

# Comcast Business VoiceEdge™ | Quick Reference Guide for Polycom 335

## 1. Use Your New Phone & Voicemail

### Business VoiceEdge Voicemail

Comcast Business VoiceEdge Voicemail enables you to manage your time without missing your calls. Callers can leave a message while you're on the phone, off site, or just need phone-free time to focus on a project. If you are away from the office, you can opt to be notified via text message or email that you have messages waiting.

### Setting up Voicemail

To set up your new Comcast Business VoiceEdge Voicemail service, follow these easy-to-use instructions. The first time you call into your Comcast Business VoiceEdge Voicemail, you will be asked to create a new password and record your name to personalize the greeting that callers will hear when they reach your voicemail.

**Notes:** Each line has its own voicemail account and must be set up individually.

### Accessing Voicemail

There are three ways to access your voicemail:

#### From your phone:

1. A voice mail icon on the screen, a flashing line key, and a status bar icon indicate one or more new voice mail messages.

#### To listen to voice messages:

1. Press the **Msgs** soft key or press **7** and select **Features > Messages**.
2. Press the connect soft key, and then follow voice prompts.

#### From your desktop:

1. Log into the VoiceEdge portal at [business.comcast.com/voportal](http://business.comcast.com/voportal) to view voicemail online or click the "Dear Receptionist" icon on the "Telephony" toolbar.

#### Away from your office:

1. Dial your office telephone number.
2. When your personal greeting starts, press **7**.
3. Enter your password when prompted.

### Placing a Call

#### Using the Handset:

Pick up the handset, and then dial the number. Or, dial the number first, and then pick up the handset.

#### Using the hands-free Speakerphone:

- With the handset on-hook, press **☎**, any assigned line key, or the **NewCall** soft key. Then, enter the number.
- or
- Dial the number, and then press **☎** or **☎**.



#### Using the optional Headset:

- With the headset connected, press **☎**, any assigned line key, or the **NewCall** soft key.
- or
- Dial the number, and then press **☎**.

During a call, you can alternate between modes by pressing **☎** or **☎** or picking up the handset.

#### Answering a Call

**Handset:** Pick up the handset.

**Speakerphone:** Press **☎**, the line key, or the **Answer** soft key.

**Headset (optional):** Press **☎**.

Incoming calls may be denied by pressing the **Reject** soft key during ringing.

#### Ending a Call

Press the **EndCall** soft key or the line key corresponding to the line. Or, depending on the call mode, press **☎**, press **☎**, or hang up the handset.

#### Redial

Press **☎** to display the Placed Call list. Scroll to select the desired recipient and press **☎** again.

#### Call Transfer

1. During a call, press the **Trans** soft key (the active call is placed on hold).
2. Place a call to the party to which you want to transfer the call.
3. After speaking with the second party, press the **Trans** soft key to complete the transfer.

Press the **Blind** soft key to transfer the call without speaking to the second party. Transfer can be cancelled during establishment by pressing the **Cancel** soft key. The original call is resumed.

## 2. Learn More

We provide a unique, interactive training program that can be completed online or on desktop – whatever is most convenient for you. We recommend all users attend training near the time of install. In addition, we have self-help videos to guide you through how to set up and use individual features – you and your colleagues can view these at any time. Please visit [business.comcast.com/getstarted](http://business.comcast.com/getstarted) for details.

OVERVIEW & FEATURE DEMO	High-level basics of VoiceEdge	Monday, Tuesday
BASIC PHONE TRAINING	How to use your VoiceEdge phone	Wednesday, Thursday
UNIFIED COMMUNICATIONS	Advanced features for desktop and mobility integration	Thursday
TECH ADMIN TRAINING	Manage users and group features via Business VoiceEdge portal	Friday
RECEPTION CONSOLE	Learn the software-based Receptionist Console software	Custom session

# Polycom 335 Quick User Guide

**G Psacharopoulos**



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In an era characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its capability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Polycom 335 Quick User Guide**," a mesmerizing literary creation penned by a celebrated wordsmith, readers attempt an enlightening odyssey, unraveling the intricate significance of language and its enduring affect our lives. In this appraisal, we shall explore the book is central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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### **Table of Contents Polycom 335 Quick User Guide**

1. Understanding the eBook Polycom 335 Quick User Guide
  - The Rise of Digital Reading Polycom 335 Quick User Guide
  - Advantages of eBooks Over Traditional Books
2. Identifying Polycom 335 Quick User Guide
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Polycom 335 Quick User Guide
  - User-Friendly Interface
4. Exploring eBook Recommendations from Polycom 335 Quick User Guide
  - Personalized Recommendations
  - Polycom 335 Quick User Guide User Reviews and Ratings
  - Polycom 335 Quick User Guide and Bestseller Lists

5. Accessing Polycom 335 Quick User Guide Free and Paid eBooks
  - Polycom 335 Quick User Guide Public Domain eBooks
  - Polycom 335 Quick User Guide eBook Subscription Services
  - Polycom 335 Quick User Guide Budget-Friendly Options
6. Navigating Polycom 335 Quick User Guide eBook Formats
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7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Polycom 335 Quick User Guide
  - Highlighting and Note-Taking Polycom 335 Quick User Guide
  - Interactive Elements Polycom 335 Quick User Guide
8. Staying Engaged with Polycom 335 Quick User Guide
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Polycom 335 Quick User Guide
9. Balancing eBooks and Physical Books Polycom 335 Quick User Guide
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Polycom 335 Quick User Guide
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Polycom 335 Quick User Guide
  - Setting Reading Goals Polycom 335 Quick User Guide
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Polycom 335 Quick User Guide
  - Fact-Checking eBook Content of Polycom 335 Quick User Guide
  - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

### 14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

## **Polycom 335 Quick User Guide Introduction**

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