**CHARGE/NEW VOICEMAIL INDICATOR LIGHT**

**DISPLAY**

**HEADSET JACK**

**SOFT KEYS**

**SPEAKER PHONE**

**NAVIGATION KEYS**

**END CALL/ EXIT KEY**

**VOICEMAIL/ HOLD CALL**

**TRANSFER CALL**

**MICROPHONE**

**FUNCTION KEY**

## DISPLAY ICONS AND SOFTKEYS

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.

| DISPLAY ICON | DESCRIPTION |
|---|---|
| | Signal Strength Indicator |
| | Signal Strength Indicator - Out of Range |
| | Off-hook Status |
| | Intercom Indicator |
| | Voice Message |
| | Navigator Key Guidance |
| | Battery Indicator |
| | Battery Indicator - Needs to be charged |
| | Incoming Call Log |

| DISPLAY ICON | DESCRIPTION |
|---|---|
| | Outgoing Call Log |
| | Phonebook |
| | Ringer Off |
| | Silent Mode |
| | Auto Answer |
| 1 | Base unit number (when registered to multiple base units) |
| | Registration number of handset/ desk phone |
| Fwd | Call Forwarding |
| DND | Do Not Disturb |

| SOFTKEYS | DESCRIPTION |
|---|---|
| | Returns to the previous display |
| | Opens the phonebook (pressing for more than 2 seconds locks the phonebook) |
| | Displayed when in Phonebook Lock |
| | Displays caller information stored in the Handset Phonebook while receiving a call |
| BASE | Displays caller information stored in the base unit while receiving a call |
| CONF | Establishes a multiple-party conversation (conference) |
| MUTE | Turns the microphone mute feature on or off during a conversation (flashes when Mic Mute is on) |
| ANSWER | Answer key |

| VOICEMAIL | Set up voicemail | To set up your Voicemail: |
|---|---|---|
| | | • Press **[HOLD/MSG]**. |
| | | • 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 **[HOLD/MSG]**. |
| | | 2. Enter your voicemail passcode followed by **#**. Follow the audio prompts to retrieve your voicemail messages. |

| CALL HOLD | Place a call on hold | Press *[HOLD/MSG]*. |
|---|---|---|
| | Retrieve a call on hold | Press *[HOLD/MSG]*. |
| **CALL PARK** | **Place a call on hold and retrieve it on another phone** | 1. Press *[XFER/CLR]*.<br>2. Dial `*` `68` and follow the voice instructions.<br> • Dial the extension you wish to park the call on then press `#`.<br> • Dial `#` to park on your own extension.<br>3. The call is now parked. |
| | **Retrieve a parked call** | 1. Dial `*` `88`, and press the *[TALK]* key.<br>2. Dial the number where parked , then press `#`. |
| **CALL TRANSFER** | **Blind / Cold:** Transfer the call *without* speaking to the intended recipient | 1. Press **BLIND** on the screen.<br>2. Dial the number you wish to transfer the call to, then press **CALL** on the screen. |
| | **Warm / Consultative:** *Announce the call* to the recipient to whom you intend to transfer the call | 1. Press *[XFER/CLR]*.<br>2. Dial the number you want to transfer the call to, then press **CALL** on the screen.<br>3. When the other party answers, announce the transfer.<br>4. Complete the transfer by pressing *[XFER/CLR]* again. |
| | **Direct to Voicemail:** *Transfer a call* directly to voicemail | 1. Press *[XFER/CLR]*.<br>2. Dial `*` `55` followed by the extension; you will hear an audio prompt that the call has been transferred. |
| **CONFERENCE / 3-WAY CALLS** | **Start a call with three or more individuals from a connected call** | 1. While on a call, press **FUNC**.<br>2. Using the navigation arrows, scroll to **CONF**.<br>3. Click *[OK]* and your first call will be placed on hold.<br>4. Dial the second number and press **CALL**.<br>5. When the second party answers, press the **CONF** softkey.<br>*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 | 1. Press 📞 and dial `*` `72`.<br>2. Enter the phone number to which calls will be forwarded.<br>3. Replace telephone handset. Call Forwarding Always is now on. To turn off Call Forwarding Always, dial `*` `73`. |
| | **No Answer:** To forward all unanswered incoming calls | 1. Press 📞 and dial `*` `92`.<br>2. Enter the phone number to which calls will be forwarded.<br>3. Replace telephone handset. Call Forwarding No Answer is now on. To turn off Call Forwarding No Answer, Press 📞 and dial `*` `93`. |
| | **Busy:** To forward calls when your phone is busy (if you are on a call and call waiting is not enabled). | 1. Press 📞 and dial `*` `90`.<br>2. Enter the phone number to which calls will be forwarded.<br>3. Replace telephone handset. Call Forwarding Busy is now on. To turn off Call Forwarding Busy, dial `*` `91`. |

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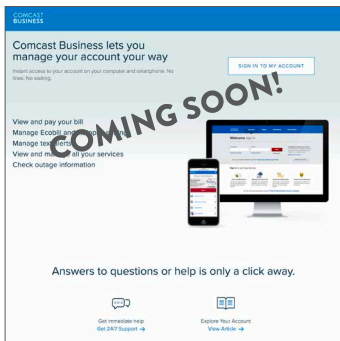
### VIDEO TUTORIALS
Visit **business.comcast.com/getstarted** and click on "**Self Help Videos**."

### 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
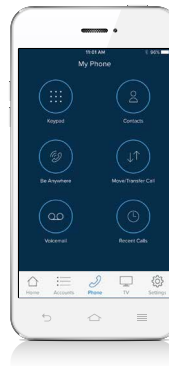


**Download** for free from the App Store or Google Play and search for "**Comcast Business**."

## 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**.

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### 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.