COMCAST BUSINESS VOICEEDGE™

QUICK REFERENCE GUIDE FOR POLYCOM VVX 310/311

COMCAST BUSINESS

SOFTKEYS *(Displayed on phone screen after pressing Home button)*

Softkeys are buttons located beneath the phone's display screen. The buttons allow you to select options visible in the display, which change based on your call status.

SOFTKEYS	DESCRIPTION
	NEW CALL – Press to start a new call.
	MESSAGES – Press to access voicemail messages.
	DO NOT DISTURB – Enable to send all incoming calls to voicemail or a pre-determined destination.

SOFTKEYS	DESCRIPTION
	FORWARD – Select to set up forwarding options for incoming calls.
	SETTINGS – Select to access and adjust your phones features, like screen brightness and ring tone.
	DIRECTORIES – Press to access your personal directory.

VOICEMAIL	**Set up voicemail**	To set up your Voicemail: • Press the button. • Enter your passcode (provided from Comcast Business or your phone administrator) then press #. • Follow the audio prompts to create a new passcode and record your name. • Press **1** to access the Voice Messaging main menu to retrieve messages and record greetings. *If you forgot or have not received your voicemail password, please contact your company's service manager or technical administrator to have it reset.*
	Access voicemail	1. Press . 2. Enter your voicemail passcode followed by #. Follow the audio prompts to retrieve your voicemail messages.
CALL HOLD	**Place a call on hold**	Press the ***[HOLD]*** softkey.
	Retrieve a call on hold	Press the ***[RESUME]*** softkey. *If you have more than one call on hold, using the navigation arrows, select the call you wish to reconnect with, and press the **[RESUME]** softkey.*

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CALL PARK	**Place a call on hold and retrieve it on another phone**	1. Press . 2. Enter * ***68*** and await the voice prompts. 3. Dial the extension number you wish to park the call on followed by #. 4. You will receive a confirmation once the call is successfully parked.
	Retrieve a parked call	1. Pick up the phone, then dial * ***88***. 2. Dial the extension number where the call was parked followed by #. *Parked calls can be retrieved from any phone within your office.*
CALL TRANSFER	**Blind / Cold:** Transfer the call *without* speaking to the intended recipient	1. Press , then press the ***[BLIND]*** softkey. 2. Dial the extension you wish to transfer the call to, then press the # to complete the transfer. *A blind transfer will send Caller ID information to the recipient.*
	Warm / Consultative: *Announce the call* to the recipient to whom you intend to transfer the call	1. Press , the caller is automatically placed on hold. 2. Enter the destination you wish to transfer the call to, then press ***[SEND]*** softkey. 3. Once the receiving party answers, ***announce the call***. 4. To complete the transfer, press again. ! *If you hang up before the call rings, the transfer will fail and the call will be disconnected.*
	Direct to Voicemail: *Transfer a call* directly to voicemail	1. Press . 2. Enter * ***55***, and follow the voice prompts; enter the user's extension followed by #. 3. You will hear a **confirmation message** which signifies the completion of the transfer.
CONFERENCE / 3-WAY CALLS	**Start a call with three or more individuals from a connected call**	1. While on a call, press ***[MORE]*** softkey. 2. Press the ***[Confrnc]*** softkey; the first call will be placed on hold. 3. Dial the internal extension or the external number to add to the conference. 4. When the second party answers, press the ***[MORE]*** softkey. 5. Press the ***[Confrnc]*** softkey to join the calls. *Note: It is best practices to consult with the second party before adding them to a conference or 3-Way call.*
CALL FORWARDING	**Always:** To forward *all* incoming calls	To Turn ***On***: 1. Dial * ***72***. 2. Following the audio prompt, ***dial the number*** to which your calls should forward. 3. Press #. To Turn ***Off***: 4. Dial * ***73***, and await the confirmation tone.
	No Answer: To forward all unanswered incoming calls	To Turn ***On***: 1. Dial * ***92***. 2. Following the audio prompt, ***dial the number*** to which your calls should forward. 3. Press #. To Turn ***Off***: 4. Dial * ***93***, and await the confirmation tone.
	Busy: To forward calls that arrive when you are already on a call when Do Not Disturb is turned on.	To Turn ***On***: 1. Dial * ***90***. 2. Following the audio prompt, ***dial the number*** to which your calls should forward. 3. Press #. To Turn ***Off***: 4. Dial * ***91***, and await the confirmation tone.

WANT TO LEARN MORE ABOUT YOUR PHONE OR NEED HELP?

HELP & SUPPORT

Visit **business.comcast.com/getstarted** for additional resources, including more robust user guides, tutorial videos, training, and access to the Business VoiceEdge Customer Forum.

ONLINE ACCOUNT MANAGEMENT

Go to **voiceedge.comcast.com** to access your Comcast Business online account where you can manage your individual Business VoiceEdge features like turn on / off call forwarding, set Do Not Disturb functionality, listen to voicemail and change or record greetings.

INTERACTIVE SESSIONS WITH A TRAINER

Visit **business.comcast.com/getstarted/webinars** to sign up for weekly live sessions with a Business VoiceEdge Trainer.

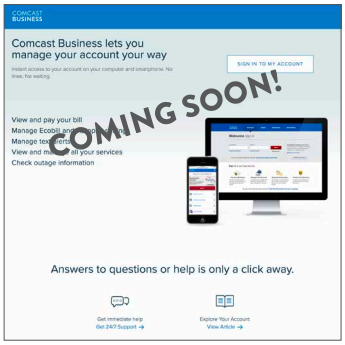
VIDEO TUTORIALS

Visit **business.comcast.com/getstarted** and click on "**Self Help Videos**."

CUSTOMER SUPPORT

If you still have a question or need help, please contact our Business VoiceEdge Customer Support at **(877) 761-7401**.

BUSINESS VOICEEDGE TOP 5 COMMON CUSTOMER QUESTIONS



1. HOW CAN I MANAGE MY BUSINESS VOICEEDGE FEATURES ONLINE?

You can manage your Business VoiceEdge features online through the Business VoiceEdge Portal at **voiceedge.comcast.com**. These features include listening to voicemail messages, reviewing call history and downloading other popular features like the Softphone.

We're excited to announce this experience will soon be integrated with the Comcast Business online account at **business.comcast.com/myaccount**. Be on the look out for more information!

2. PLACING YOUR PHONE ON DO NOT DISTURB (DND) AND FORGETTING?

You can set up an audible signal to notify you when a call comes in and your phone is on DND. To set up the signal, access your Business VoiceEdge portal, select Feature Settings, then Privacy. Check the box next to "Play ring reminder" next to Do Not Disturb.

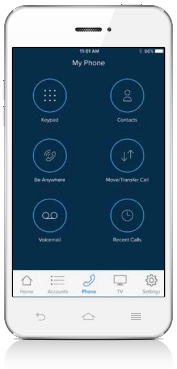
3. HOW DOES BE ANYWHERE WORK AND HOW DO I SET IT UP?

Be Anywhere is a Business VoiceEdge feature that allows you to make and receive business calls from virtually any phone, anywhere while still displaying the Caller ID of your business landline. The call can also ring on all your phones, including your landline or mobile. Set up Be Anywhere and never miss an important phone call again. Simply log into your online account to manage your Be Anywhere settings and devices.

4. WHAT IS THE COMCAST BUSINESS APP AND HOW DO I DOWNLOAD IT?

The Comcast Business app allows you to extend the power of your Business VoiceEdge service by accessing a variety of advanced phone services all from your iPhone or Android, including:

- Have your business calls follow you by ringing your mobile or other phones for incoming calls
- Show your Business VoiceEdge business number when making calls from your smartphone
- Dial quickly using your Business VoiceEdge directory, smartphone directory, and your business call log
- Listen to business voicemail on your mobile, and record and select voicemail greetings



Download for free from the App Store or Google Play and search for "***Comcast Business***."

5. WHERE CAN I LEARN MORE?

Visit **business.comcast.com/getstarted** for additional resources, including more robust user guides, tutorial videos and training options. If you still have a question, please contact the Business VoiceEdge Customer Support at **(877) 761-7401**.

EASILY MANAGE YOUR SERVICES ONLINE

Please visit **business.comcast.com/myaccount** to access your online account, manage your services and features, pay your bill online, as well as access help and support materials for your Comcast Business products.

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