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Comcast Business VoiceEdge™ Skype for Business Companion App User Guide		

Description

The **Comcast Business VoiceEdge™ Skype for Business Companion App** connects your Comcast Business VoiceEdge™ service to your Skype for Business account. Using click-to-dial, you can initiate phone calls directly from a Skype for Business contact or within a message window using a listed Business VoiceEdge™ or Be Anywhere device.


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System Requirements

Comcast Business VoiceEdge™ Skype for Business Companion App

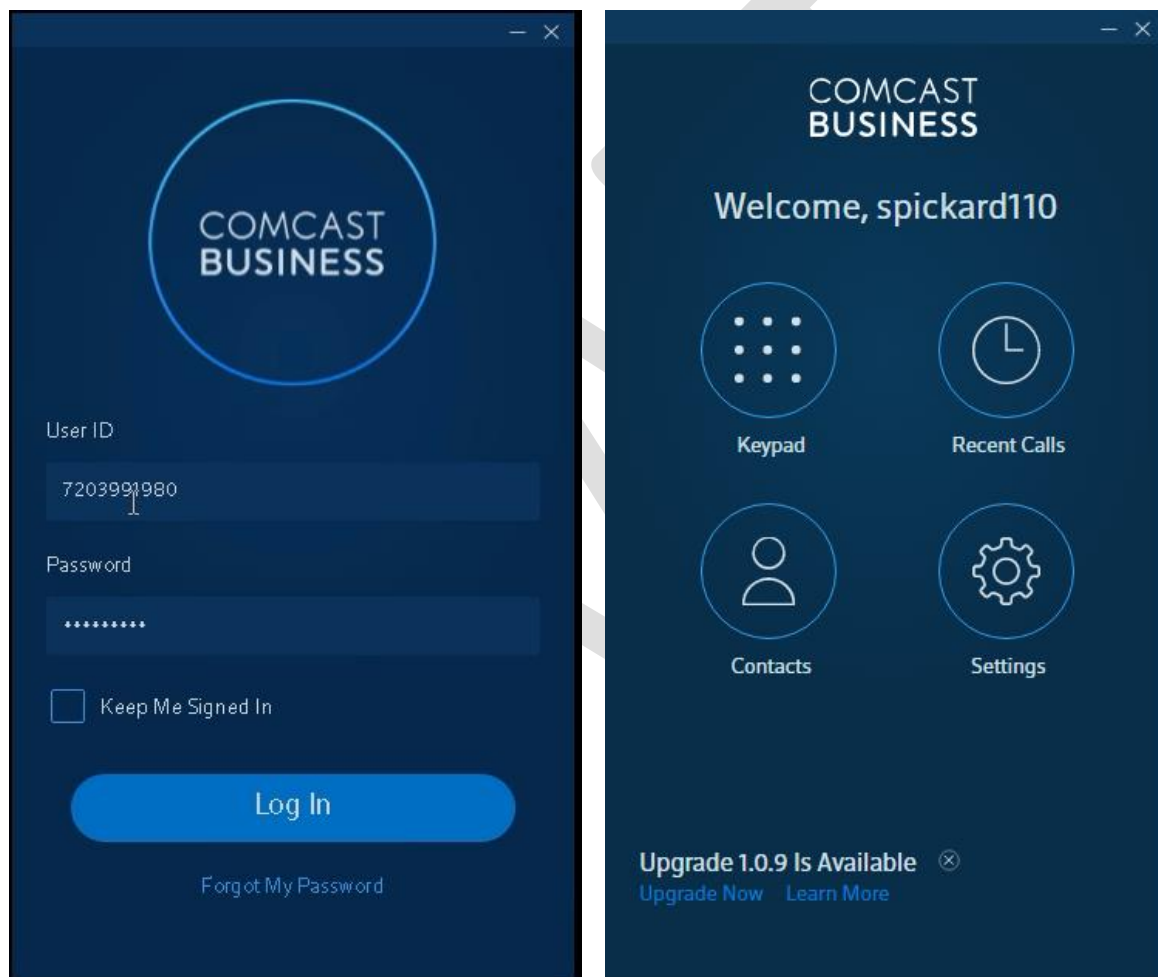
- Windows 7 or Windows 8
- Microsoft Skype for Business 2015 client installed and running
- Comcast Business VoiceEdge™ Unified Communications seat with a phone number
- Username and password for your Comcast Business VoiceEdge™ Portal account
 - If you do not have login information, please contact Comcast Business VoiceEdge™ Support at 888-426- 6014.

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Login

- Click the Comcast Business VoiceEdge™ Skype for Business Companion App shortcut.
 - If you are not logged in, you will be prompted to enter your username and password.
- Enter your Comcast Business VoiceEdge™ **User ID** and **Password**.
- Click **Log In**.
 - Once logged in, the **Keypad**, **Call History**, **Contacts** and **Settings** icons will be available.
 - In this example, you are notified that an upgrade to the app is available. Click Upgrade Now to install the latest version.



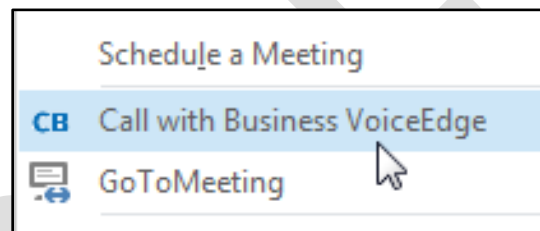
Initiate a Call Using Skype for Business

The following sections describe how to make a call using the Comcast Business VoiceEdge™ Skype for Business Companion.

- Within a Skype for Business contact
- While in a Skype for Business message window
- Using the Keypad
- Using Recent Calls

Make a Call Using a Skype for Business Contact

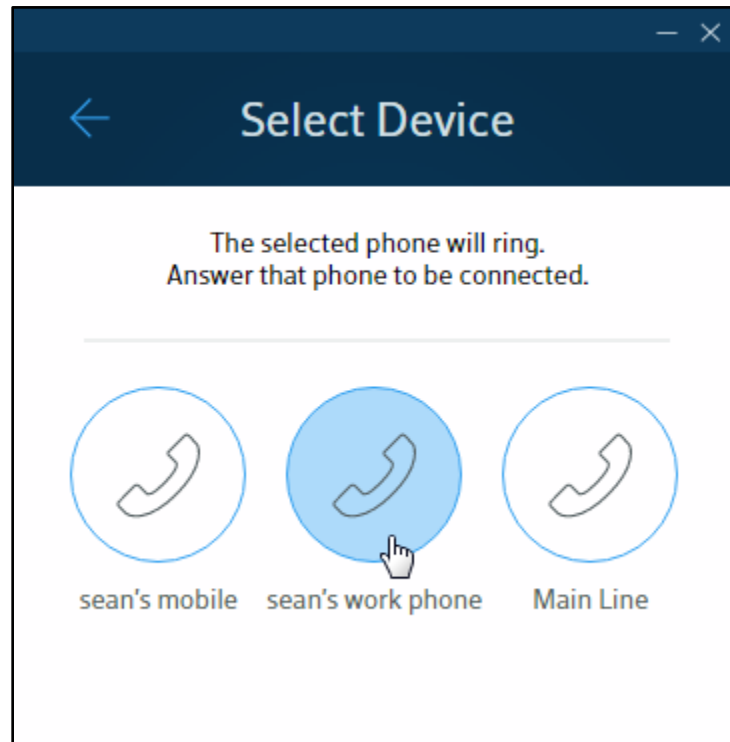
1. Navigate to the Skype for Business application.
2. Right click on a contact within the application.
3. Select the **Call with Business VoiceEdge™** option from the menu.



4. Choose the phone you want to call.

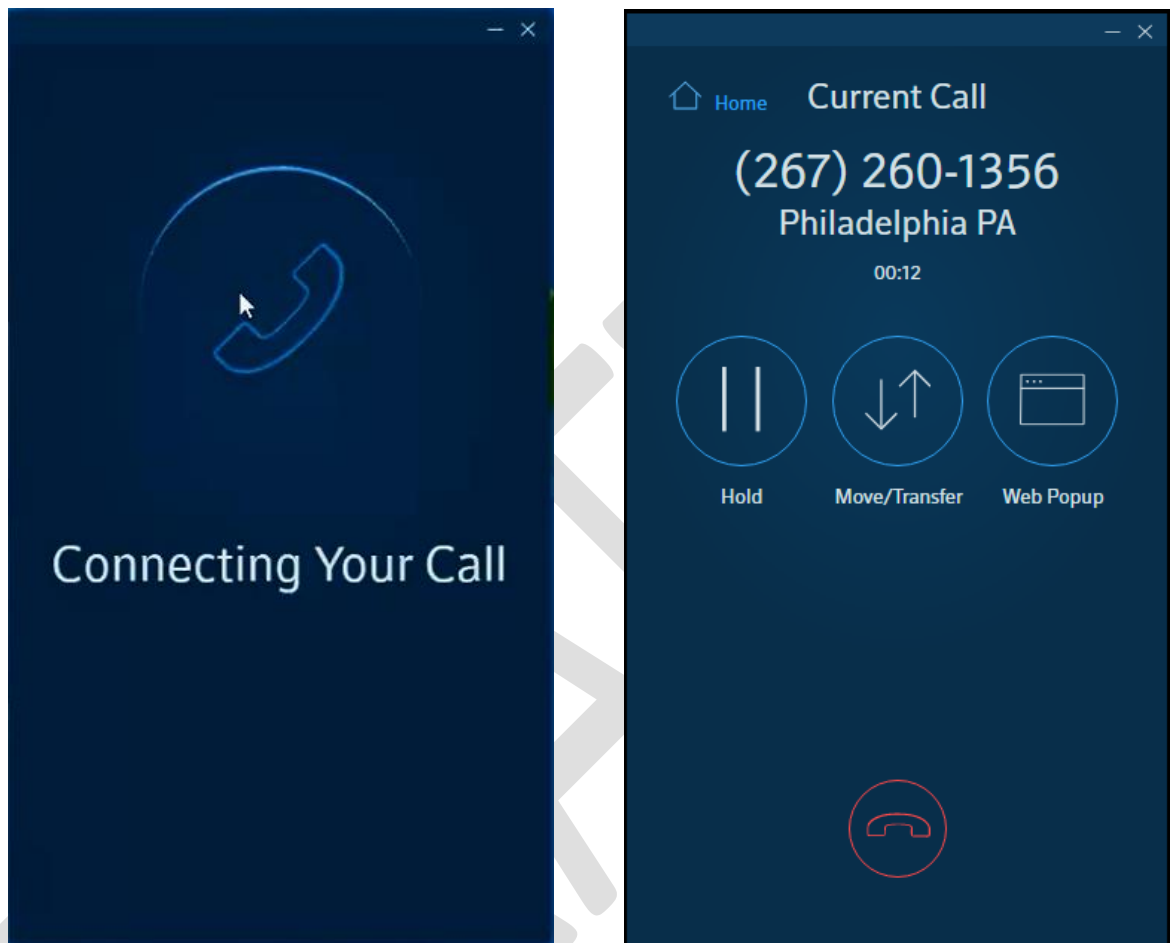


5. Select which phone you want to use to make the call.



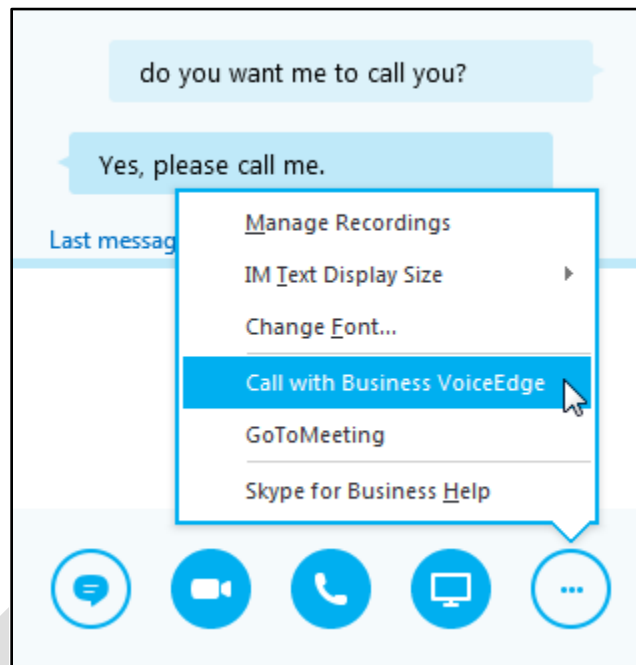
6. If you chose your **desk phone** to make the call, it will be initiated immediately. If you chose a **Be Anywhere** device, the phone will ring; answer it to initiate the call.

7. Your Skype for Business status will update to **On A Call** and you will have the option to put the call on **Hold** or **Move/Transfer** the call or open the **Web Popup**.



Make a Call Within a Skype for Business Message Window

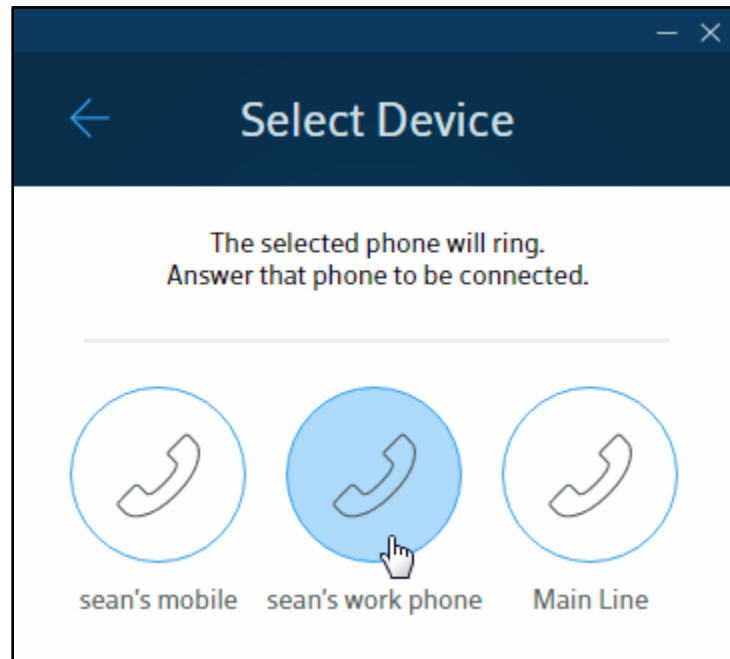
1. Navigate to a Skype for Business message window.
2. Click the **More Options** icon in the lower right corner of the message window.
3. Select **Call with Business VoiceEdge™** option from the menu.




4. Choose the phone you want to call.



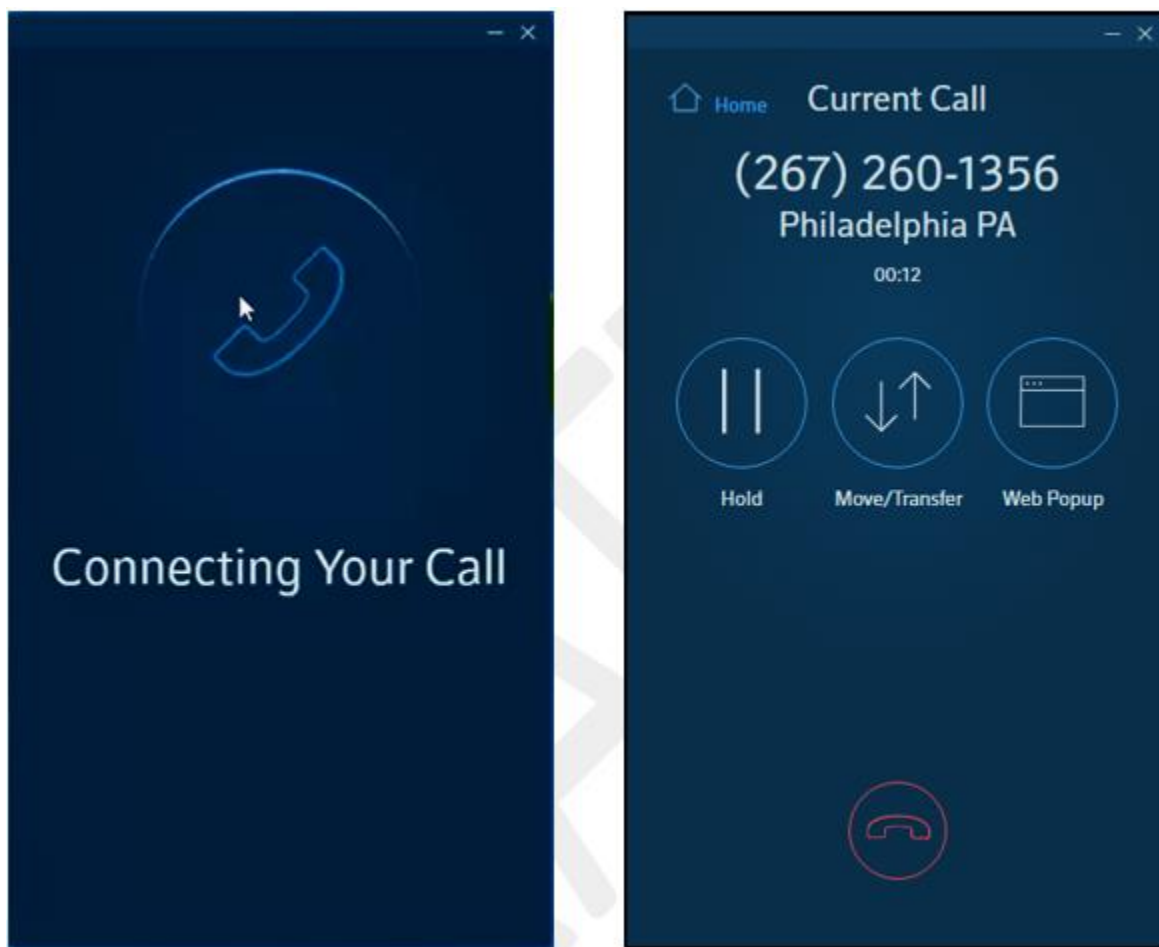
5. Select which phone you want to use to make the call.



6. If you chose your **desk phone** to make the call, it will be initiated immediately. If you chose a **Be Anywhere** device, the phone will ring; answer it to initiate the call.

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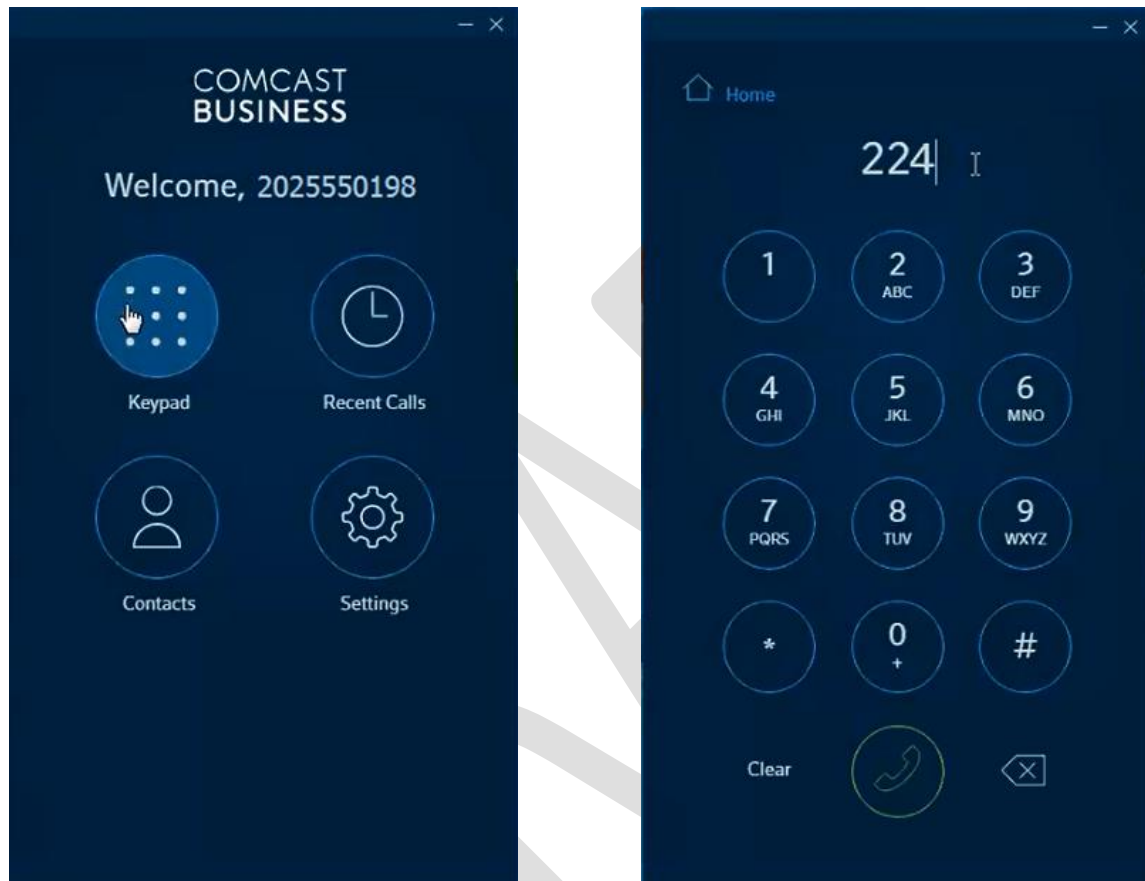
7. Your Skype for Business status will update to **On A Call** and you will have the options to put the call on **Hold** or **Move/Transfer** the call. You will also have the option of displaying the **Web Popup**.



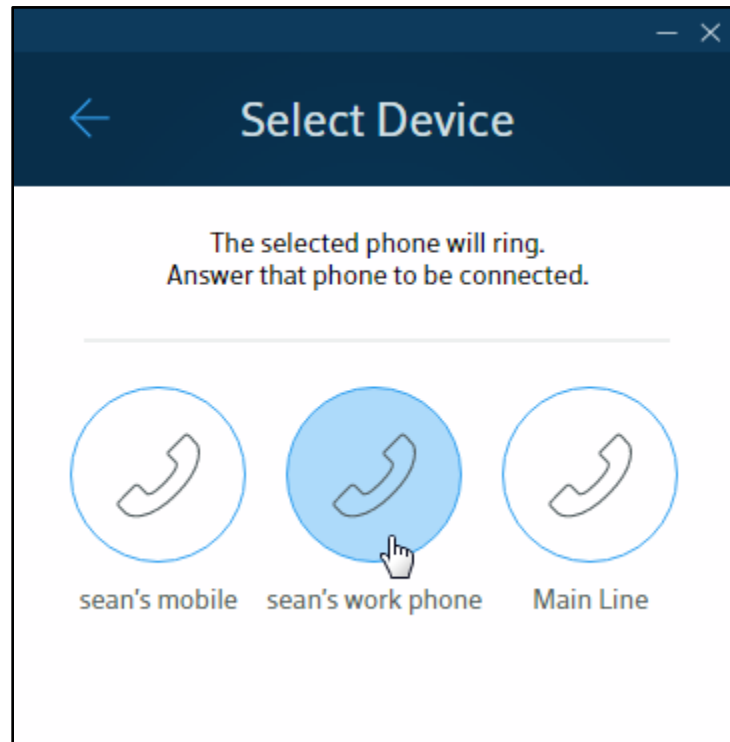
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Make a Call Using the Skype for Business Companion App Keypad


1. Select the **Keypad**.
2. Enter the number you want to call.
 - You can either use your mouse to select the numbers or type it in the text box.
3. Click the **Phone** icon to initiate the call.



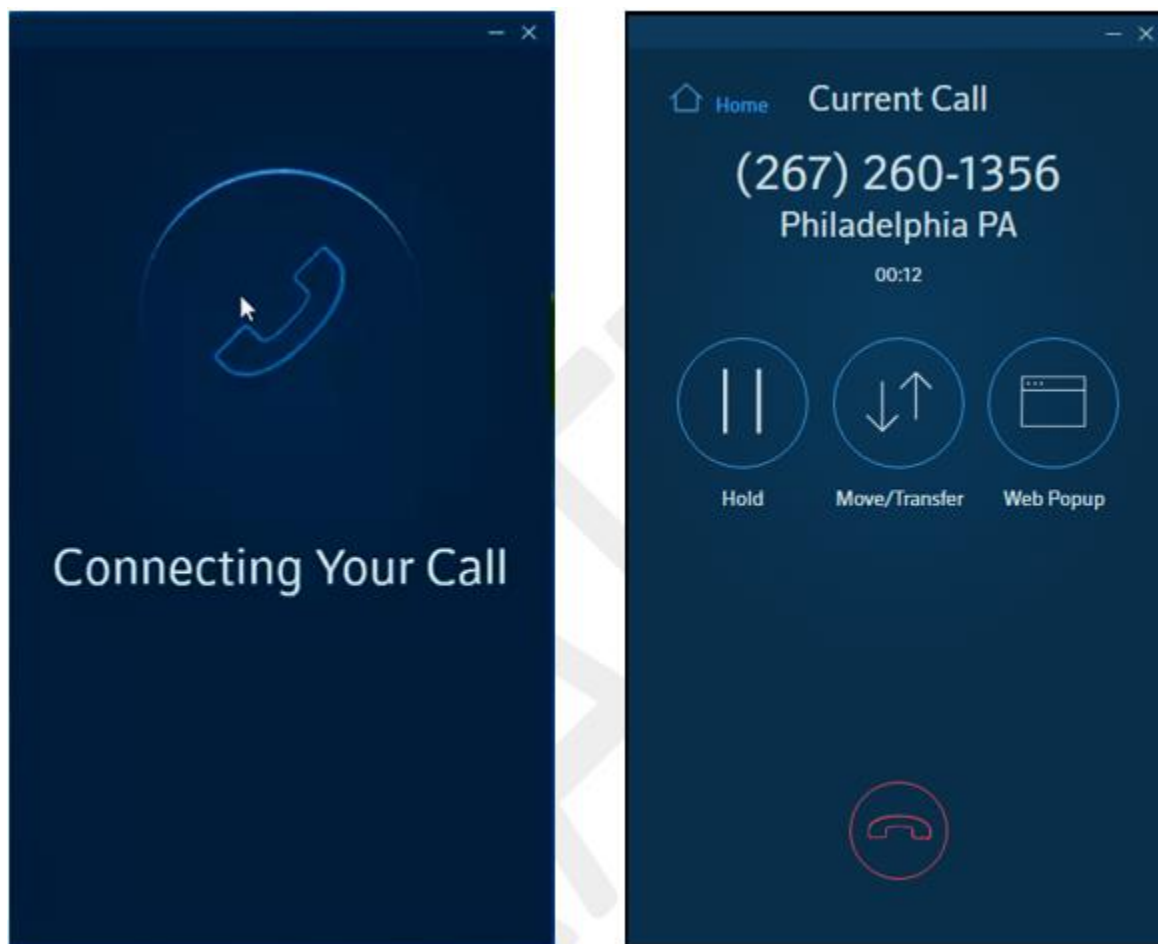
8. Select which phone you want to use to make the call.



9. If you chose your desk phone to make the call, it will be initiated immediately. If you chose a **Be Anywhere** device, the phone will ring; answer it to initiate the call.

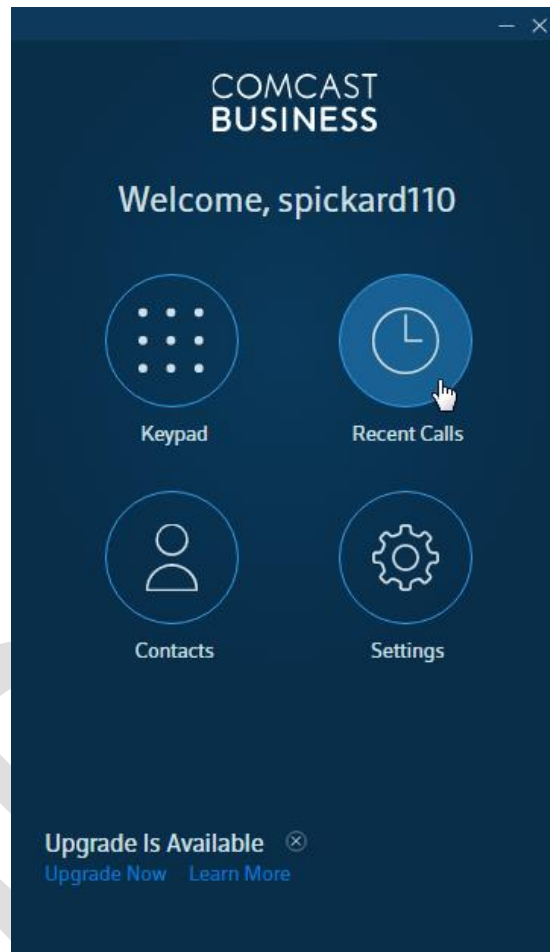
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10. Your Skype for Business status will update to **On A Call** and you will have the options to put the call on **Hold** or **Move/Transfer** the call. You will also have the option of displaying the **Web Popup**.

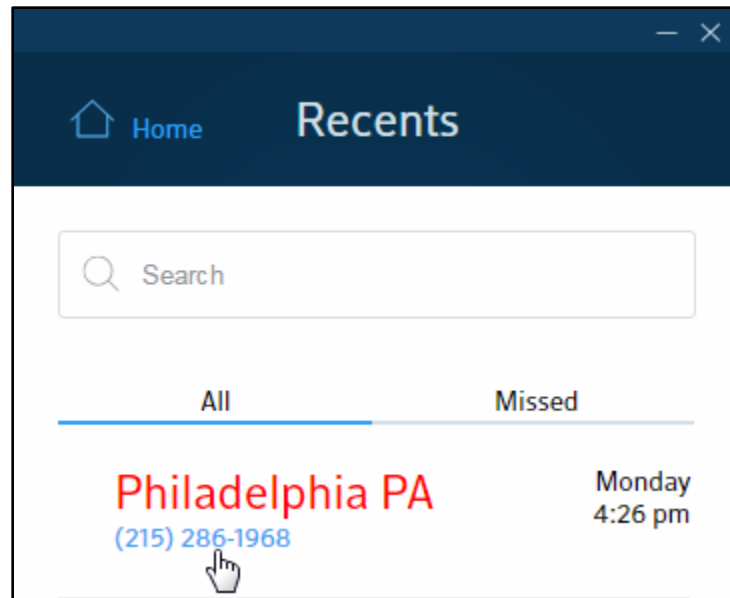


Make a Call From Recent Calls

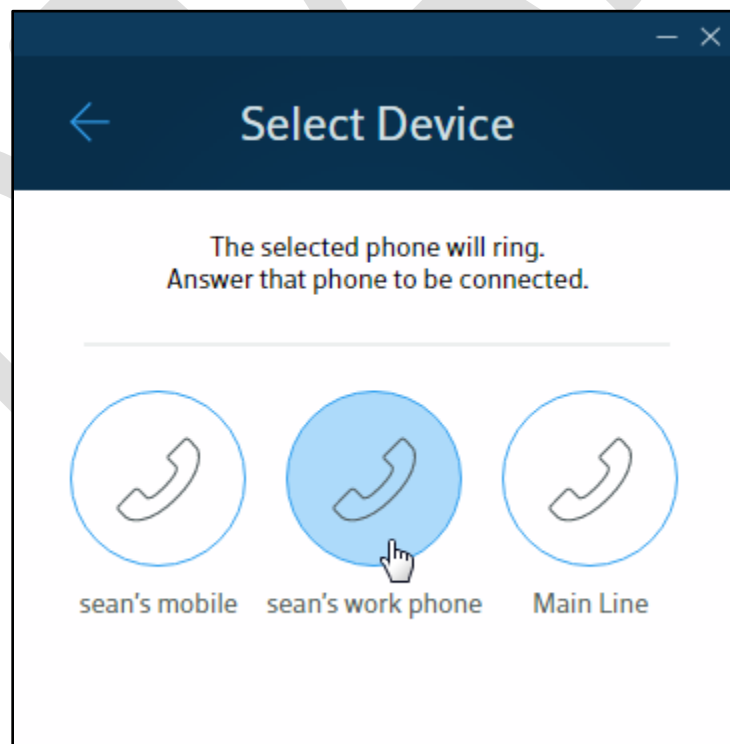
1. Select **Recent Calls**.



2. Locate a recent call by using the Search text box or using the vertical scroll.
3. Hover your mouse over the number you want to call to activate that number and then click on it to initiate the call.

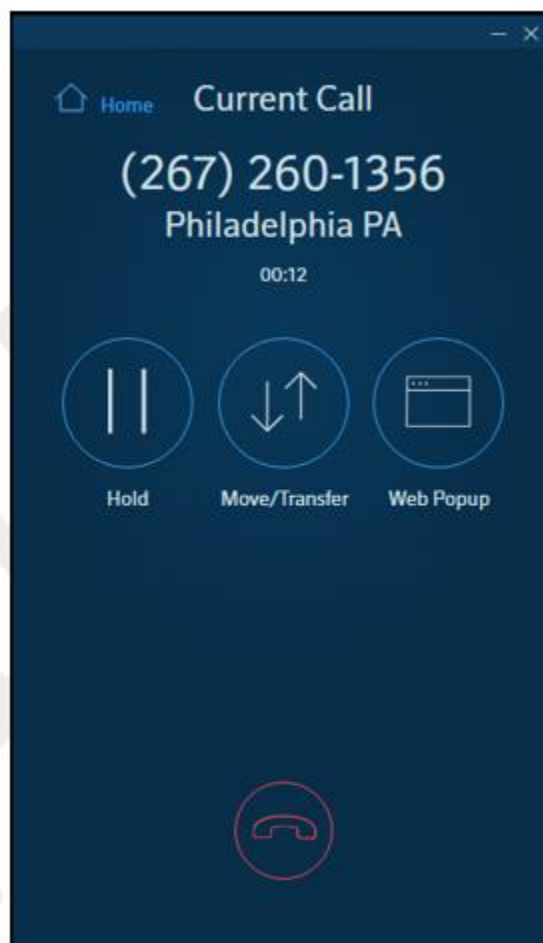



4. Select which phone you want to use to make the call.



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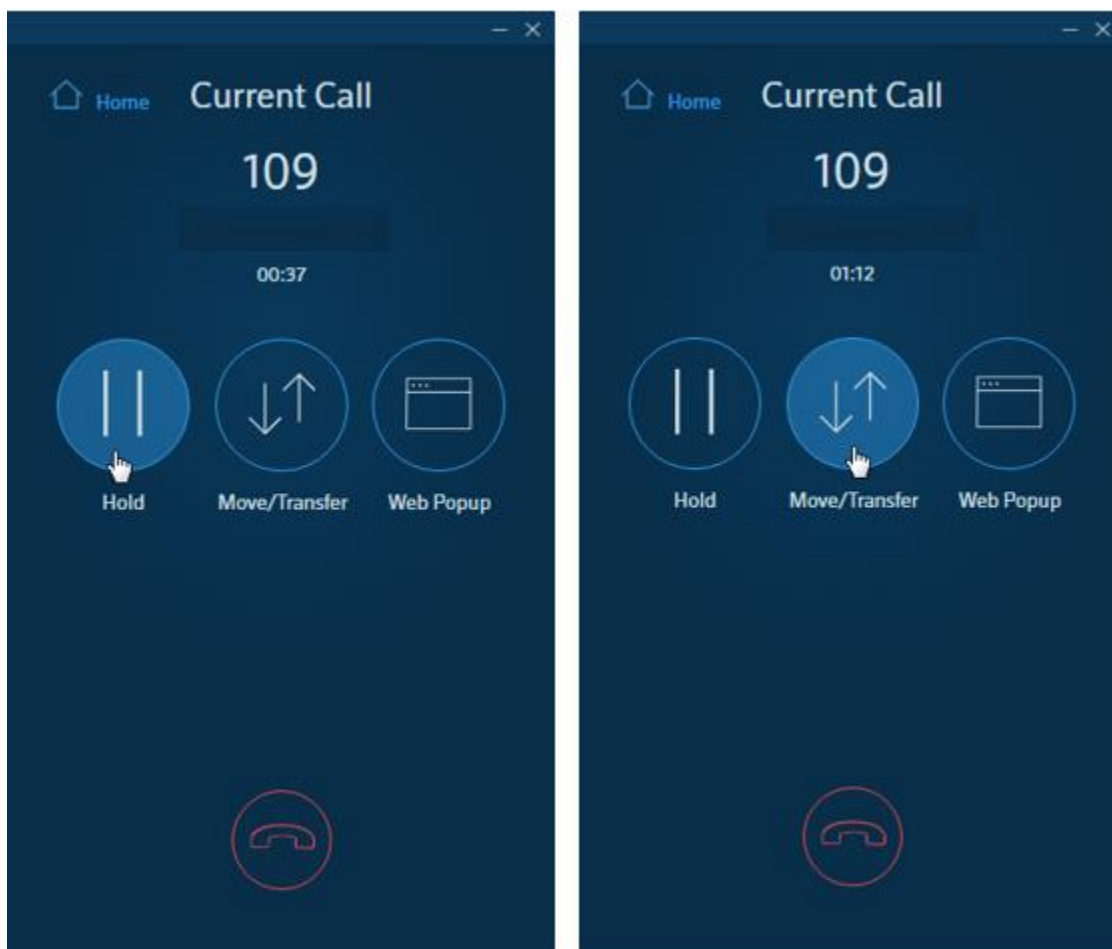
5. If you chose your desk phone to make the call, it will be initiated immediately. If you chose a **Be Anywhere** device, the phone will ring; answer it to initiate the call.
6. Your Skype for Business status will update to **On A Call** and you will have the options to put the call on **Hold** or **Move/Transfer** the call. You will also have the option of displaying the **Web Popup**.



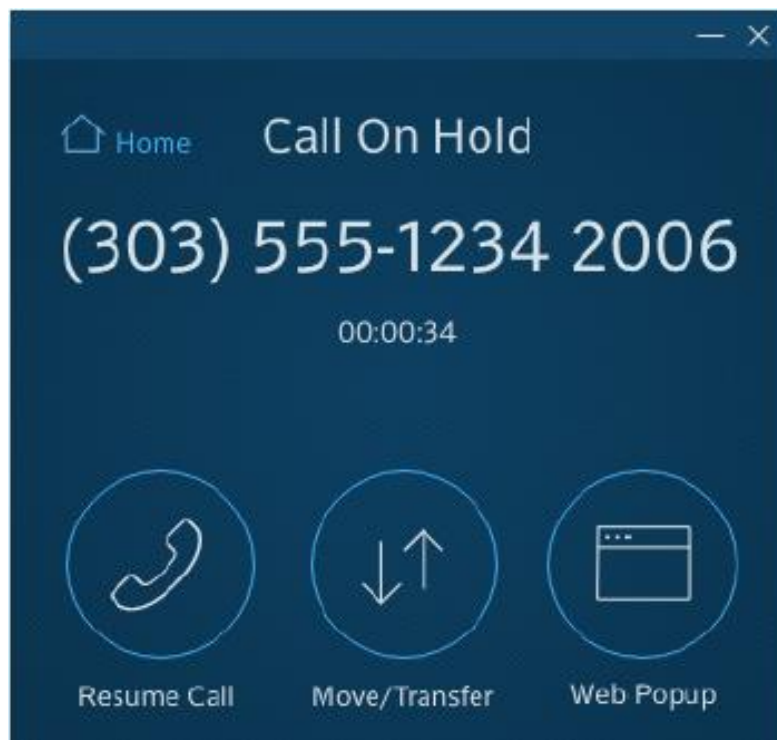
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Control of Active Calls: Hold, Move, Transfer, Web Popup

- Once your call is connected you have the option to put the call on **Hold** or **Move/Transfer** the call and display the **Web Popup**.

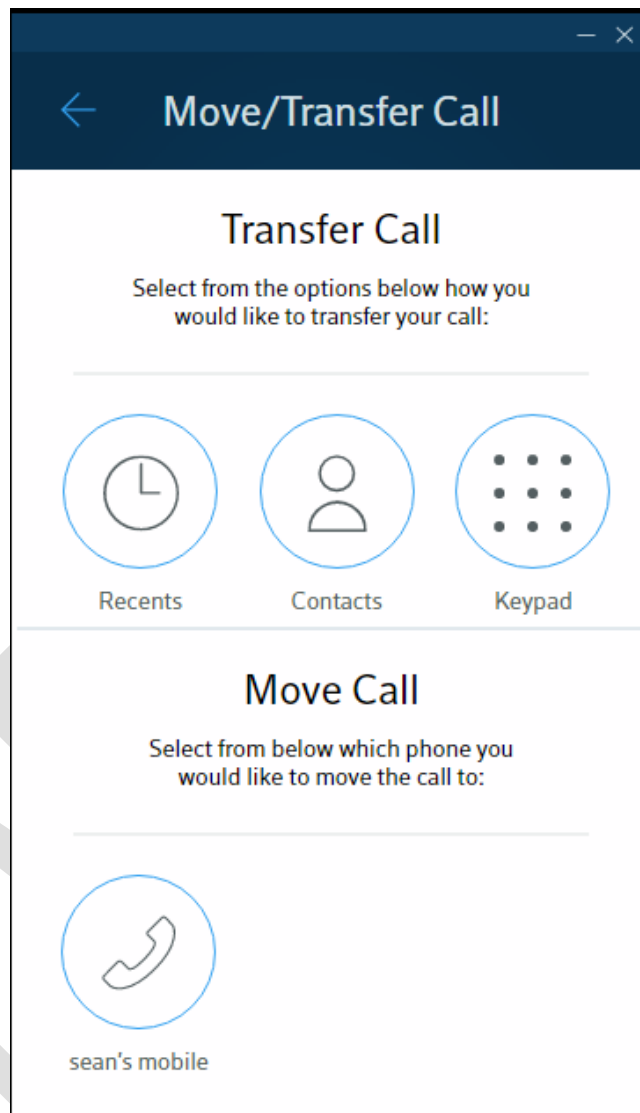


- When you select **Hold**, a **Call on Hold** message will display. You will have the option to **Move/Transfer** or **Resume Call**. You can also view the **Web Popup**.



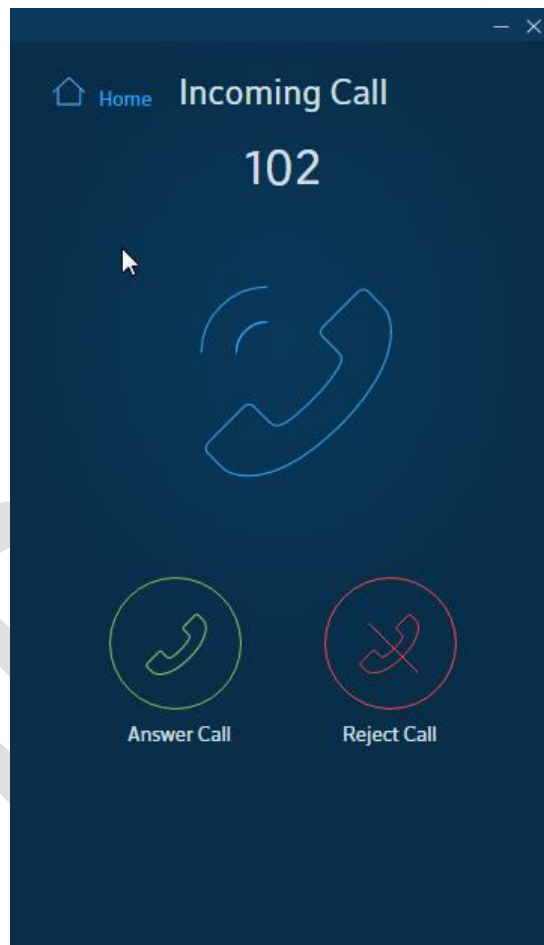
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- **Transfer Call** to someone in your **Recents**, **Contacts** or by typing their number using the **Keypad**.
- **Move Call** to one of your other phones by selecting that phone.

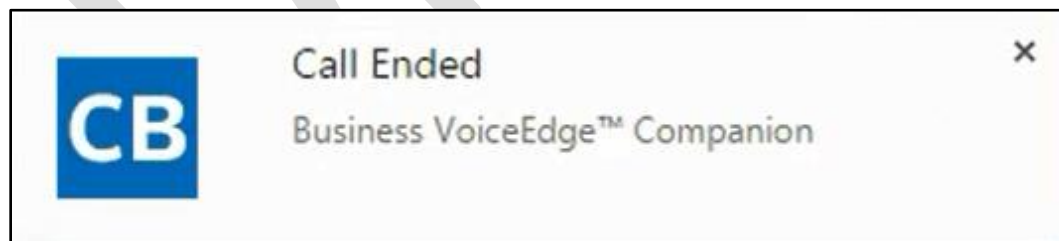
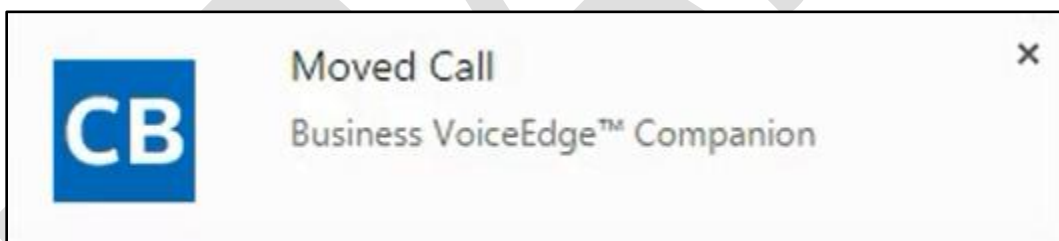
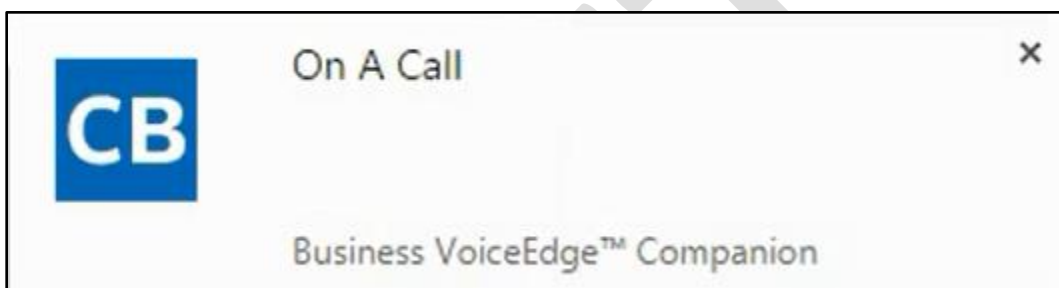
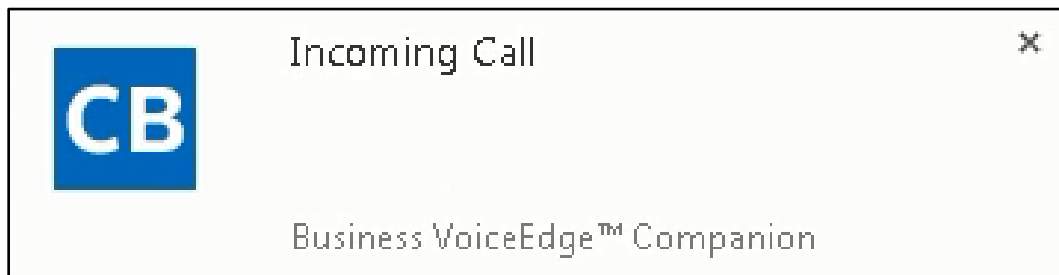


Incoming Calls

- When an incoming call is received, the Comcast Business VoiceEdge app displays the caller information and provides the option to accept or reject the call.
- Click **Answer Call** to accept the call.
 - Click **Reject Call** to send the call to voicemail.

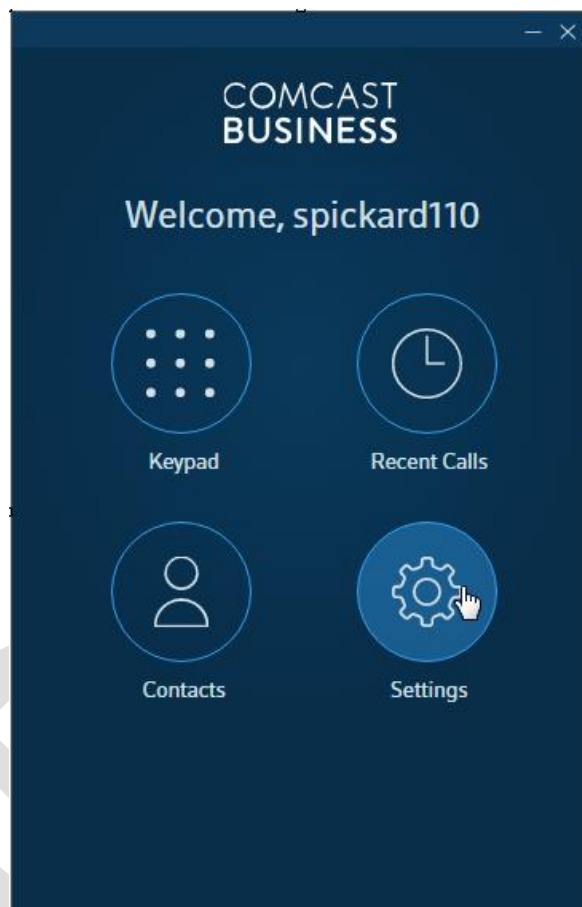


- The companion app provides desktop notifications of incoming calls, call controls and when a call ends.

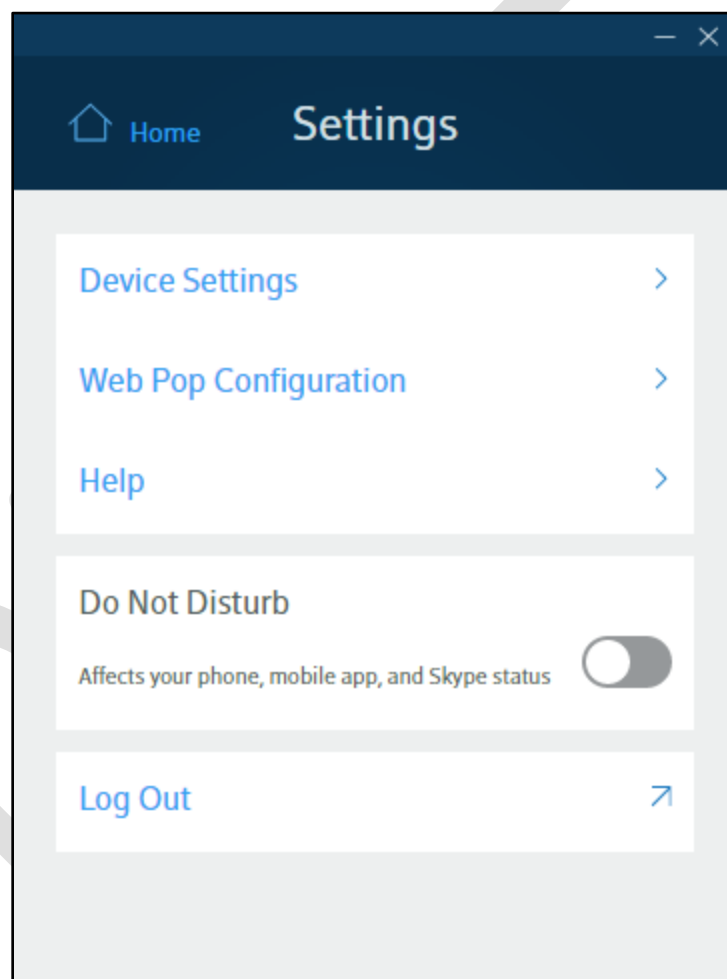


Settings

1. Select Settings.

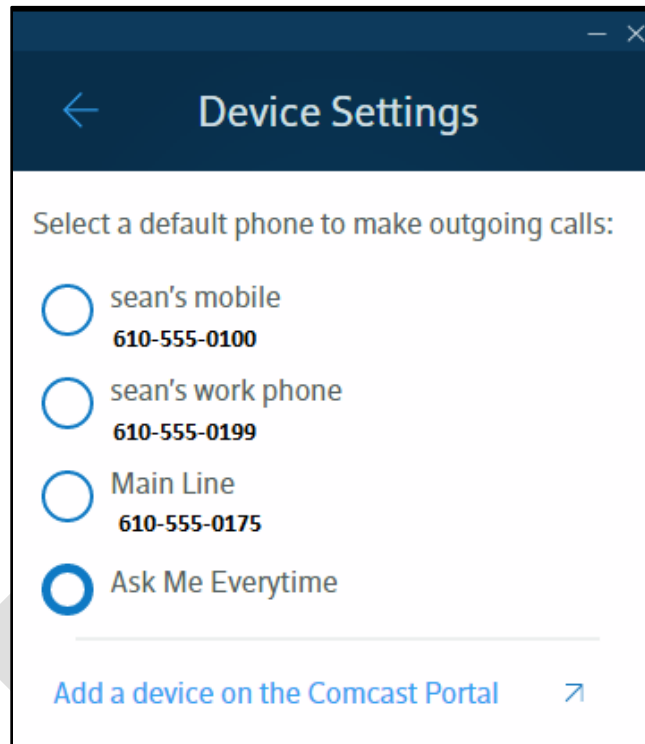



- In the **Settings** menu, you can choose:
 - **Device Settings:** Set a default phone to make calls or go to the Comcast Portal to manage your devices.
 - **Web Pop Configuration:** Select a website to load and search for the incoming caller when you select the Web Popup icon during a call. Example: LinkedIn.
 - **Help:** In app help on a number of topics. Links to other support options.
 - **Do Not Disturb:** Will change your status on the phone, mobile app and within Skype for Business.
 - **Log Out.**



Device Settings

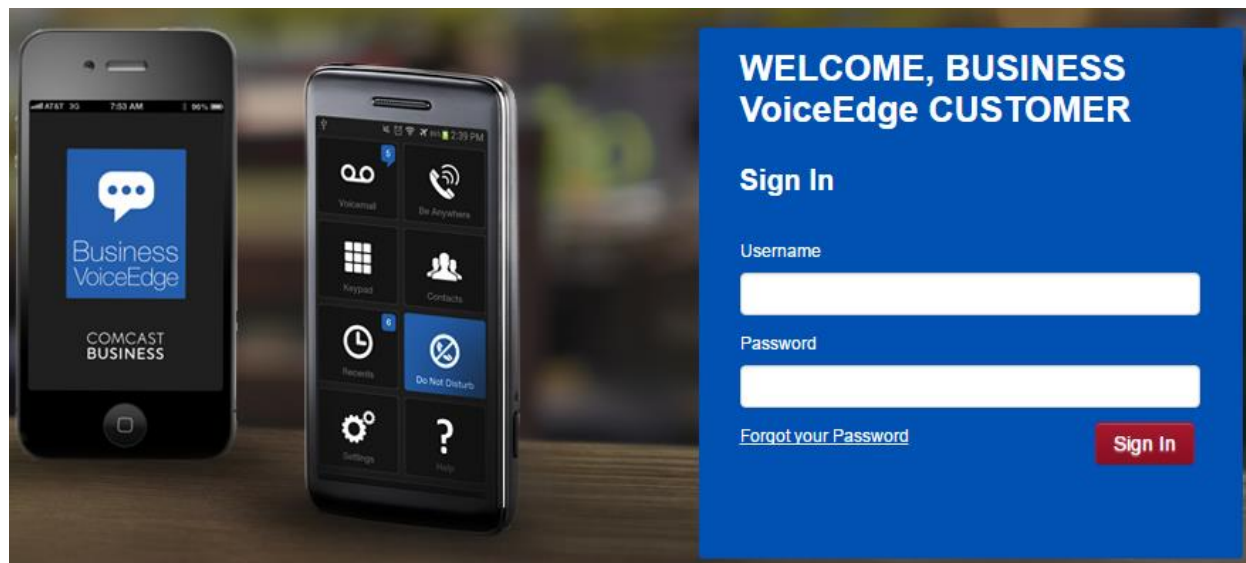
- You can select one of your phones as a default to make all outgoing calls. Once set, you will not be asked to select the desired phone each time you make a call.
 - **Ask Me Every Time** is the default setting.



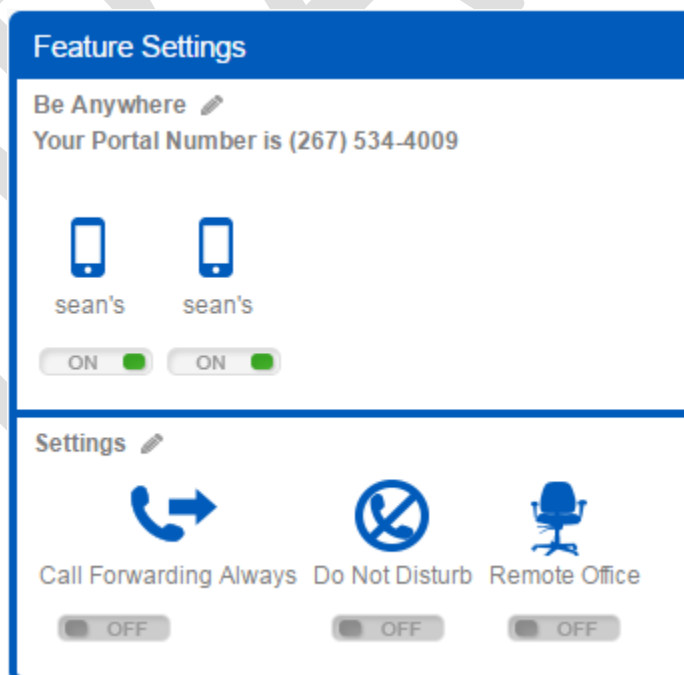
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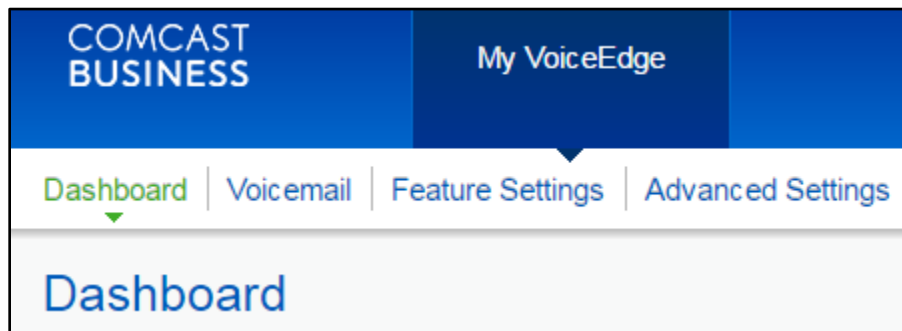
- Click the **Add a device on the Comcast Portal** link to add another device to the list of **Call with VoiceEdge™** selections.
 - You will be taken to the Comcast Business VoiceEdge Portal sign in screen.
- Enter your **Username** and **Password**.



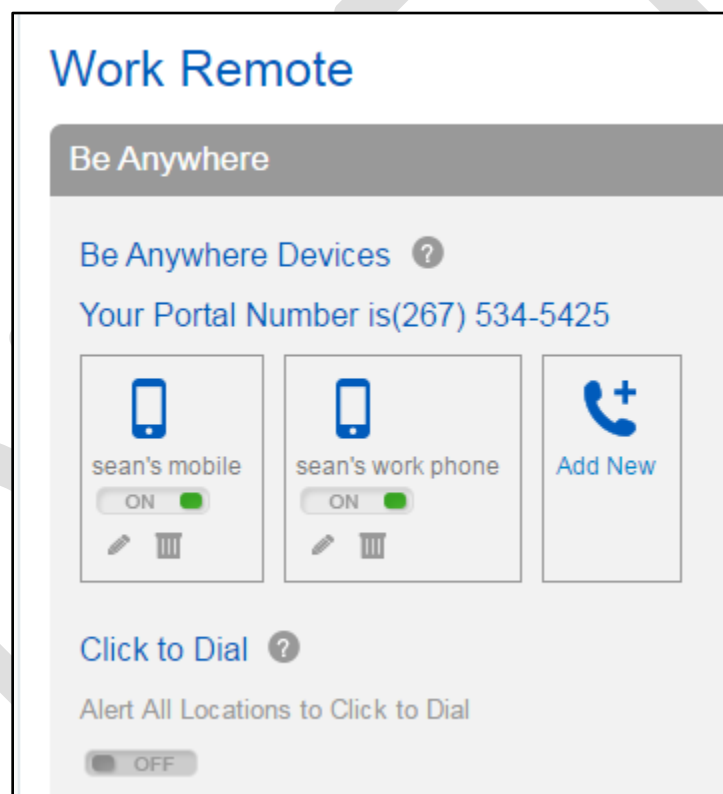
- On the **Dashboard**, in the **Feature Settings** section, you can view your **Be Anywhere** devices and their status.



3. Select **Feature Settings** from the menu.



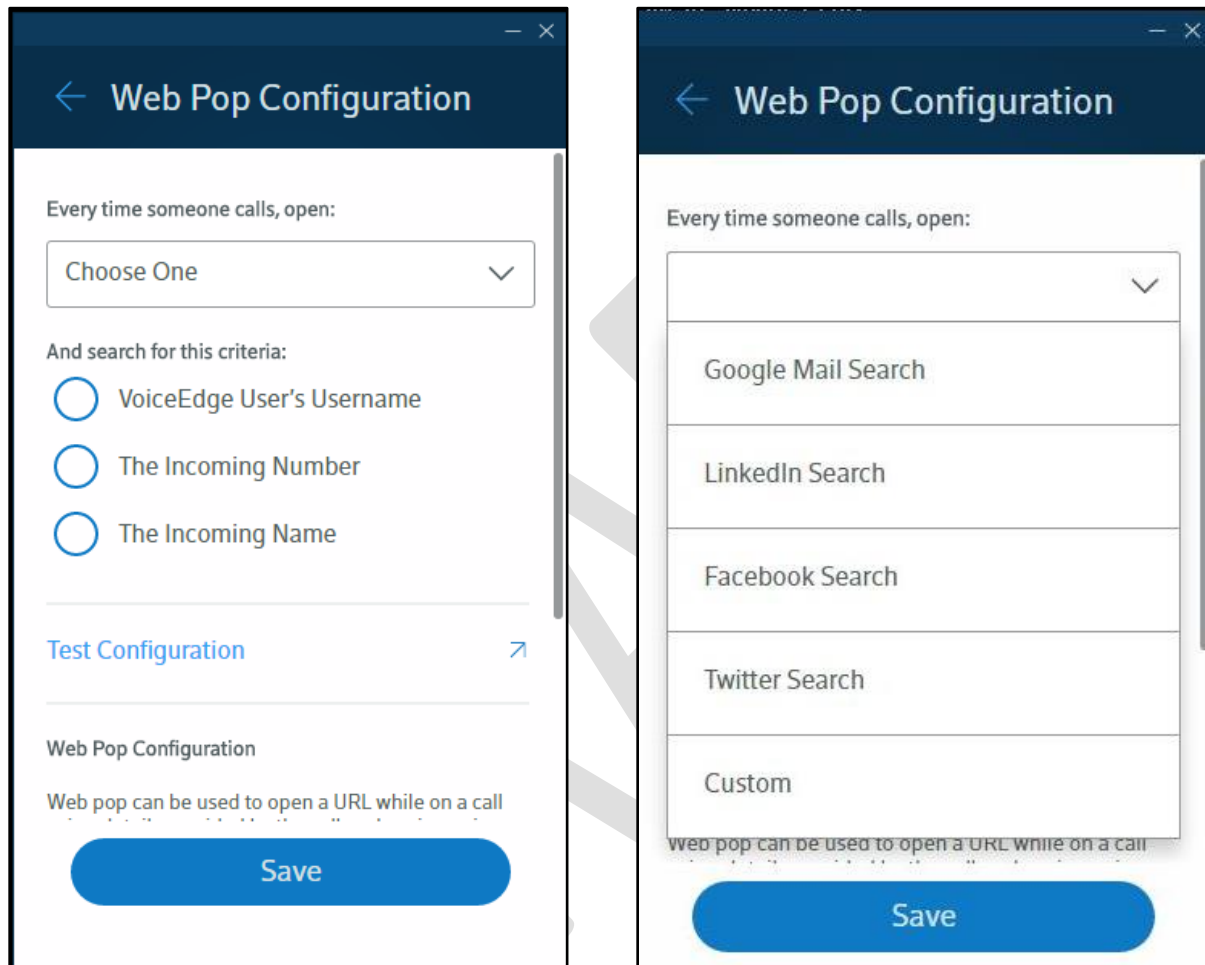
4. Under **Work Remote - Be Anywhere Devices**, click **Add New**.



5. Enter the phone number and description of the device in the appropriate fields.
6. Click **Save**.
7. Click **Save Changes**.
8. Exit the Business VoiceEdge Portal. The device(s) you added will now be available in the dialer window.

Web Pop Configuration

1. In the **Settings** menu, select **Web Pop Configuration**.
2. You can select a website from a list of suggestions or enter another URL.
3. The **Test Configuration** link initiates the Web Popup just as if you have selected it during a call.



Web Pop Configuration

Every time someone calls, open:

Choose One

And search for this criteria:

☐ VoiceEdge User's Username
☐ The Incoming Number
☐ The Incoming Name

[Test Configuration](#)

Web Pop Configuration

Web pop can be used to open a URL while on a call

Save

Web Pop Configuration

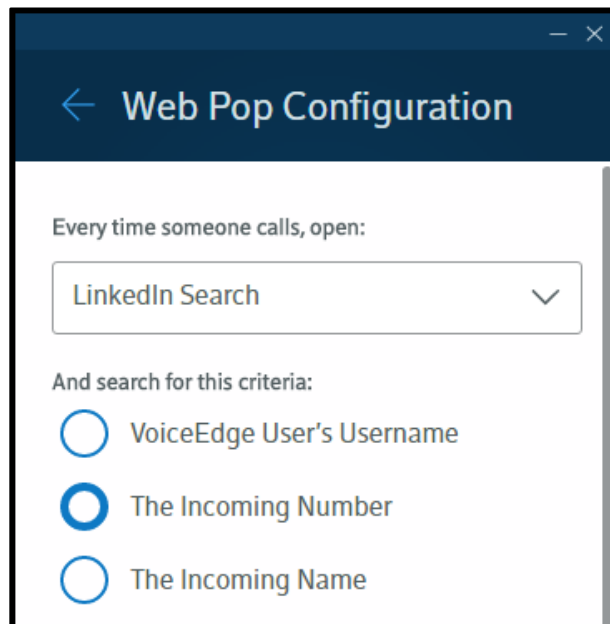
Every time someone calls, open:

Google Mail Search
 LinkedIn Search
 Facebook Search
 Twitter Search
 Custom

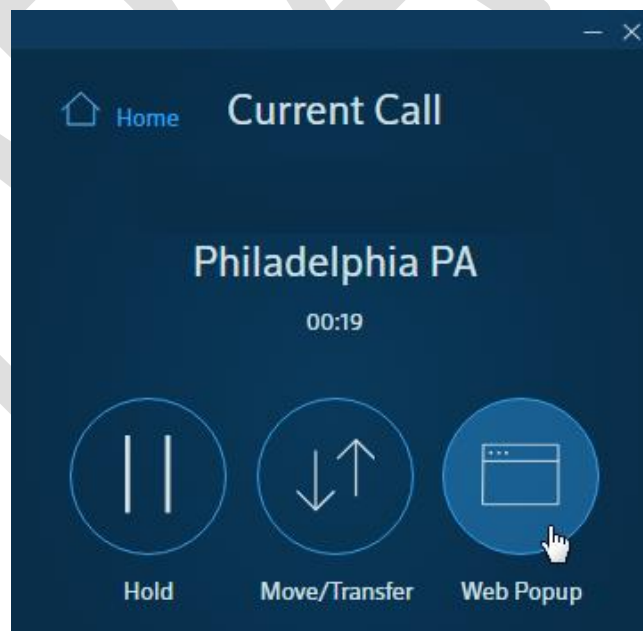
web pop can be used to open a URL while on a call


Save

- In the example below, the **Web Pop Configuration** is set to search your LinkedIn profile's search screen for the incoming telephone number.



- This search can be initiated any time you are on an active call or a call on hold by clicking the **Web Popup** icon.



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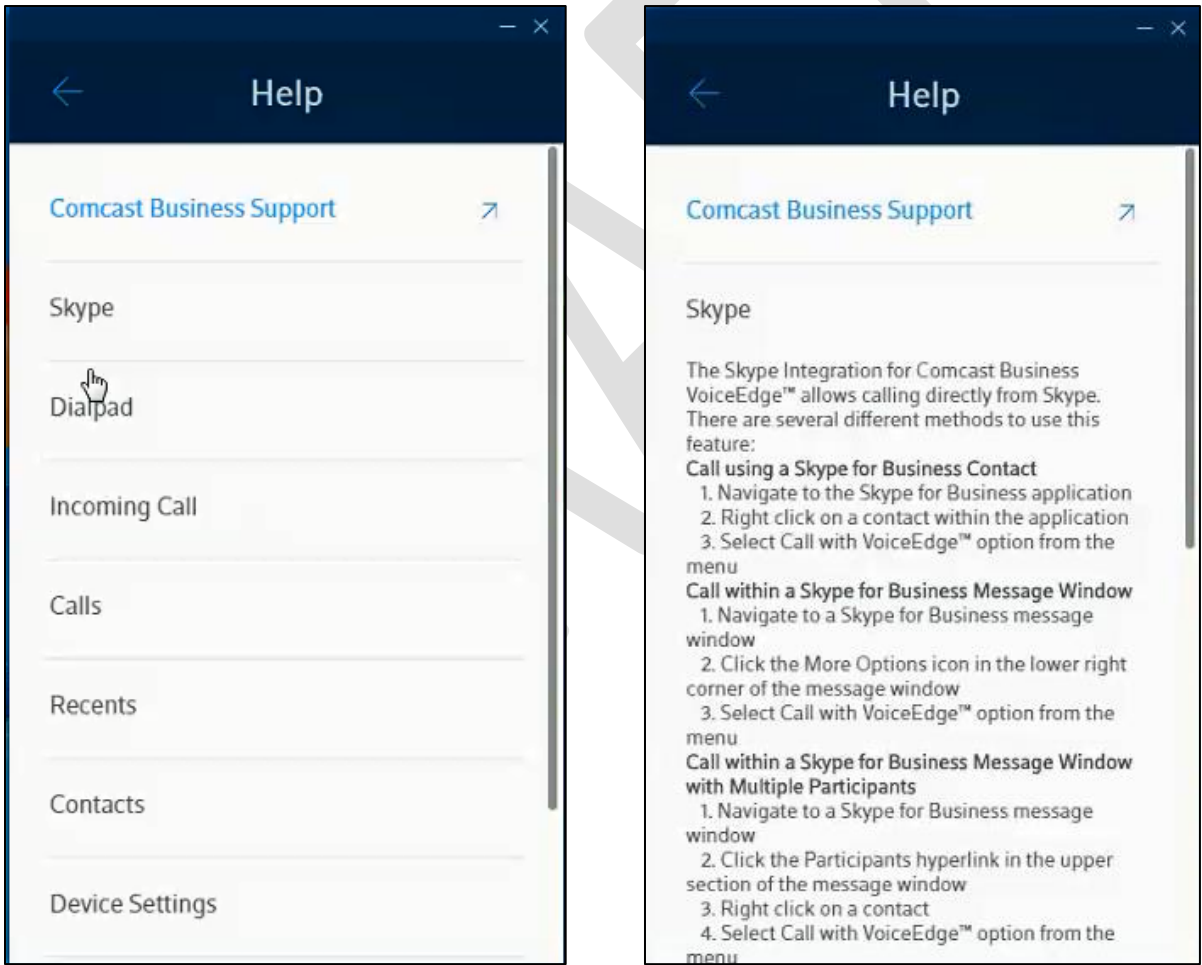
Help

- In the Settings menu, select **Help**.
 - The **Comcast Business Support** link take you to <https://business.comcast.com/getstarted>

Business VoiceEdge™ Support

Welcome to your Business VoiceEdge™ service. Find the training and resource materials to help you get the most out of your service.

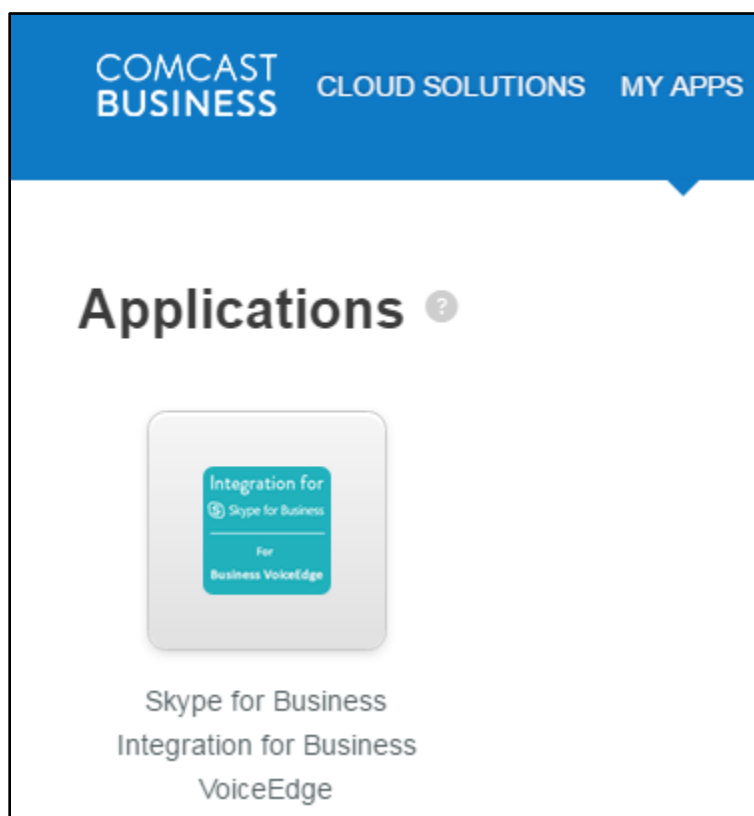
- Help is available on Skype, Keypad, Incoming Calls, Making Calls, Recent Calls, Contacts and Device Settings.



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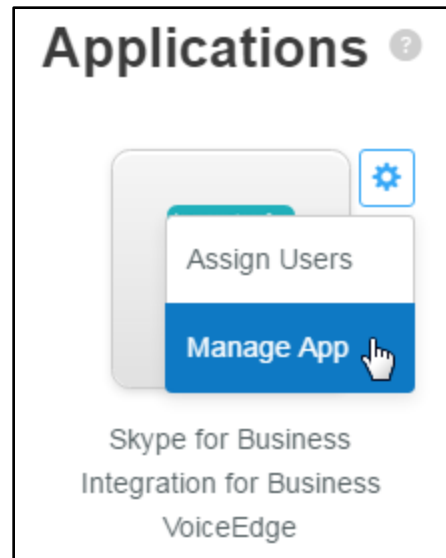
- If you still need help, follow these steps.

1. Within the Cloud Solutions website (upware.comcast.com) navigate to the **My Apps** page.

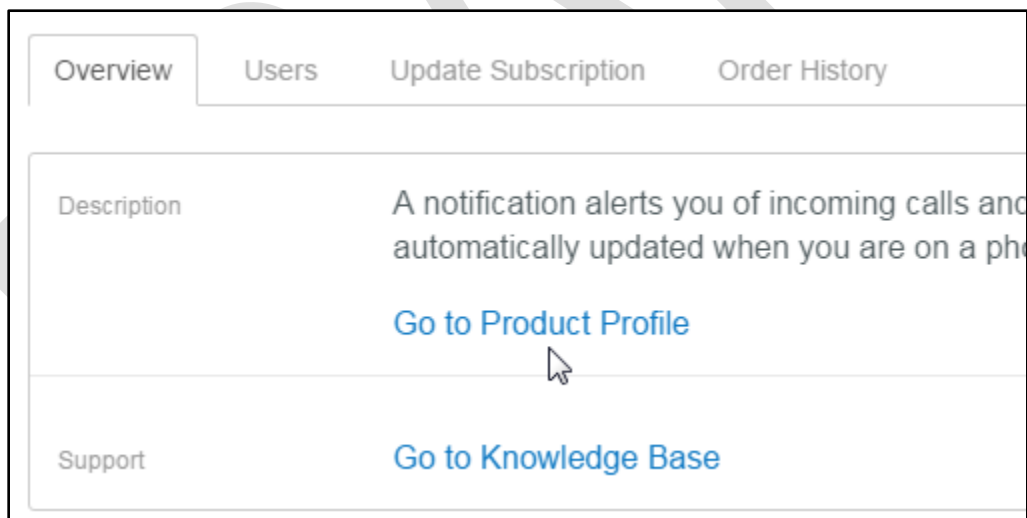


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2. Hover over the Comcast Business VoiceEdge™ Skype for Business Companion icon.
3. Click the options icon.
4. Select **Manage Apps**.



5. Select **Go to Product Profile**.



6. Select **Policies & Support** from the top menu.



7. Click the **Knowledge Base** hyperlink.

Support


Knowledge Base:

<http://www.livehelpnow.net/lhn/livechatvisitor.aspx?lhnid=27836&zzwindow=0&custom1=&custom2=&custom3>

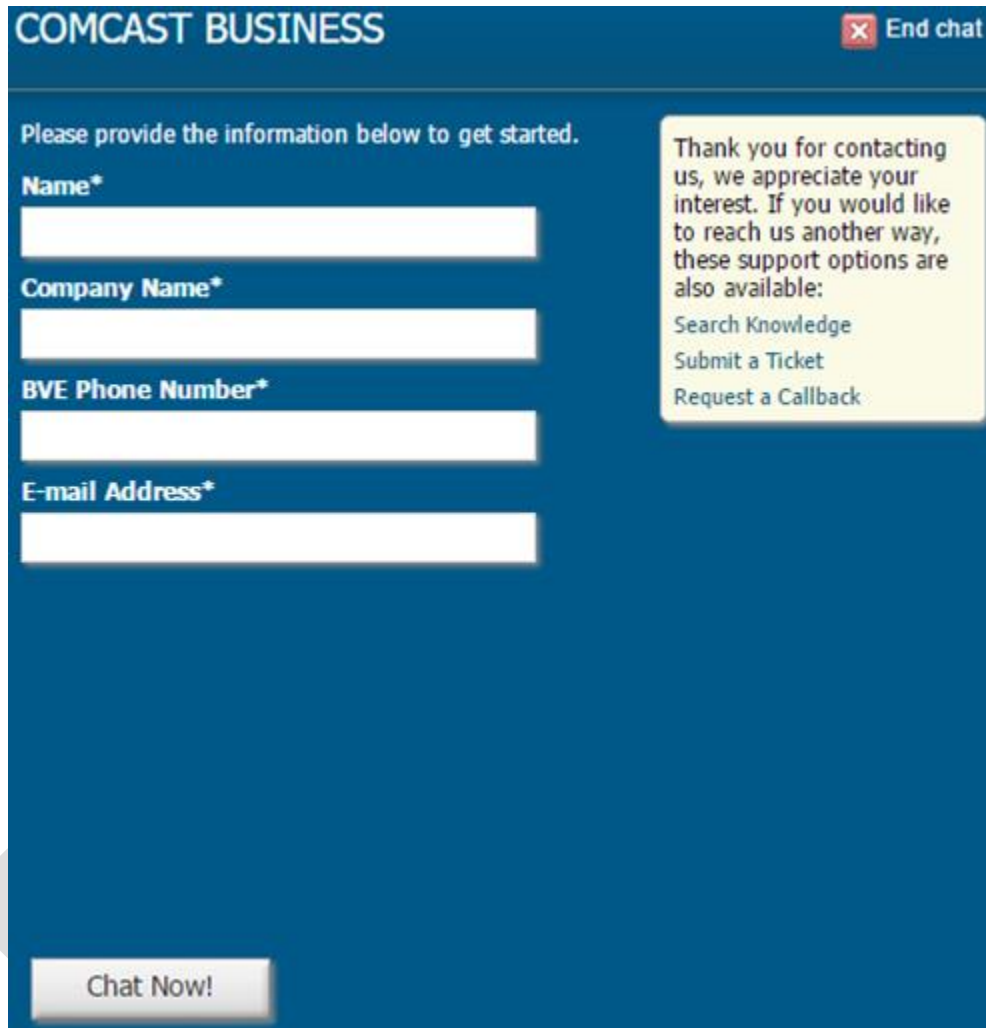
Description:

Support for this service is available by clicking the link above. You can open a ticket anytime, chat and phone support are available M-F 8AM-5PM Mountain time.

DRAFT

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- During Business hours, a page will display allowing you to initiate a chat session, submit a ticket or request a callback.
- After business hours, you will have the option to submit a ticket.



COMCAST BUSINESS End chat

Please provide the information below to get started.

Name*

Company Name*

BVE Phone Number*

E-mail Address*

Chat Now!

Thank you for contacting us, we appreciate your interest. If you would like to reach us another way, these support options are also available:

- Search Knowledge
- Submit a Ticket
- Request a Callback