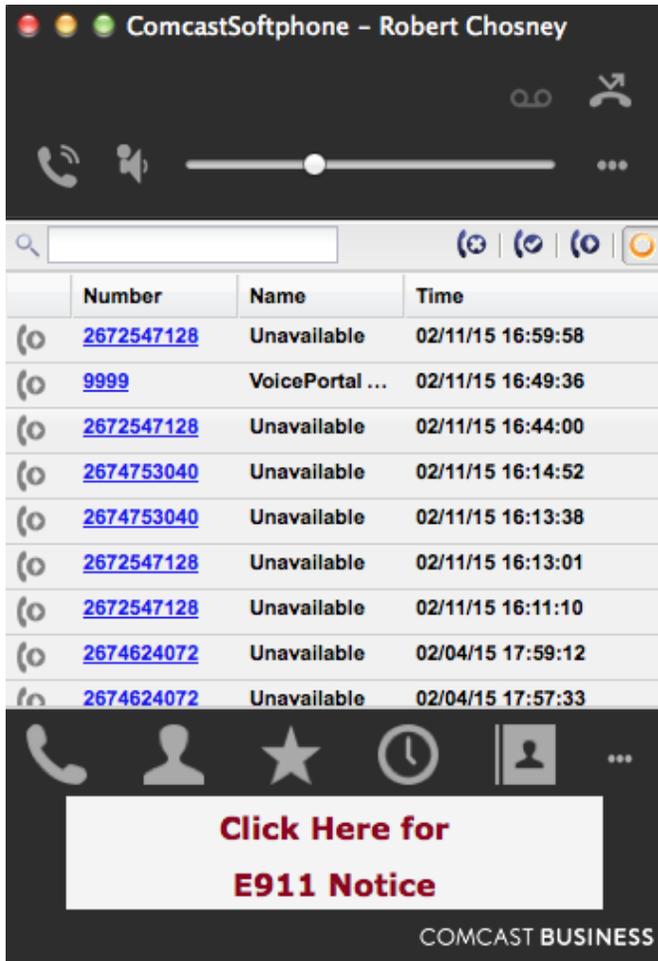
CALLING FROM HISTORY

To call from the history tab the following steps can be done:

- Right-Click with mouse and select call or video call.
- Control-Click and select call or video call.

VOICEEDGE CALL HISTORY PANEL

The VoiceEdge Call History on the Call History panel is a more comprehensive list of the calls that have been made to and from any of your VoiceEdge devices including the Be Anywhere and Remote office devices.



FILTER VOICEEDGE CALL HISTORY

Search

To do a search filter, type in the first digits of the number or the first letters in a caller name in the search field provided.

Call Type

To filter by call type press the appropriate icon to view the calls.

Missed Calls:

Received Calls:

Placed Calls:

All Calls:

CALL FROM VOICEEDGE CALL HISTORY

To call from the VoiceEdge Call History simply single click on any of the numbers that are underlined in the number column and an outbound call will be automatically placed.

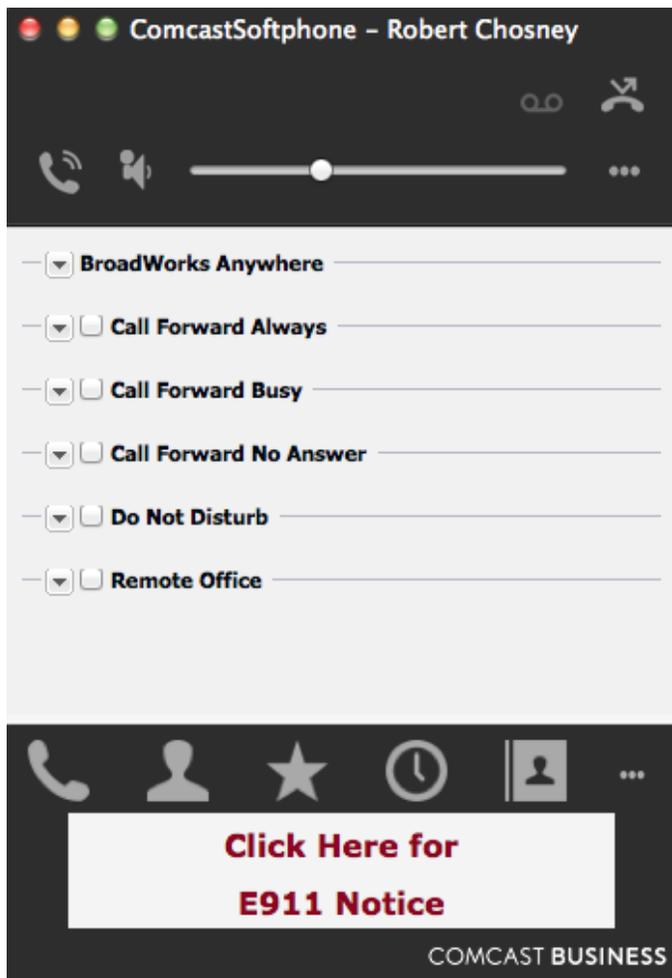
REFRESH VOICEEDGE CALL HISTORY

To Refresh the VoiceEdge Call History List either control+click or right click within the panel and select “Reload” option and the VoiceEdge Call History will be updated.

VOICEEDGE SERVICE MANAGEMENT PANEL

Some of the most common VoiceEdge features are available for configuration management in the softphone for easy access to commonly used features. The features you can modify in the Service Management Panel are:

- Be Anywhere (Listed as Broadworks Anywhere in the panel)
- Call Forward Always
- Call Forward Busy
- Call Forward No Answer
- Do Not Disturb
- Remote Office



BE ANYWHERE

Be Anywhere is listed as Broadworks Anywhere in the Softphone. The Be Anywhere service allows you to make and receive calls from any device at any location with only one phone number. Be Anywhere numbers can be chosen to ring whenever you receive an incoming call without giving out those numbers.

Number	Enabled
2152863138	<input type="checkbox"/>
2673143040	<input type="checkbox"/>
2562210241	<input type="checkbox"/>
2152867287	<input type="checkbox"/>
9999999999	<input type="checkbox"/>
2221144444	<input type="checkbox"/>
1114442222	<input type="checkbox"/>
6663399999	<input type="checkbox"/>
7771110000	<input type="checkbox"/>
8886664444	<input type="checkbox"/>
8886661111	<input type="checkbox"/>

Settings include:

- 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.
- Enable Locations:** Clicking on a location will route incoming calls to that device when checked.

To add or remove devices please use the VoiceEdge Portal at: <https://voiceedge.comcast.com>.

CALL FORWARD ALWAYS

Call Forward Always will forward all your incoming call to the number you specify. When this feature is enabled, your phone number will not ring until turned off.

Phone Number: 6304458500

Ring Splash:

- To turn the feature on check on the click box to the left of “Call Forward Always” heading. Remove check to turn the feature off.
- Enter in the phone number to forward to (required to turn feature on).

CALL FORWARD BUSY

Call Forward Busy is invoked when all your available lines are used or if you’re on a call and have call waiting turned off.

- Click the Check Box to turn on or off.
- Enter in the phone number to forward to (required).

CALL FORWARD NO ANSWER

Call Forward No Answer is invoked when a call is not answered.

NOTE: Turning on this feature will take precedence over voice messaging no answer settings.

- Click the Check Box to turn on or off.
- Enter in the phone number to forward to (required).
- Select number of rings prior to forwarding.

DO NOT DISTURB

Do Not Disturb will send all your incoming calls for voice or Call Forward No Answer if that feature is enabled. To turn on, simply click the check box.

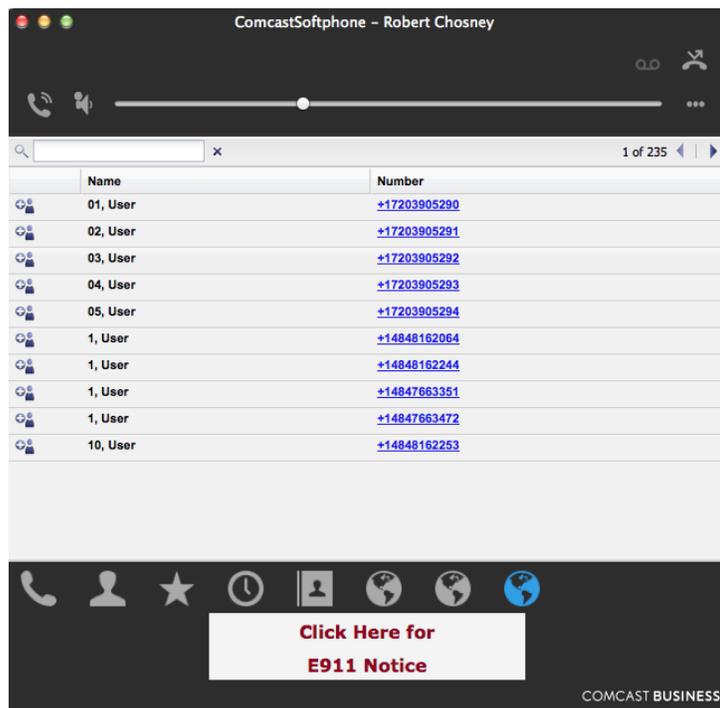
REMOTE OFFICE

This feature allows you to enable a remote location to act like your work phone. This feature will take precedence over the Be Anywhere settings for incoming calls. Note, that calls dialed from your softphone will originate from the softphone and not dial from the remote office number.

- Click the Check Box to turn on or off.
- Enter in the phone number.

GROUP DIRECTORY PANEL

The Group Directory is the Company Directory of numbers on your VoiceEdge service.



CALL FROM GROUP DIRECTORY

To call from the VoiceEdge Call History simply single click on any of the numbers that are underlined in the number column and an outbound call will be automatically placed.

SEARCH CALL DIRECTORY

To narrow down the call directory, search within the search field starting with the first letters of a user's last name.

ADD TO CONTACTS

Click the icon of the user in the left hand column next to the user name to add a user to your contact directory.

PREFERENCES

The preferences tab allows you to change the settings of your softphone and how it works. To access the preferences tab select Preferences from the Comcast Softphone on the menu. The sections of the preferences include:

- Application
- Alerts
- Devices
- Call
- Directory



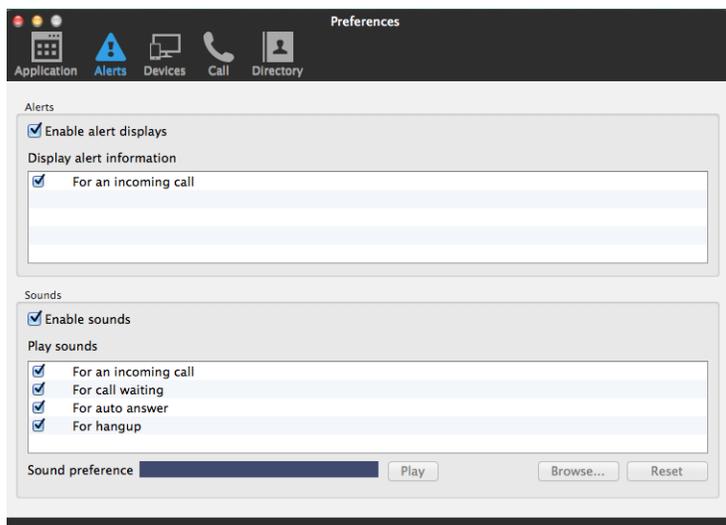
APPLICATION

Application settings include:

- Pause iTunes when making or receiving calls
- Set Application as your default softphone
- Double click options (call or email contact)

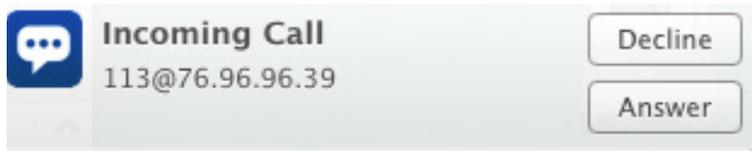
ALERTS

The alerts and sounds section includes visual and audible alerts for call events.



ALERT DISPLAYS

The alert display is a pop-up notification on the monitor for an incoming call that will allow you to answer the call, even if the application is minimized without opening the application. The visual notification will include the name of the caller and number (if available) and provide the option to answer or decline to take the call.



SOUNDS

The sounds are audible alerts that are played on the speaker of your computer for events. There are default sounds for each event or you may select your own. The events that are included are:

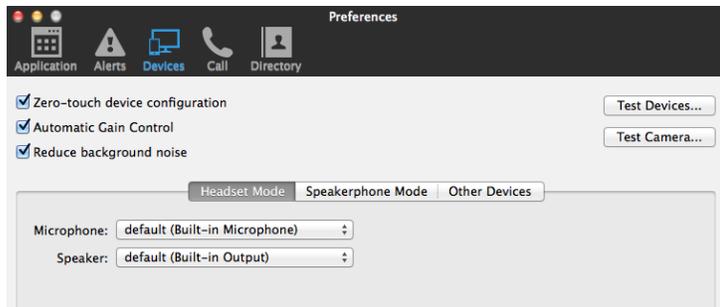
- Incoming Call
- Call Waiting (incoming call while on the phone)
- Auto-Answer
- Hang-up

You may disable all sounds by removing the check next to "Enable Sounds" or you may select by type of event.

DEVICES

The devices section allows you to manage our audio input and output devices (i.e., microphones and speakers) as well as the camera for video calls.

There are three 'tabs' for settings the Headset mode, which is the default mode, Speakerphone mode and 'other devices' which includes the video camera settings.



Headset Mode

Headset mode is the default mode for the Comcast Softphone. This doesn't require the use of a headset to be in this mode, but performance is generally enhanced when using an attached USB Headset. The Softphone itself will initially select the most appropriate device for microphone and speaker. If you override the selection, it will apply the next time you start the softphone if the device is not available.

Select Test Devices to make sure the microphone and speakers are functional.

Zero touch device configuration will look for automatically detect new devices if you change your audio or video devices.

Speakerphone Mode

The settings for speakerphone are the same as for headset mode. These settings may mirror the headset or different devices can be selected.

Other Devices

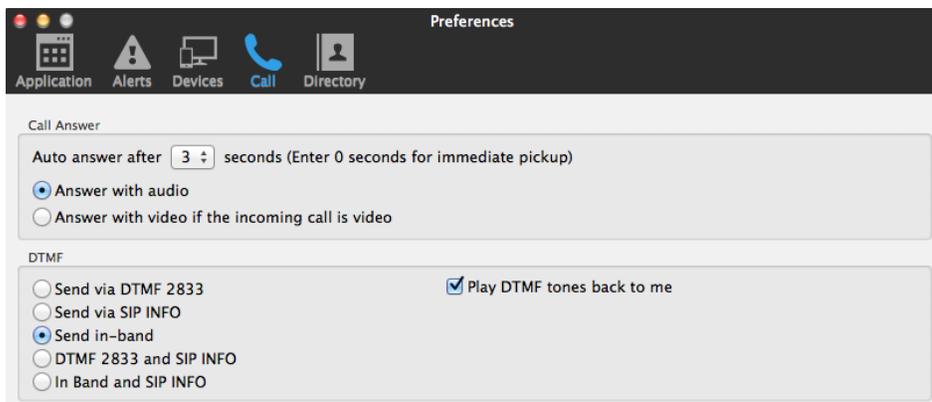
Ring On: The device you want to hear the phone ringing

Camera: Select the camera to make and receive video calls

Resolution: It is recommended to leave at standard rate. Rate may be changed to high if you have a good camera and fast computer. The resolution is too high if your computer slows down during a call or video shows black area or is marked by sharp motions and not fluid.

CALL

Select the type of network connection to your computer. You may select the type of network you have with the radio buttons or may select a custom rate. If selecting a custom rate, it is recommended that the receiving speed is not changed.



If you experience garbled remote audio, black areas in the video, video that is not fluid then reduce the speed you have selected.

If you experience good audio but poor video, then the speed may be set too low.

DIRECTORY

Connecting to third party directories is not supported by the Comcast Softphone.

APPENDIX: CONTACT LIST HEADINGS

Heading	Description
business_number	Maps for Work Number for 7 or greater digits
categories	Maps to Comcast Softphone Groups
display-name	Maps to display name
email_address	Maps to Contact email address
fax_number	Maps to fax number
given_name	Maps to First name
home_number	Maps to home number
mobile_number	Maps to mobile number
other_address	Maps to other field
sip_Address	Maps to softphone field
surname	Maps to last name
web_page	Maps to website