

# Comcast Business VoiceEdge™ | Quick Reference Guide for Polycom 335

## 1. Use Your New Phone & Voicemail

### Business VoiceEdge Voicemail

Comcast Business VoiceEdge Voicemail enables you to manage your time without missing your calls. Callers can leave a message while you're on the phone, off site, or just need phone-free time to focus on a project. If you are away from the office, you can opt to be notified via text message or email that you have messages waiting.

### Setting up Voicemail

To set up your new Comcast Business VoiceEdge Voicemail service, follow these easy-to-use instructions. The first time you call into your Comcast Business VoiceEdge Voicemail, you will be asked to create a new password and record your name to personalize the greeting that callers will hear when they reach your voicemail.

**Notes:** Each line has its own voicemail account and must be set up individually.

### Accessing Voicemail

There are three ways to access your voicemail:

#### From your phone:

1. A voice mail icon on the screen, a flashing line key, and a status bar icon indicate one or more new voice mail messages.

#### To listen to voice messages:

1. Press the **Msgs** soft key or press **7** and select **Features > Messages**.
2. Press the connect soft key, and then follow voice prompts.

#### From your desktop:

1. Log into the VoiceEdge portal at [business.comcast.com/voportal](http://business.comcast.com/voportal) to view voicemail online or click the "Dear Receptionist" icon on the "Telephony" toolbar.

#### Away from your office:

1. Dial your office telephone number.
2. When your personal greeting starts, press **7**.
3. Enter your password when prompted.

### Placing a Call

#### Using the Handset:

Pick up the handset, and then dial the number. Or, dial the number first, and then pick up the handset.

#### Using the hands-free Speakerphone:

- With the handset on-hook, press **☎**, any assigned line key, or the **NewCall** soft key. Then, enter the number.

or

- Dial the number, and then press **☎** or **SPK**.



#### Using the optional Headset:

- With the headset connected, press **☎**, any assigned line key, or the **NewCall** soft key.

or

- Dial the number, and then press **☎**.

During a call, you can alternate between modes by pressing **☎** or **☎** or picking up the handset.

#### Answering a Call

**Handset:** Pick up the handset.

**Speakerphone:** Press **☎**, the line key, or the **Answer** soft key.

**Headset (optional):** Press **☎**.

Incoming calls may be denied by pressing the **Reject** soft key during ringing.

#### Ending a Call

Press the **EndCall** soft key or the line key corresponding to the line. Or, depending on the call mode, press **☎**, press **☎**, or hang up the handset.

#### Redial

Press **☎** to display the Placed Call list. Scroll to select the desired recipient and press **☎** again.

#### Call Transfer

1. During a call, press the **Trans** soft key (the active call is placed on hold).
2. Place a call to the party to which you want to transfer the call.
3. After speaking with the second party, press the **Trans** soft key to complete the transfer.

Press the **Blind** soft key to transfer the call without speaking to the second party. Transfer can be cancelled during establishment by pressing the **Cancel** soft key. The original call is resumed.

## 2. Learn More

We provide a unique, interactive training program that can be completed online or on desktop – whatever is most convenient for you. We recommend all users attend training near the time of install. In addition, we have self-help videos to guide you through how to set up and use individual features – you and your colleagues can view these at any time. Please visit [business.comcast.com/getstarted](http://business.comcast.com/getstarted) for details.

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UNIFIED COMMUNICATIONS	Advanced features for desktop and mobility integration	Thursday
TECH ADMIN TRAINING	Manage users and group features via Business VoiceEdge portal	Friday
RECEPTION CONSOLE	Learn the software-based Receptionist Console software	Custom session

# Polycom 335 Quick User Guide

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## **Table of Contents Polycom 335 Quick User Guide**

1. Understanding the eBook Polycom 335 Quick User Guide
  - The Rise of Digital Reading Polycom 335 Quick User Guide
  - Advantages of eBooks Over Traditional Books
2. Identifying Polycom 335 Quick User Guide
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Polycom 335 Quick User Guide
  - User-Friendly Interface
4. Exploring eBook Recommendations from Polycom 335 Quick User Guide
  - Personalized Recommendations
  - Polycom 335 Quick User Guide User Reviews and Ratings
  - Polycom 335 Quick User Guide and Bestseller Lists
5. Accessing Polycom 335 Quick User Guide Free and Paid eBooks
  - Polycom 335 Quick User Guide Public Domain eBooks
  - Polycom 335 Quick User Guide eBook Subscription Services
  - Polycom 335 Quick User Guide Budget-Friendly Options
6. Navigating Polycom 335 Quick User Guide eBook Formats

- ePub, PDF, MOBI, and More
- Polycom 335 Quick User Guide Compatibility with Devices
- Polycom 335 Quick User Guide Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Polycom 335 Quick User Guide
  - Highlighting and Note-Taking Polycom 335 Quick User Guide
  - Interactive Elements Polycom 335 Quick User Guide
- 8. Staying Engaged with Polycom 335 Quick User Guide
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Polycom 335 Quick User Guide
- 9. Balancing eBooks and Physical Books Polycom 335 Quick User Guide
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Polycom 335 Quick User Guide
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Polycom 335 Quick User Guide
  - Setting Reading Goals Polycom 335 Quick User Guide
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Polycom 335 Quick User Guide
  - Fact-Checking eBook Content of Polycom 335 Quick User Guide
  - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
- 14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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