

THE COMCAST BUSINESS APP

Business VoiceEdge™



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Requirements:

Business VoiceEdge Unified Communications Account. <i>Note: You will need your sign-in credentials.</i>	
Apple	Android
- iPhones running: iOS 8, 9, 10	- Androids running: Kitkat 4.4, Lollipop 5.5, Marshmallow 6.1, Nougat 7.0

How to Download from the Apple App Store or Google Play

The Comcast Business App integrates the Business VoiceEdge phone with either your iPhone or your Android device.

Note: You must have a Business VoiceEdge Unified Communication seat to use the VoiceEdge features of this application.

Here's how you can download the application:

1. From your phone, visit either the Apple App Store or the Google Play store.
2. Search for **Comcast Business**.
3. Select the **Comcast Business My Account** app.
4. Tap **Install**.

Once installed, tap on the application and follow the sign-in instructions below:



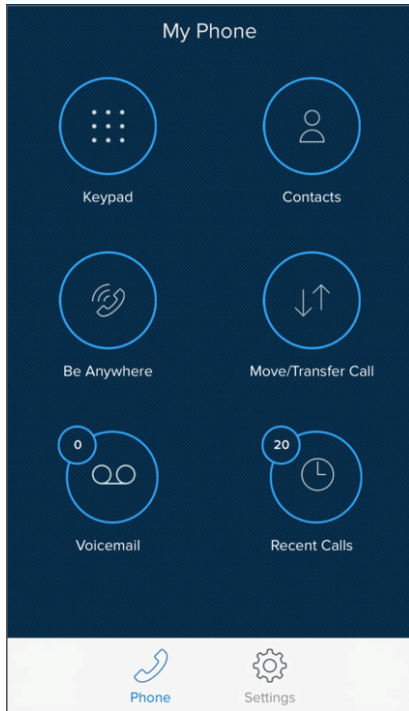
User Sign-in:

1. Enter your **Business VoiceEdge** username.
2. Enter your **Business VoiceEdge** password.
3. Select **Keep Me Signed In** to auto sign-in on subsequent uses.
4. Tap **Sign in**.

* **Business VoiceEdge user** sign-in/password is the same as your Business VoiceEdge portal or Comcast Business online account sign-in.

Phone Screen

To use the Comcast Business App with Business VoiceEdge, tap on the **Phone icon** at the bottom.

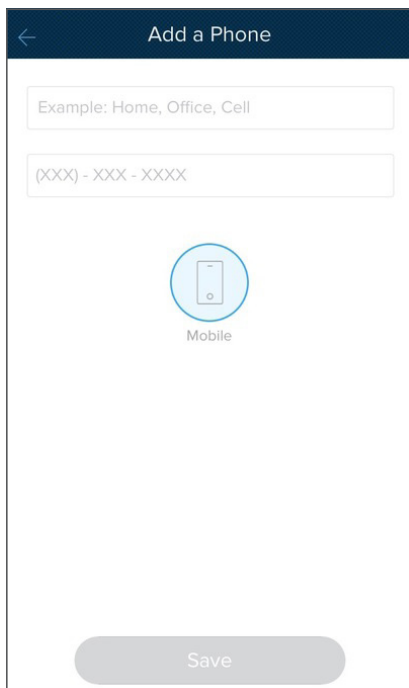


From the My Phone screen, you can access:

- Dialing Keypad
- Contacts Directory
- Be Anywhere
- Move/Transfer Call
- Voicemail
- Recent Calls

First Time Sign-in – Setup

After signing in the first time, you will be asked to add your phone. You can either select your phone from the list or add a phone.



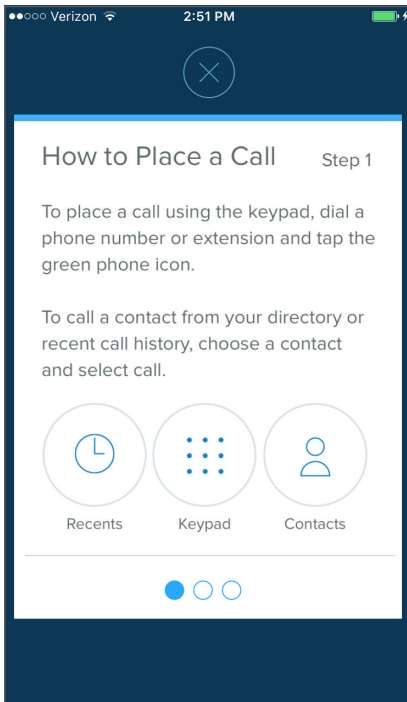
To add a phone:

1. Tap **Add a Phone**
2. Enter a name for your phone, e.g. "Joe's iPhone".
3. Enter the phone number.
4. Tap the phone type (Mobile, Office or Home)
5. Tap **Save**.
6. You may also add any additional numbers, such as your home or mobile number. Once you've added all of your desired phones you can begin using the app.

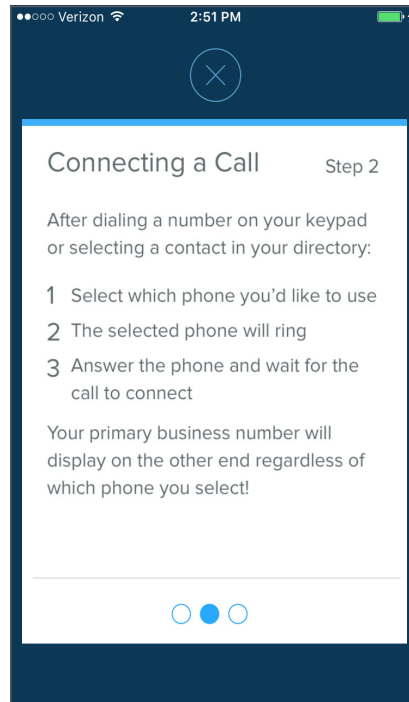
First Time Sign-in – Tutorial

After you set up the app, you'll be guided through how to place or move a call.

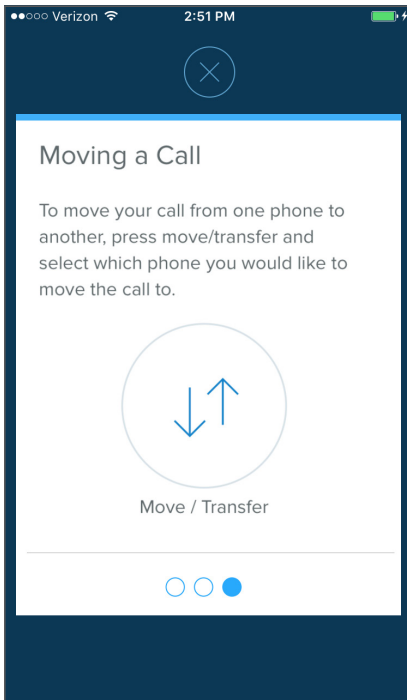
How to Place a Call



Connecting a Placed Call

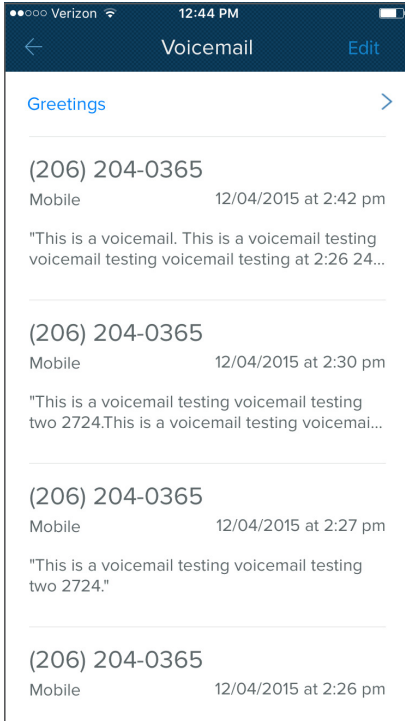


Move Call Screen

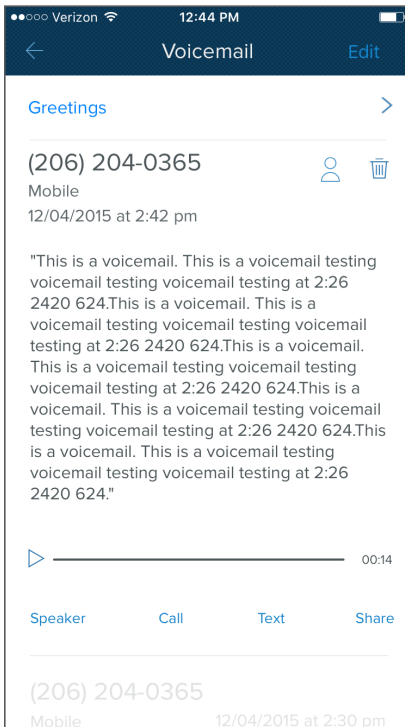


Voicemail

The Voicemail screen allows you to listen to new voicemails and manage your greetings.



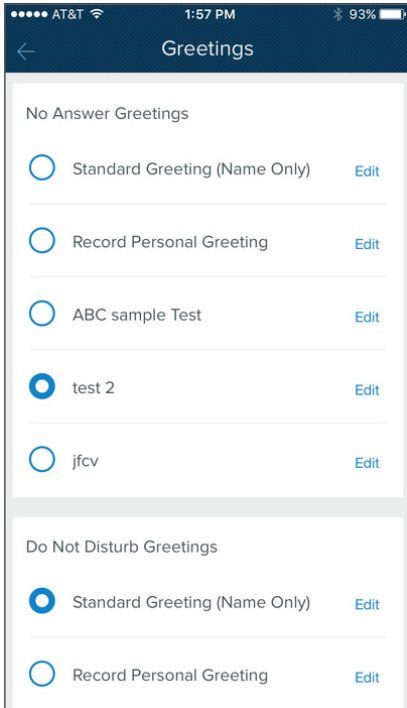
On the main screen, tap a Voicemail file to select one of the following options:



- **Play icon** to listen to the voicemail.
- **Speaker icon** to turn on the phone's speaker.
- **Call Back** to call the contact from the voicemail.
- **Text Back** to text the contact.
- **Information** icon to view caller information and add to contacts.
- **Send** to send the message as an attachment.
- **Trash Bin** to delete the voicemail.

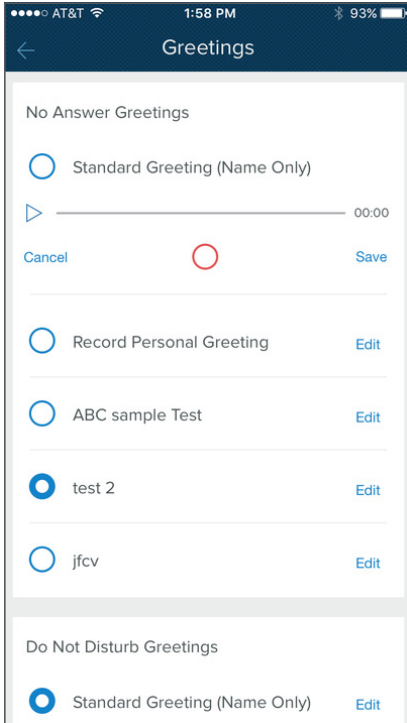
Voicemail Greetings

Selecting **Greetings** on the voicemail screen allows you to select and change **No Answer** and **Busy Greetings**. A **Busy Greeting** will be played for the incoming caller when you are already on a call or have turned on **Do Not Disturb**.



Tap **Record a New Personal Greeting** to record a new greeting. If you want to change one of your greetings, just tap an existing greeting.

- A greeting's name/description can be updated for up to three alternate messages after the recording is completed and saved.
- Your greetings cannot exceed 1:15 minutes.



1. Tap the **red Recording icon** to record the greeting.
2. After you've finished recording, tap the **Play icon** to listen back.
3. Press **Save** to upload your greeting.

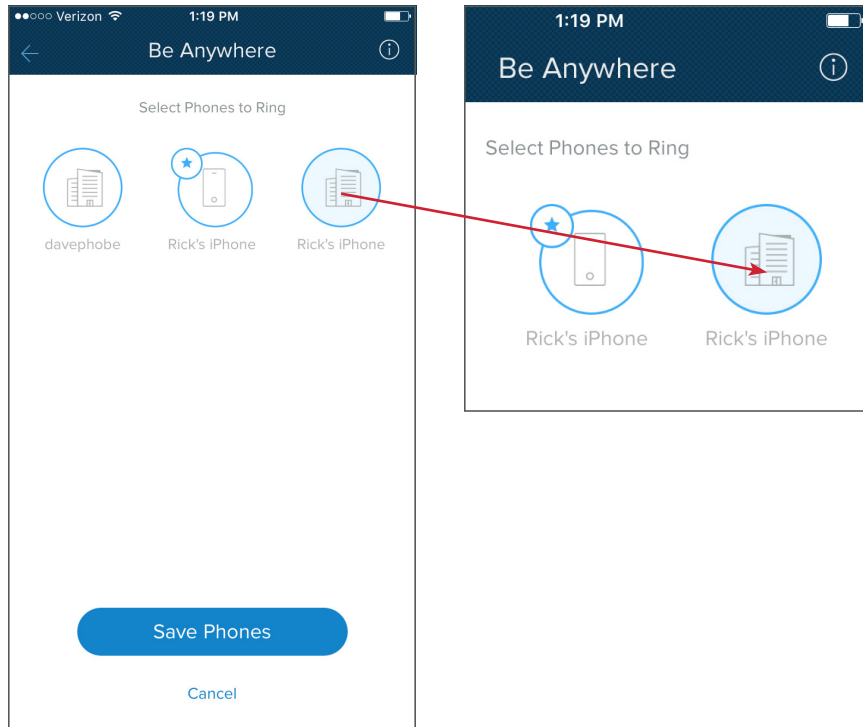
Note: You can only change a greeting name while recording a new greeting.

Be Anywhere

Take business calls – anytime, anywhere. With Be Anywhere, make and receive calls from any device at any location using your primary business number. Your currently activated device will be highlighted.

To add another device, tap **Add Phone**.

- Only one number can be associated to Be Anywhere in the group. An error message will be displayed if the same number is being associated to multiple users as Be Anywhere.



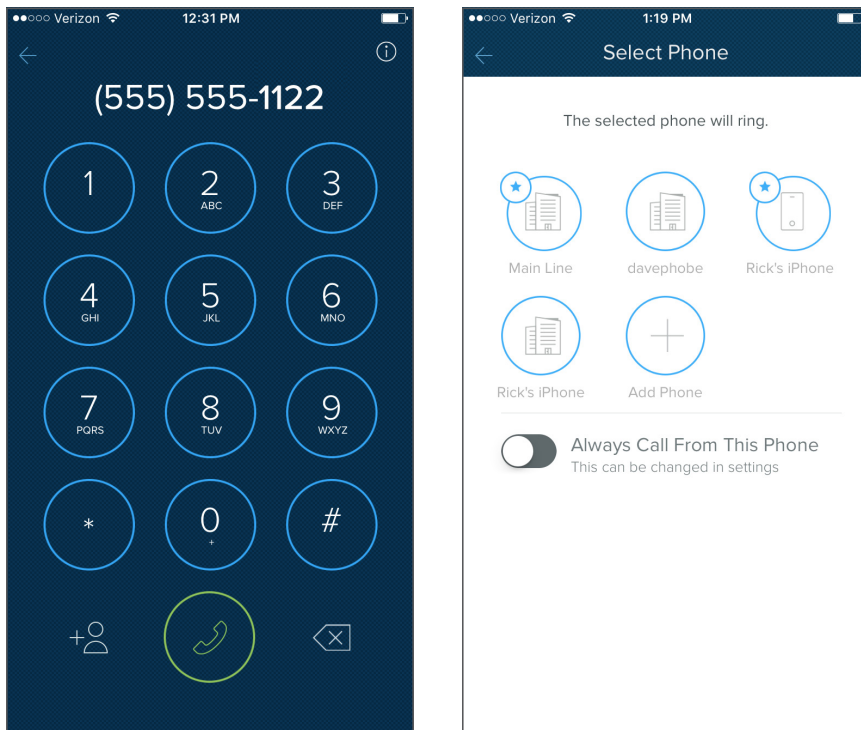
Keypad Dialing

Placing calls using the app rather than your phone's native dialer has several advantages:

- The call will appear to come from your primary business number, keeping your phone's number private. This reduces the chance of your call being screened and ignored if the recipient recognizes your primary business number.
- A call placed through the mobile app can be transferred to another party.
- A call placed through the mobile app can be moved to a different phone with no disruption to the call (e.g. from your mobile to your desk **phone**).

To use Keypad Dialing:

1. Use the keypad to dial an extension or full phone number and tap the **green Handset icon** to make a call.



2. Select the phone from which you want to place the call (this is usually the cell phone you are using to place the call).
3. Answer the call on your device. The call is then placed to the number you are dialing.

Set Your Default Phone for Placing Calls

If you expect to call with the app from one device more than others (for example, your personal cell phone), you can save time by setting that device as the default phone for placing calls. To do this:

1. On the bottom right of your app, tap **Settings**.
2. Tap **Phone Settings**
3. Tap the **white circle** next to Always Call from This Phone so the circle is outlined in blue.

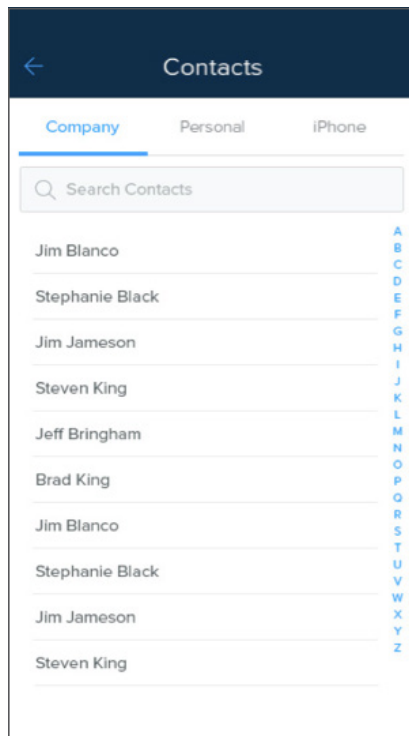
To undo this setting, follow the steps above and tap the circle again to turn it gray.

Contacts

The Contacts feature allows quick access to your contacts, your Business VoiceEdge directory and your personal directory.

To call contacts from your directory or recent call history, tap a contact and tap **Call**.

As with Keypad Dialing, placing a call using the app's Contact directory provides unique advantages over calling directly from your phone's Contacts. These include having your call appear to come from your business number, having the option to transfer the call, and the ability to move it to a different device.

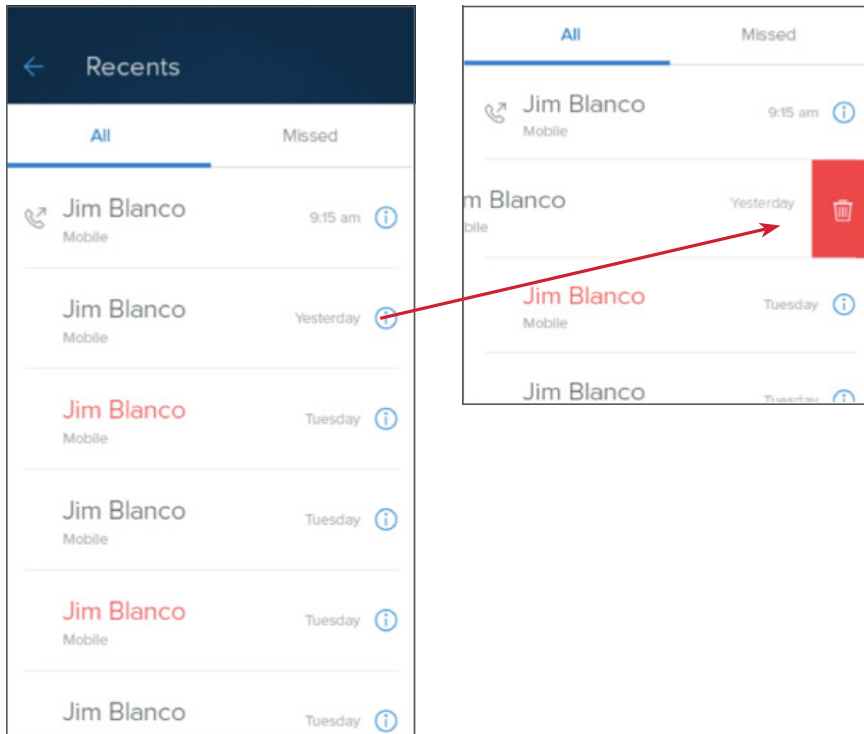


Recent Calls

Recent Calls allows you to browse through the previous 25 missed, placed, and received calls in your call log.

Tap the **Phone icon** to call a contact.

Tap the **Information icon** to view information or add to your phone's contacts.



Do Not Disturb

The Do Not Disturb feature can be switched on from the Settings screen.

To activate:

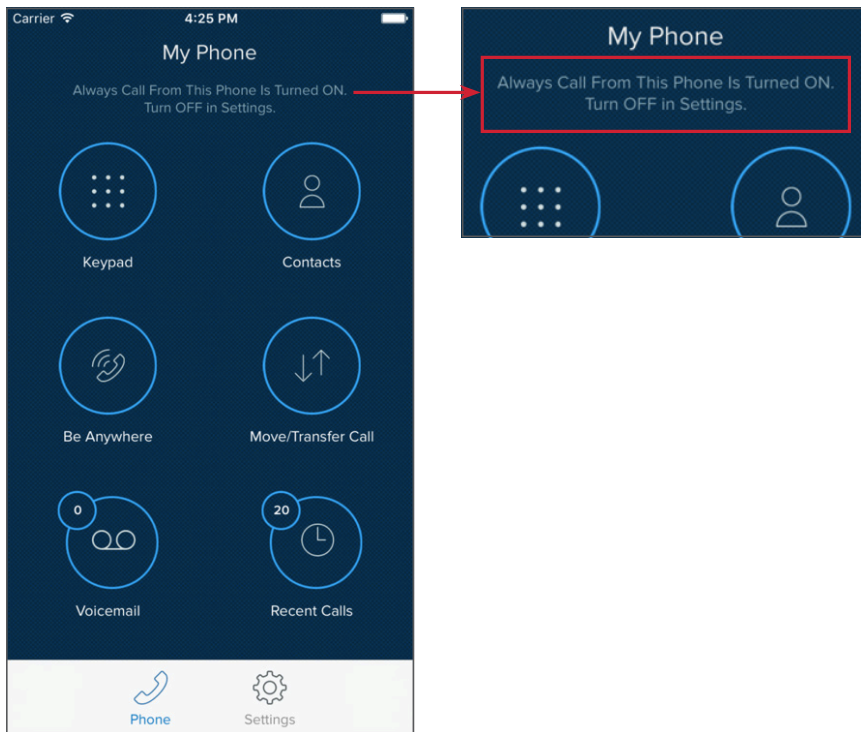
1. Tap **Settings** on the lower right of your app screen.
2. Tap **Phone Settings**.
3. Swipe the icon next to Do Not Disturb so that it is blue and not gray.

Alert Messages

The Comcast Business App displays Alert Messages if one of the following features is enabled in the Business VoiceEdge portal or has been activated via the star (*) code from the associated desk phone:

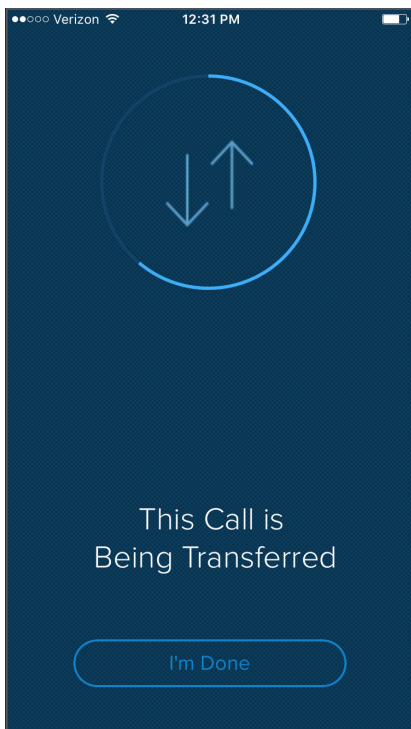
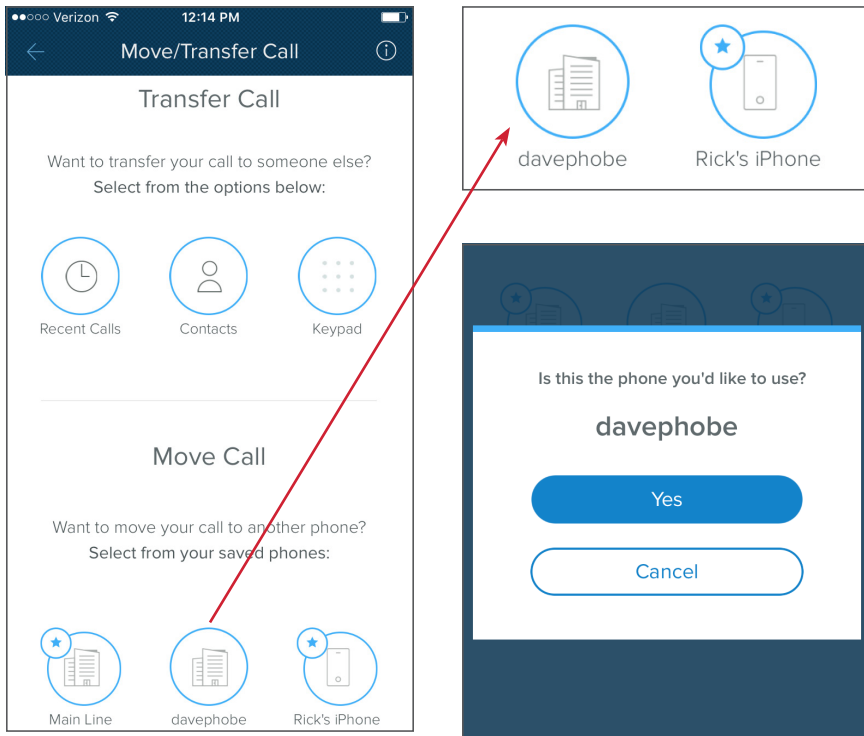
- Call Forwarding Always
- Remote Office
- Sequential Ring
- Do Not Disturb

Be aware that these features can conflict with receiving calls even if the Be Anywhere number is set correctly. If you see an alert message, you have the option to ignore it and continue to use the app or you can select Reset to turn off these features as mentioned in the Reset All selection below.



Move Call

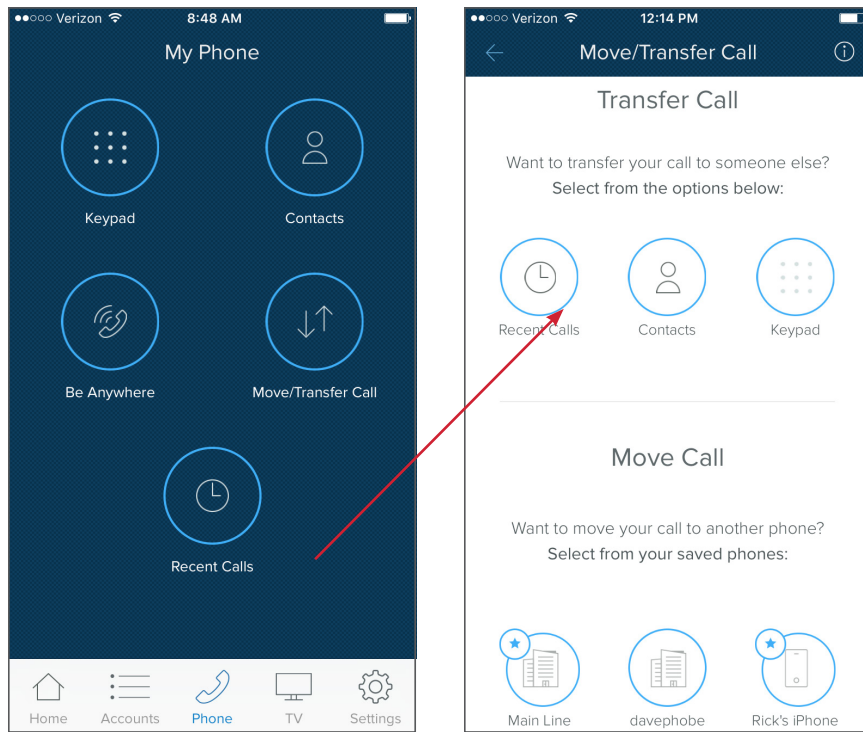
Move Call will allow you to seamlessly move a call between your Be Anywhere devices (such as between a desk phone and a mobile phone) without the person on the other line noticing you switched phones.



1. Tap **Move/Transfer Call** when you have an active Business VoiceEdge call.
2. Scroll to Move Call and tap the phone you would like move the call to. You can only use Move Call between your saved Be Anywhere phones.
3. Answer the phone you selected - your call is now on the new phone!

Transfer Call

The Comcast Business App Transfer Call functionality allows you to transfer active calls to other numbers. You can transfer a call to someone in your Contacts, a recent call in your call log, or you can dial in a number.

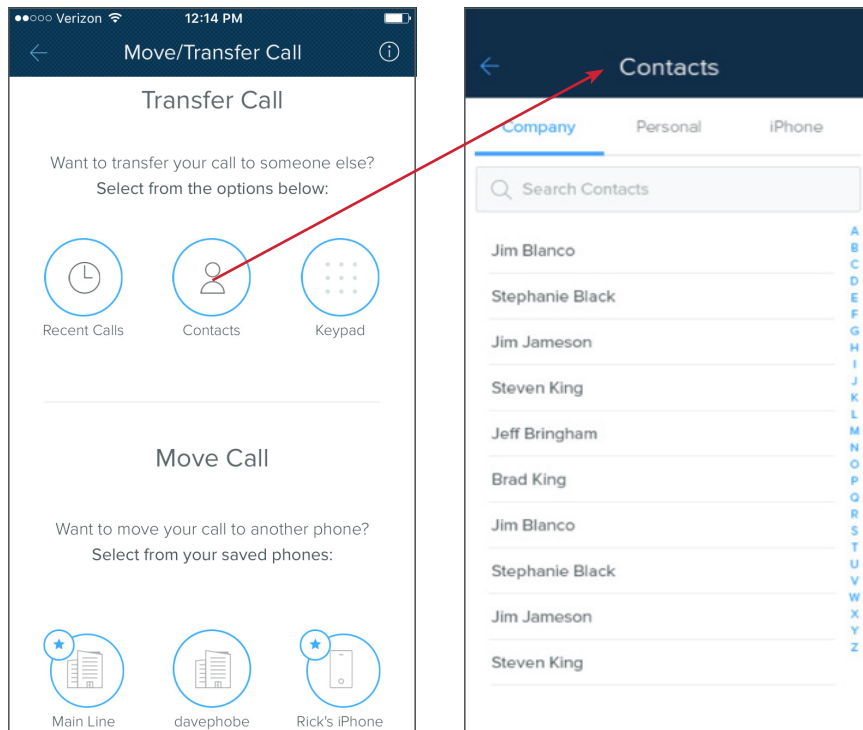


Simply tap the **Move/Transfer Call icon** while you are on an active call. The screen will display the following options:

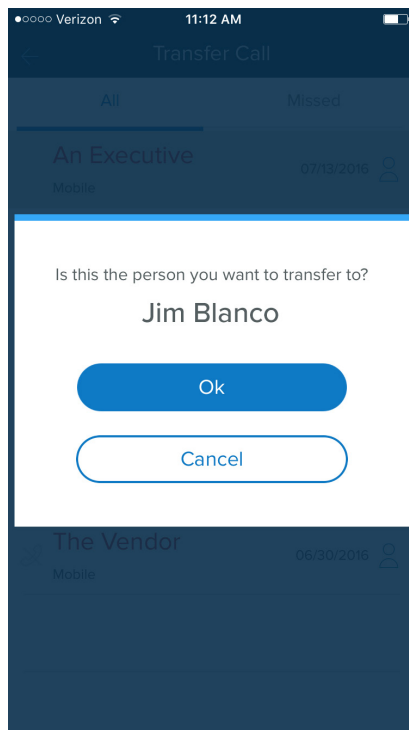
- Recent Calls
- Contacts
- Keypad

Transferring a call using Contacts:

1. Select Contacts and select from Company or Phone in order to browse the respective directory. You can also search for a contact by typing their name into the Search Contacts field.

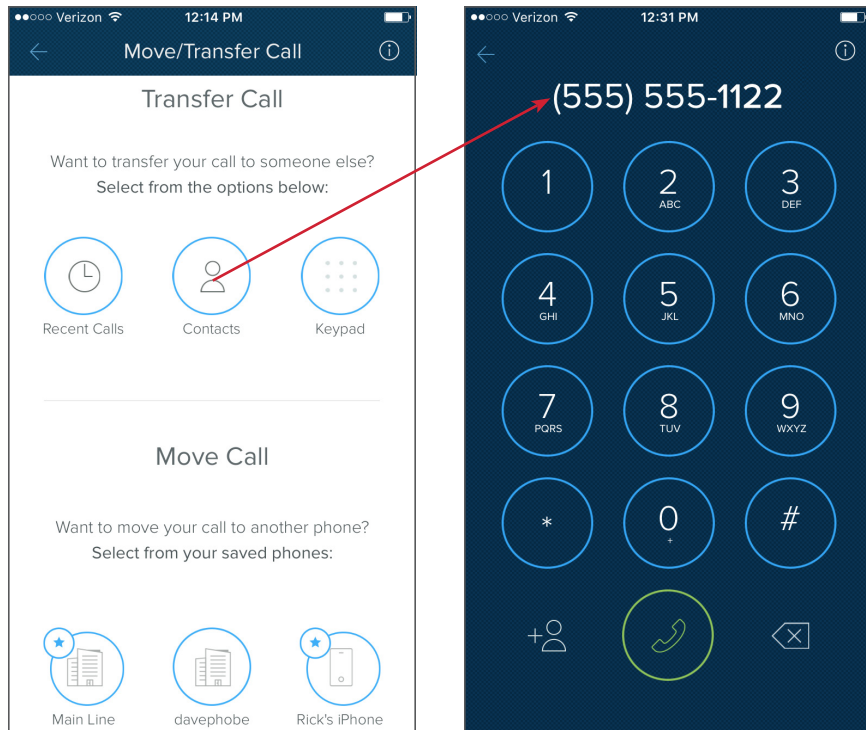


2. Tap on the desired contact to initiate the call transfer.



Transferring a call using the Keypad:

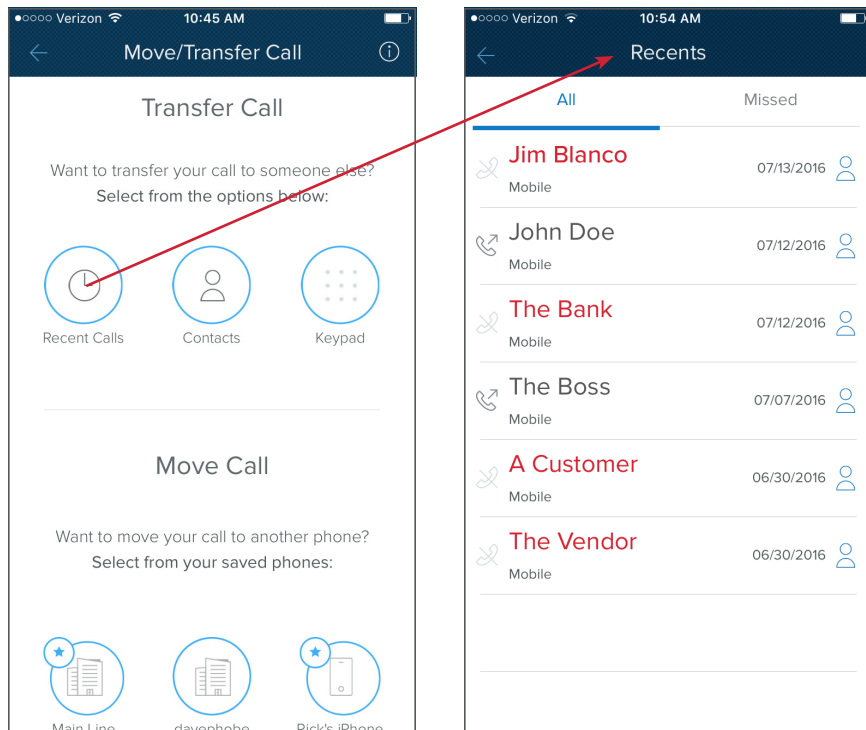
1. Select **Keypad**.



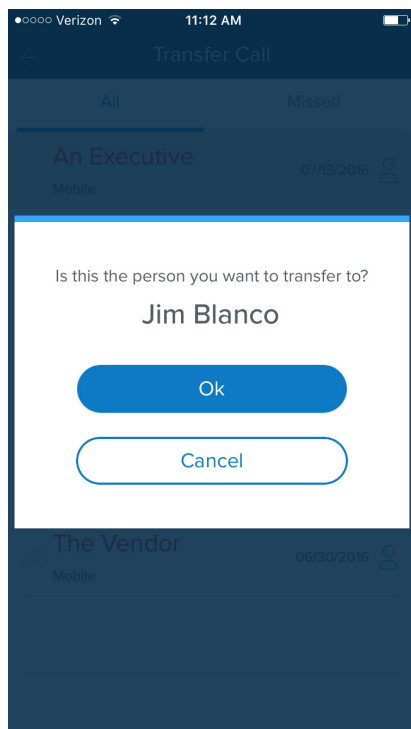
2. Enter a valid number and tap the **green Handset icon**.

Transferring a call using Recents:

1. Select **Recent Calls** and choose between All or Missed calls.

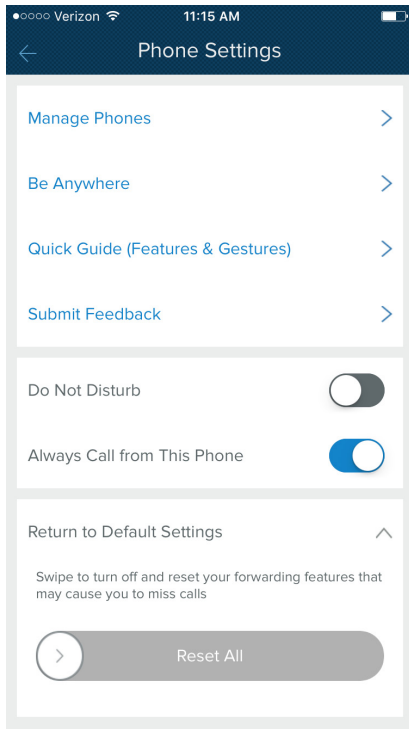


2. Tap the desired recent call to transfer the call.



Phone Settings

To control important phone settings, tap **Settings** on the lower right of your screen and then tap **Phone Settings**. Phone Settings allows you to:



- **Manage Phones:** Add new phone numbers (Be Anywhere devices) to use with the app.
- **Be Anywhere:** Choose which Be Anywhere devices will ring when your primary business number is called. These can function as your call forwarding numbers.
- **Do Not Disturb:** Turn on/off the ability to send calls directly to voicemail. **Make sure to turn this off when no longer needed or you will miss calls!**
- **Always Call from This Phone:** Choose the phone you're using to be the default phone from which the app calls.
- **Return to Default Settings:** This will turn off all the forwarding options that can interfere with the ability to receive calls. These include: Automatic **Hold / Retrieve**, Call Forwarding Always, Call Forward No Answer, Call Forward Not Reachable, Call Forwarding Selective, Do Not Disturb, Selective Call Acceptance, Selective Call Rejection, Sequential Ring, Simultaneous Ring, Remote Office.

Note: Some of the above features may not be included in your service.

Quick Guide (Features & Gestures)

The Quick Guide (Features & Gestures) section will provide you with help on how to use the different features.

To access it:

1. Tap **Settings** on the lower right of your app screen.
2. Tap **Phone Settings**.
3. Tap **Quick Guide (Features & Gestures)**.

Submit Feedback

Please feel free to submit us any feedback about the Comcast Business app so we can improve your experience.

To submit feedback:

1. Tap **Settings** on the lower right of your app screen
2. Tap **Phone Settings**
3. Tap **Submit Feedback**
4. Fill out the fields and tap **Submit**

For additional Business VoiceEdge training resources, please visit business.comcast.com/getstarted.