WELCOME TO COMCAST BUSINESS
MANAGED VOICE

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Our cordless phone solution was designed to provide a single telephone number that can be shared across all of your phones, and simple simultaneous ring. Although all phones share the same phone number, each can have a separate conversation. The phone below is a Panasonic TPA60. This phone does not require any telephone wiring but does need to be plugged into a power outlet.

NEW VOICEMAIL LIGHT

HEADPHONE JACK

DISPLAY

SPEAKER PHONE
NAVIGATION KEYS
VOICEMAIL/HOLD

SOFT KEYS
END CALL
TRANSFER

FUNCTION

Below are display icons and soft keys that will appear on your phone screen. Display icons are indicators for items like signal strength and battery level. Soft keys are the three buttons located beneath the phone's display screen that allow you to select options such as phone book.

IMAGE	DESCRIPTION	IMAGE	DESCRIPTION	IMAGE	DESCRIPTION
	Signal Strength		Outgoing Call Log		Return to Previous Display
	Signal Out of Range		Phonebook		Open Phonebook (Press for 2 seconds to unlock)
	Off-Hook Status		Ringer Off		Caller's Phonebook Info.
	Voice Message		Silent Mode		Caller's Info. From Base Unit
	Navigator Key Guidance		Auto Answer		3-Way Call
	Battery Level		Base Station		Mute
	Battery Not Charged	Fwd	Call Forwarding On		Answer
	Incoming Call Log	DND	Do Not Disturb On		

Each site must have a Panasonic base station KX-TGP600. This base station connects directly into your router, and transmits a signal to each phone. The base station must be within 100 feet of each phone. Check the signal strength by viewing the display icon.

ADVANCED PHONE FEATURES

To use advanced functionality, follow the directions below:

FEATURE/SERVICE	INSTRUCTION
SET UP VOICEMAIL	• Press the **[MESSAGE]** button. • Enter your passcode (provided prior or during installation), 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.
ACCESS VOICEMAIL	• Press the **[MESSAGE]** button and enter your voicemail passcode, followed by **#**.
CALL HOLD	• Press **[HOLD]** to turn on Call Hold. Press **[HOLD]** to turn-off Call Hold.
CALL TRANSFER TO ANOTHER SITE *Note: You cannot transfer to another phone at your site.*	**Blind/Cold: Transfer the call without speaking to the intended recipient** • Press **[BLIND]** on the screen. • 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** • Press **[TRANSFER]**. Dial the number you want to transfer the call to, then press **[CALL]** on the screen. • When the other party answers, announce the transfer. • Complete the transfer by pressing **[TRANSFER]** again. **Direct to Voicemail: Transfer a call directly to voicemail** • Press **[TRANSFER]**. • Dial ***55** followed by the extension; you will hear an audio prompt that the call has been transferred.
3-WAY CALLS	**Start a call with three individuals** • While on a call, press **[CONF]**. Dial the second number and press **[CALL]**. • When the second party answers, press the **CONF** on the screen.
CALL FORWARDING TO ANOTHER PHONE NUMBER	**Always: To forward all incoming calls** • Press and dial ***72**. Then, enter the phone number to which your calls will be forwarded. • To turn off Call Forwarding Always, dial ***73**. **No Answer: To forward all unanswered incoming calls** • Press and dial ***92**. Enter the phone number to which your calls will be forwarded. • To turn off Call Forwarding No Answer, dial ***93**. **Busy: To forward calls when your phone is busy (if call waiting is not enabled).** • Press and dial ***90**. • Enter the phone number to which your calls will be forwarded. • To turn off Call Forwarding Busy, dial ***91**.

MANAGED VOICE SPECIALTY FEATURES

The following additional features are available upon request.

• Business Continuity – If the voice equipment loses internet connectivity (due to power outage or loss of connectivity), phone calls can be routed to a specified phone number.

• Extension Dialing – We support site to site extension dialing.

• Outbound Caller ID – Select the Outbound Caller ID name and number.

Need more information? Navigate to **comcast.business.com/mv** for an interactive tutorial.

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