

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/voicemail 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 **SPK**.



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 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

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TD Snyder



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