## VOICEMAIL

**Set up voicemail**
The first time you call into your voicemail, you'll be asked to create a new password for future access and record a personalized greeting that callers will hear when they reach your voicemail.

**Access voicemail**
1. Press [HOLD/MSG]
2. Dial your password. The first time you call in, use the password Comcast sent you in your “Comcast Business VoiceEdge Credentials” email (see the “Be Anywhere/Voicemail PIN” field).

## CALL HOLD

**Place a call on hold**
Press [HOLD/MSG]

## CALL PARK

**Place a call on hold to retrieve on another phone**
1. Press [HOLD/MSG]
2. Press [LINE] on the screen
3. Arrow up / down to get to the “FREE” line, then press [OK] and wait for the dial tone
4. Dial *68 and follow the voice instructions
   - Dial the extension you wish to park the call on then press #
   - Dial # to park on your own extension
5. The call is now parked

## CALL RETRIEVE

**Retrieve a call on hold**
Press [HOLD/MSG]

**Retrieve a parked call**
1. Press and dial *88, listen for the prompts
2. Dial the number where parked, then press #

## CALL TRANSFER

**Consultative / Warm:** To announce the call to the recipient to whom you intend to transfer the call
1. Press [XFER CLR]
2. Dial the number you want to transfer the call to, then press [CALL] on the screen
3. Wait until the other party answers to announce the transfer
4. Complete the call by pressing 

**Blind / Cold:** To transfer the call without speaking to the intended recipient
1. Press [BLIND] on the screen
2. Dial the number you want to transfer the call to, then press [CALL] on the screen

**Transfer a call directly to voicemail**
1. Press [BLIND] on the screen
2. Dial *55 and the extension, then press [CALL] on the screen

## CONFERENCE CALL

**Start a call with three or more individuals from a connected call**
1. While on an active call, press [HOLD/MSG]
2. Dial the internal extension or the external number to add to the conference, then press [CALL] on the screen
3. Wait for the second party to answer

   **Note:** It is best practices to consult with the second party before adding them to a 3-Way Call
4. Press [CONF] on the screen to merge the calls

## CALL FORWARDING

**Always:** Forwards all incoming calls to a designated number
1. Press [BLIND] and dial *72
2. Enter the phone number to which calls will be forwarded
3. Replace telephone handset. Call Forwarding Always is now on.

To turn off call forwarding always, dial *73

**Busy:** Forwards calls when your phone is busy (if you are on a call and call waiting is not enabled)
1. Press [BLIND] and dial *90
2. Enter the phone number to which calls will be forwarded
3. Replace telephone handset. Call Forwarding Busy is now on.

To turn off call forwarding busy, dial *91

**No Answer:** Forwards all unanswered calls
1. Press [BLIND] and dial *92
2. Enter the phone number to which calls will be forwarded
3. Replace telephone handset. Call Forwarding No Answer is now on.

To turn off call forwarding no answer, Press [BLIND] and dial *93

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Want to learn more about your phone? Visit business.comcast.com/getstarted.
BUSINESS VoiceEdge TOP 5 COMMON CUSTOMER QUESTIONS

WHAT IS THE BUSINESS VoiceEdge PORTAL AND HOW DO I ACCESS IT?
The VoiceEdge Portal is an online account where you can manage the features of your VoiceEdge service. This includes features like Be Anywhere calling, listening to voicemail messages, reviewing call history and downloading other popular features like the Softphone. To access the VoiceEdge Portal, go to https://voiceedge.comcast.com. For more information on the use of the VoiceEdge portal at your company, see your system administrator.

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 VoiceEdge portal, select Feature Settings, then Privacy. Check the box next to “Play ring reminder” next to Do Not Disturb.

HOW DOES BE ANYWHERE WORK AND HOW DO I SET IT UP?
Be Anywhere is a VoiceEdge feature that allows you to make and receive business from virtually any phone, anywhere while still displaying the Caller ID of your business landline. The call can also ring on all your devices, including your landline, mobile phone and tablet. Set up Be Anywhere and never miss an important call again. Simply log into your online account and go to Feature Settings, select Work Remote and manage your Be Anywhere settings and devices.

WHAT IS THE COMCAST BUSINESS MOBILE APP AND HOW DO I DOWNLOAD IT?
The Comcast Business mobile app allows you to extend the power of your VoiceEdge service by accessing a variety of advanced phone services all from your iPhone or Android. Including:

- Never Miss a Business Call
  - Have your business calls follow you by ringing your mobile or other phones for incoming calls
  - Be alerted of new business calls and voicemail
  - Use your personal device to make business calls
- Use Your Personal Phone to Make Business Calls
  - Show your VoiceEdge business number when making calls from your smartphone
  - Dial quickly using your VoiceEdge directory, smartphone directory, and your business call log

- Business Voicemail at Your Fingertips
  - Listen to business voicemail on your mobile device, and record and select voicemail greetings
  - Forward the business voicemail as an email attachment using your personal smartphone

Download for free from the App Store or Google Play and search for “Comcast Business Voice.”

WHERE CAN I GO TO LEARN MORE OR GET HELP?

<table>
<thead>
<tr>
<th>HELP &amp; SUPPORT</th>
<th>Visit business.comcast.com/getstarted for additional resources, including more robust user guides, tutorial videos and access to the Business VoiceEdge portal where you can manage your individual features.</th>
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<td>Go to voiceedge.comcast.com to access the Business VoiceEdge portal where you can manage your individual features like ring-to phones, turn on / off call forwarding, set Do Not Disturb functionality, listen to voicemail and change or record greetings.</td>
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<td>INTERACTIVE SESSIONS WITH A TRAINER</td>
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