

COMCAST BUSINESS VOICEEDGE™ SOFTPHONE QUICK START GUIDE

FOR WINDOWS® USERS

COMCAST
BUSINESS

CONTENTS

Introduction	3
Setting up the Softphone	3
Placing an Audio Call.....	5
Transferring a Call.....	6
Answer an Incoming Call.....	8
Placing a Video Call.....	9
Emergency Calling	10


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 in the office or traveling. The Softphone extends the ability to use Business VoiceEdge anytime, anywhere in the United States.

For best results, it is highly recommended to use a headset with a microphone. A web camera is also required to use the video calling feature; however not necessary when making a regular call.

SETTING UP THE SOFTPHONE

INSTALL

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.

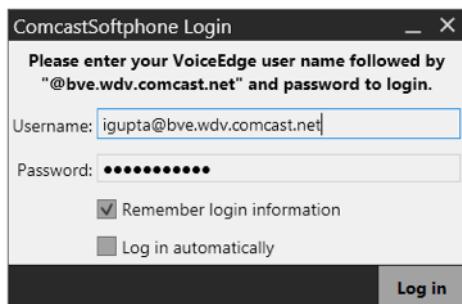
LOG IN

1. On the log in screen, enter the username and password.

Your Comcast Softphone username is the same as your Business VoiceEdge Portal username with the following added to the username: @bve.wdv.comcast.net. For example, if your Business VoiceEdge Portal username is "igupta," your Softphone username is igupta@bve.wdv.comcast.net. Your Comcast Softphone password is the same as your Business VoiceEdge Portal password.

If you require your username or password, please contact your Technical Administrator or Primary Manager.

2. To simplify future logins:
 - a. Select **Remember login information** to automatically populate your username and password at each log in.
 - b. Select **Log in automatically** to have the login automatic on application startup.



CONNECT YOUR HEADSET AND WEB CAMERA (IF USING)

For best results, Comcast recommends using a USB headset with microphone. The Softphone will work without a headset. A web camera is only required for video calls.

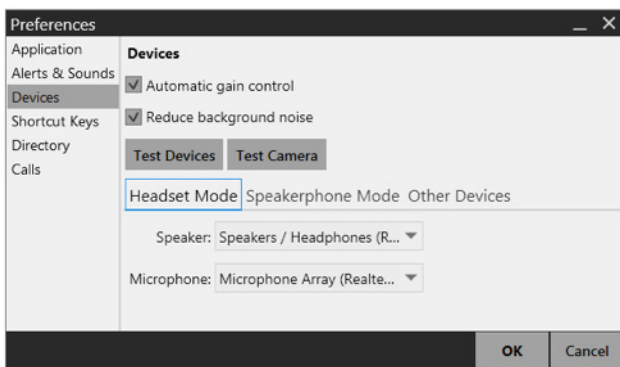
CHECK DEVICE SETTINGS, TEST AUDIO AND VIDEO

1. Once logged in, click **Softphone > Preferences > Devices**.
2. To ensure the microphone and speakers are functional, select **Test Devices**.
3. To test video calling functionality (if using), select **Test Camera**.

HEADSET MODE

Headset mode is the default mode for the Comcast Softphone. The Softphone initially selects the most appropriate connected device for the microphone and speaker. You can override the selection and choose a different device, if one is connected.

If you connect a new headset, web camera, or microphone later, the Softphone will automatically detect them next time it opens.



SPEAKERPHONE MODE

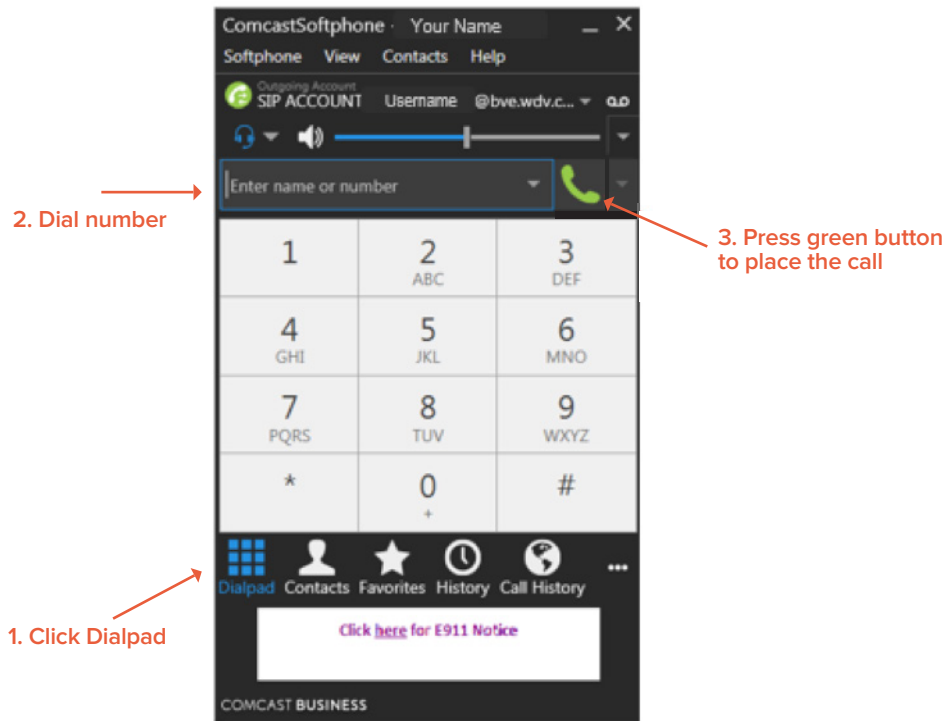
The settings for speakerphone are the same as the headset mode. In addition, it provides an option to reduce echoes from speakers. These settings may mirror the headset or different devices can be selected.

PLACING AN AUDIO CALL

Place calls by dialing a 10-digit telephone number or a VoiceEdge extension. If you placed a call during an active call, your call in progress is automatically put on hold.

To place a call:

1. Click on the **dialpad** icon at the bottom of the screen (the default view for the Softphone).
2. Dial the number you're calling using your keyboard or by clicking on the dialpad number keys. Dial traditional 10-digit numbers or the extension of other Business VoiceEdge users in your company. (If calling someone in your company who does not have Business VoiceEdge, you must dial all 10 digits).
3. Click the green answer call icon or press **Enter** on your keyboard to place your call.

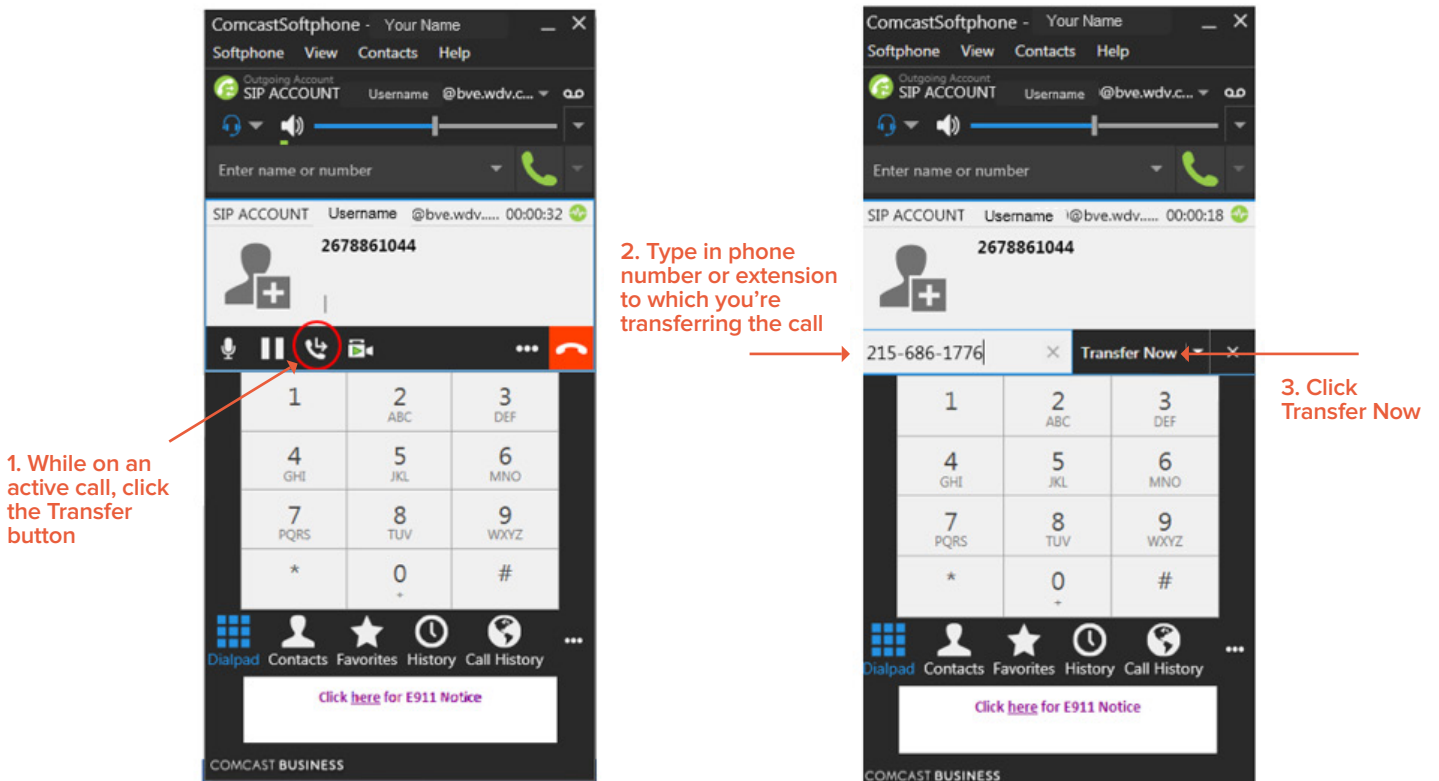


TRANSFERRING A CALL

BLIND (COLD) TRANSFER

To transfer the call without announcing the call first and allow recipient to see the transferred caller's Caller ID:

1. While on an active call, click the **Transfer** icon (call is automatically placed on hold).
2. Dial extension or 10-digit number of person receiving call.
3. Click the **Transfer Now** icon.
4. Caller and recipient are now connected and you are disconnected from the call.

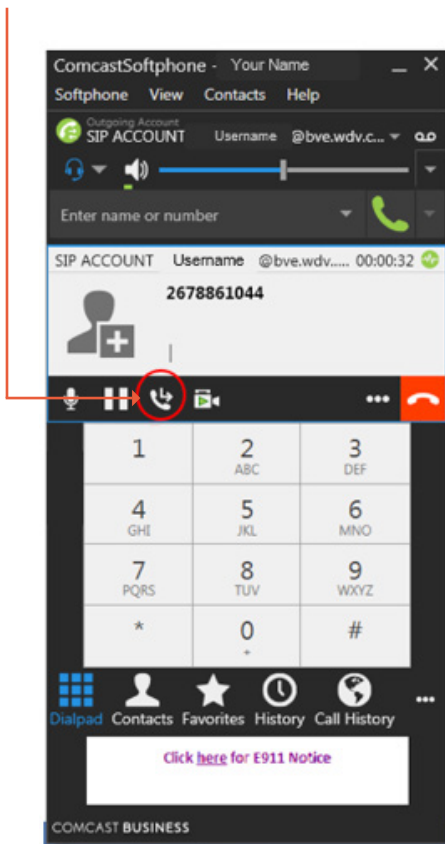


WARM (CONSULTATIVE) TRANSFER

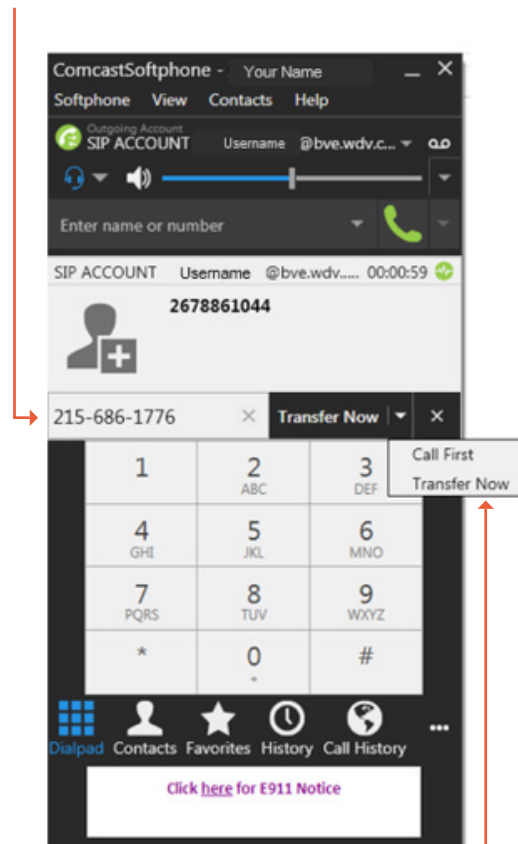
To announce the caller to the person receiving the call before completing the transfer:

1. While on an active call, click the **Transfer** icon (call is automatically placed on hold).
2. Dial extension or 10-digit number of person receiving call.
3. Click on the down arrow next to the **Transfer Now** icon and choose **Call First**.
4. Announce the caller to the recipient.
5. Click **Transfer Now** when you are ready to transfer the caller.

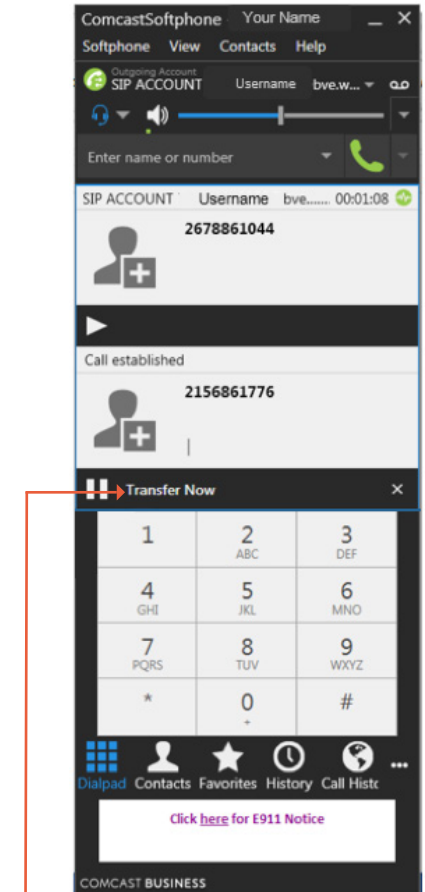
1. While on an active call, click the Transfer button



2. Type in phone number or extension to which you're transferring the call



3. Click drop-down arrow and select Call First



4. After speaking with call recipient, click Transfer Now

ANSWER AN INCOMING CALL

The Comcast Softphone must be running to answer incoming calls using the Softphone. It may be minimized or open. Alerts for video calls will provide the option to answer with video or audio only. Incoming calls with only audio will just provide an answer option.

If you choose to decline a call, it will go to your voicemail unless you have specified other rules.

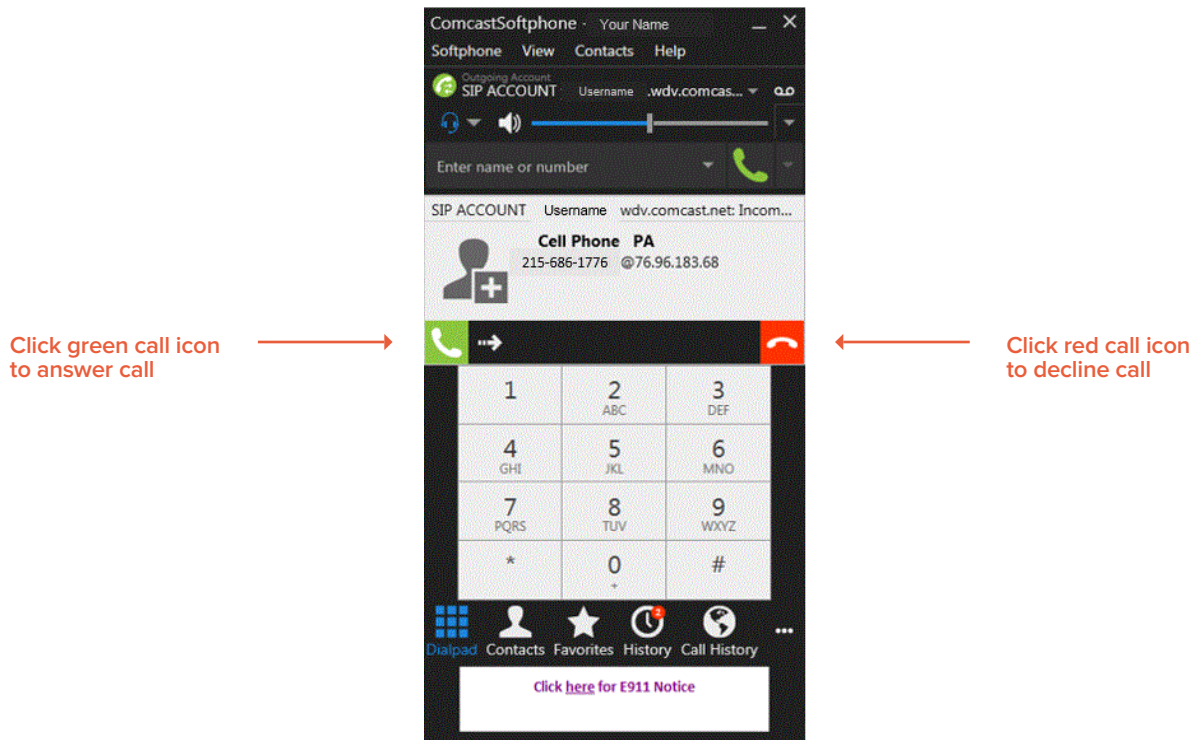
CALL PANEL NOTIFICATION

To answer an incoming call when the Softphone is prominent on the desktop:

1. Press the green call icon.

To decline the call:

2. Press the red call icon.



ALERT NOTIFICATION

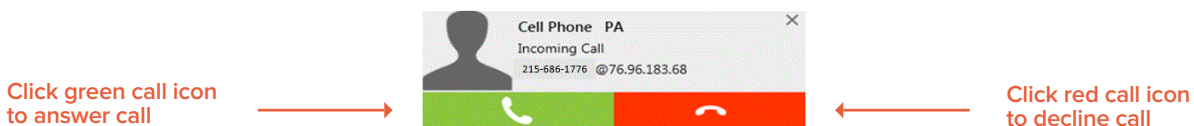
An alert notification will appear to notify you of an incoming call. This is useful for when the phone is minimized and not prominent on the desktop.

To answer an incoming call:

1. Click the green call icon.

To decline the call:

2. Press the red call icon.

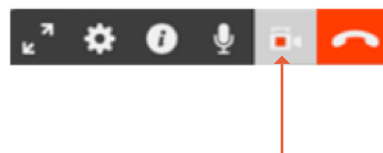
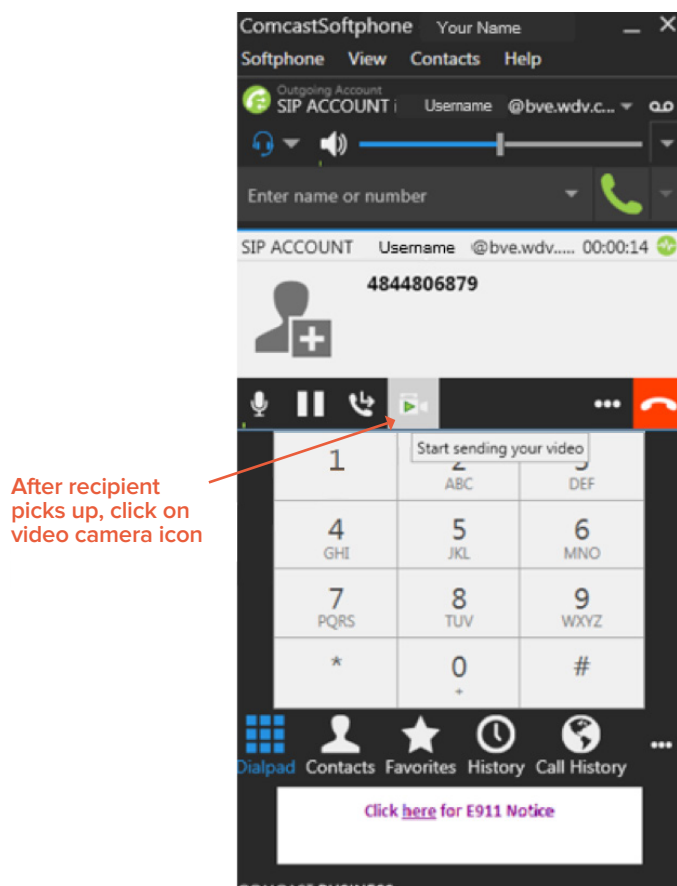


PLACING A VIDEO CALL

Video calls will only work with other Business VoiceEdge users that have video-enabled devices. If you place a video call to someone who is not a Business VoiceEdge user or is a user but without a video-enabled device, the call will go through as audio only.

1. Click on the Dialpad icon at the bottom (the default view for the Softphone).
2. Dial the number you're calling using your keyboard or by clicking on the dialpad number keys. Dial traditional 10-digit numbers or the extension of other Business VoiceEdge users in your company.
3. Once recipient picks up, click on the video camera icon. The recipient will now see you.
4. The recipient will decide if they want to share their video with you. If they choose not to send their video, you will not see them but can still hear them speaking.

You can stop transmitting your own video at any time by clicking the video camera icon again. This will not hang up the audio call. To hang up completely, press the red call icon.



EMERGENCY CALLING

The Comcast Softphone uses the emergency location of the address provided for emergency 911 calls when you signed up for the service or to which you have changed through an E911 registered location update.

The Softphone uses Voice-over-Inter Protocol (VoIP) Service. Emergency calling services/911 may be limited or unavailable from this device under certain circumstances, including but not limited to the following:

- ❑ When there is an electrical power outage, an internet/broadband service outage and/or degradation of Internet connectivity.
- ❑ When the phone device is not configured properly.
- ❑ When the phone device is located at a different address than the registered order address or mobile update address you provided. To update your address, click on the **Click here for 911 Notice** banner for instructions on how to update your registered location. The number to update your registered location is 877-761-7401.
- ❑ Prior to changing your address or moving your service, or if you have any 911-related questions, refer to your user guide for instructions contacting the support center. Updating your address can take up to several business days to update your new service address in the E911 system.
- ❑ When due to technical factors, network design, or network congestion, calls experience busy signals or unexpected answering wait times and/or take longer to answer than 911 calls placed via traditional telephone networks.
- ❑ If your Internet service is suspended.