

## Business Voicedge User Guide Comcast Business

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**Business Voicedge User Guide Comcast**

The User Guides contain general information about services and features; you can find additional information online in our Help & Support library. Business VoiceEdge™ customers can visit the Business VoiceEdge™ service overview page for additional guides and tutorials.

Comcast Business Digital Experience Guide.

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## **Download Comcast Business User Guides | Comcast Business**

To contact Tech Support, call 800-472-4176 . Directory Listings A simple directory listing in both the White Pages and Yellow Pages is included with your Comcast Business VoiceEdge service . Page 59: Ip Phone Information Comcast at 800-472-4176 . • Comcast Business VoiceEdge uses the electrical power and Internet access in your office .

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1 Access your Business VoiceEdge Portal: <https://voiceedge.comcast.com>  
. 2 Navigate to the Downloads section . 3 Download the Comcast Softphone for Windows and follow the prompts . 4 Once installed, look for the icon in your computer programs and click on it . LOG IN.

## **COMCAST BUSINESS VOICEEDGE SOFTPHONE QUICK START GUIDE**

COMCAST BUSINESS APP – BUSINESS VOICEEDGE FEATURES 4 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

## **THE COMCAST BUSINESS APP**

Get support resources for your Comcast Business Voice services. Learn about managing Business Voice, Business VoiceEdge, VoiceEdge Select, and Business Trunks.

## **Business Voice Phone Support | Comcast Business**

The VoiceEdge Desktop App user sign-in credentials are the same as your Business VoiceEdge My Account portal or Comcast Business Mobile App account sign-in. As a new user, you should first activate your My Account portal credentials through the activation email. Sign in with

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your My Account credentials. Click Proceed to Sign In.

## **Explore the VoiceEdge Desktop App | Comcast Business**

Stay in control of your Business VoiceEdge service anytime, anywhere with the Comcast Business App – an innovative all-in-one tool designed with your business in mind. Easily access a variety of advanced phone features on your iPhone or Android device. Plus: The app supports other Comcast Business services and account needs as well.

## **Comcast Business VoiceEdge® | Comcast Business**

We've taken your Comcast Business VoiceEdge features and redesigned them in My Account. Please have your account owner call a representative at (877) 761-7401 to access Business VoiceEdge in My Account.

## **Comcast Business | Login**

- Enter your passcode (provided from Comcast Business or your phone administrator) 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.

## **COMCAST BUSINESS VOICEEDGE QUICK REFERENCE GUIDE FOR ...**

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Business VoiceEdge features like turn on / off call forwarding, set Do Not Disturb functionality, listen to voicemail and change or record greetings. INTERACTIVE SESSIONS WITH A TRAINER Visit [business.comcast.com/getstarted/webinars](http://business.comcast.com/getstarted/webinars) to sign up for weekly live sessions with a Business VoiceEdge Trainer. VIDEO TUTORIALS

## **COMCAST BUSINESS VOICEEDGE QUICK REFERENCE GUIDE FOR ...**

Now that you have Comcast Business VoiceEdge™, you can focus on your business and not your business communications. You'll enjoy all the usual features you would expect of a phone service, plus advanced features that help ensure your business voice continuity and can enhance your business productivity. You could enjoy features like:

## **FOCUS ON YOUR BUSINESS, NOT YOUR BUSINESS COMMUNICATIONS.**

Business VoiceEdge features like turn on / off call forwarding, set Do Not Disturb functionality, listen to voicemail and change or record greetings. INTERACTIVE SESSIONS WITH A TRAINER Visit [business.comcast.com/getstarted/webinars](http://business.comcast.com/getstarted/webinars) to sign up for weekly live sessions with a Business VoiceEdge Trainer. VIDEO TUTORIALS

## **COMCAST BUSINESS VOICEEDGE QUICK REFERENCE GUIDE FOR ...**

The Softphone from Comcast is a feature rich telephone that integrates

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with the Comcast Business VoiceEdge™ service The Softphone allows a user's computer to act as their work telephone, whether you're in the office or traveling The Softphone extends the ability to use VoiceEdge anywhere at anytime SYSTEM REQUIREMENTS AND DEVICES

## **THE COMCAST SOFTPHONE USER GUIDE**

Contacts allows you to search your phone contacts, VoiceEdge directory and your personal directory which you can add contacts to on the VoiceEdge portal at business .comcast .com/bveportal. Use your finger to scroll or press the phone button to dial a contact. Swap the blue icon from left to right to see information or add to contacts.

## **THE COMCAST BUSINESS VOICEEDGE MOBILE APP**

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INTRODUCTION The Softphone from Comcast is a feature rich telephone that integrates with the Comcast Business VoiceEdge™ service The Softphone allows a user's computer to act as their work telephone, whether you're in the office or traveling

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