

SKYPE FOR BUSINESS INTEGRATION FOR COMCAST BUSINESS VOICEEDGE™

USING THE SKYPE FOR BUSINESS INTEGRATION FOR BUSINESS VOICEEDGE™

The Skype Integration 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.

Prerequisites

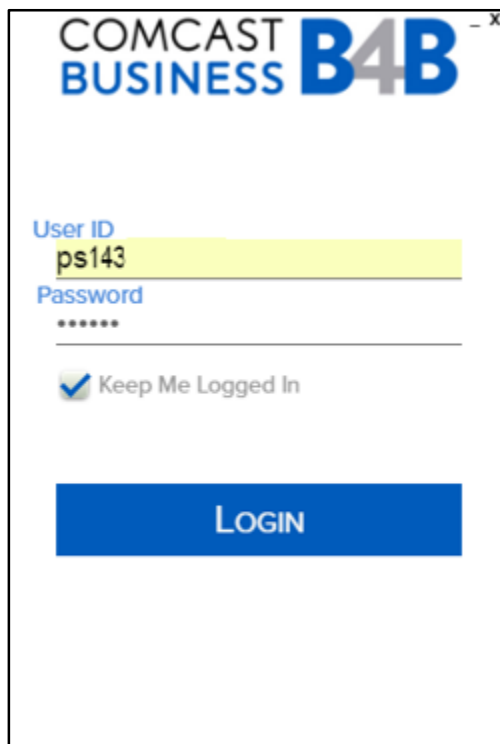
To use the Skype Integration for Comcast Business VoiceEdge™, you must have the following:

- Windows 7 or Windows 8 operating system
- Microsoft Skype for Business 2015 client installed and running
- A **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

Login

1. Click on Skype Integration for Comcast Business VoiceEdge™ shortcut
 - a. **Note:** if you are not logged in, then you will be prompted to enter your username and password.
2. Enter your Comcast Business VoiceEdge™ username and password
3. Click Login

Upon successful login, you will be able to see the Dial Pad, Call History, Group Directory, Options and Sign Out buttons along with your Skype for Business status.



COMCAST BUSINESS B4B

User ID
ps143

Password

Keep Me Logged In

LOGIN



Initiate a Call Using Skype for Business

Make a phone call using the Skype for Business Integration for Comcast Business VoiceEdge™ within a contact or while in a message window.

Call using a Skype for Business Contact

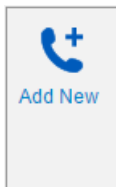
1. Navigate to the Skype for Business application
2. Right click on a contact within the application
3. Select **Call with VoiceEdge™** option from the menu
4. Choose the desired number

To add another device to the list, select the Comcast Business VoiceEdge™ portal link located at the bottom of the dialer window and do the following:

- a. Log into your Business VoiceEdge account at <https://voiceedge.comcast.com/>
- b. Select **Feature Settings** from the **Menu**



- c. Under **Be Anywhere Devices**, click **Add New**



- d. Enter the phone number and description of the device in the appropriate fields
- e. Click **Save**
- f. Click **Save Changes**
- g. Exit the Business VoiceEdge Portal

The device(s) you added will now be available in the dialer window

5. Answer the selected device to begin the call

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 VoiceEdge™** option from the menu
4. Choose the desired number
5. Answer the selected device to begin the call

Call within a Skype for Business Message Window with Multiple Participants

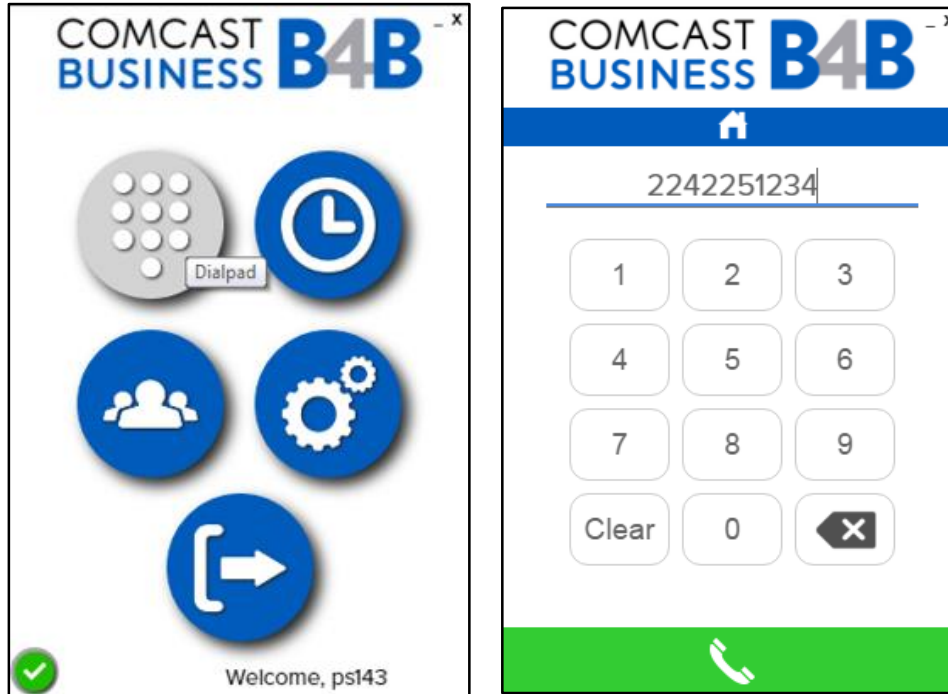
1. Navigate to a Skype for Business message window
2. Click the **Participants** hyperlink in the upper section of the message window
3. Right click on a contact
4. Select **Call with VoiceEdge™** option from the menu
5. Choose the desired number
6. Answer the selected device to begin the call

Dial Pad

Make a phone call using the Skype for Business Integration for Comcast Business VoiceEdge™ by clicking on the **Dial Pad** button.

2. Enter the phone number you want to call into the text box
3. Click the **Phone** icon or press **Enter** to initiate the call
4. Choose a device to initiate the call
5. Answer the selected device to begin the call

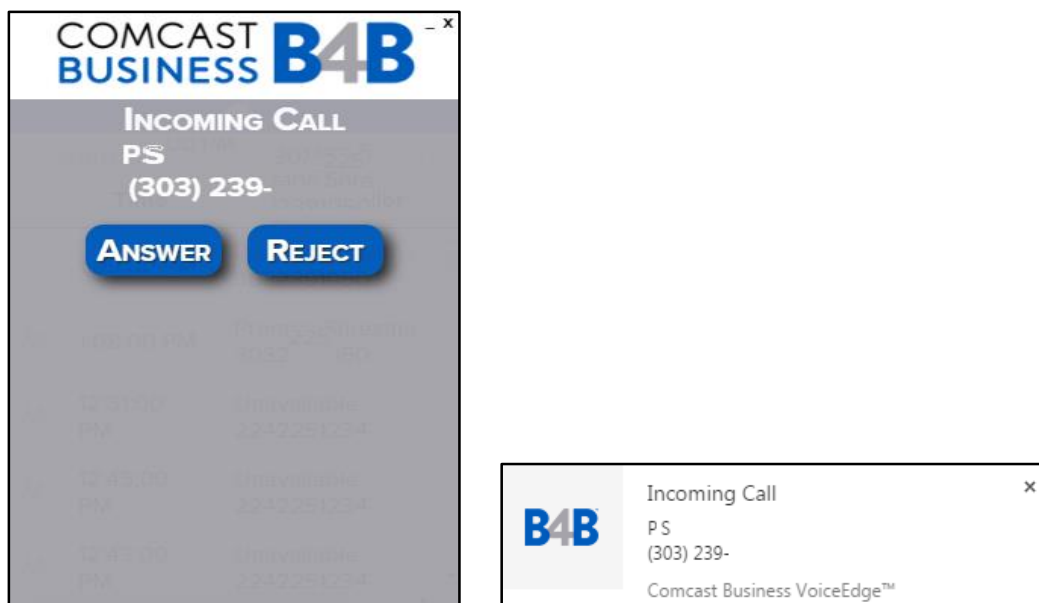
A notification pop up will display once the outgoing call has been answered



Incoming Call

When an incoming call is received, the Comcast Business VoiceEdge app displays the caller information and presents the option to accept or reject the call

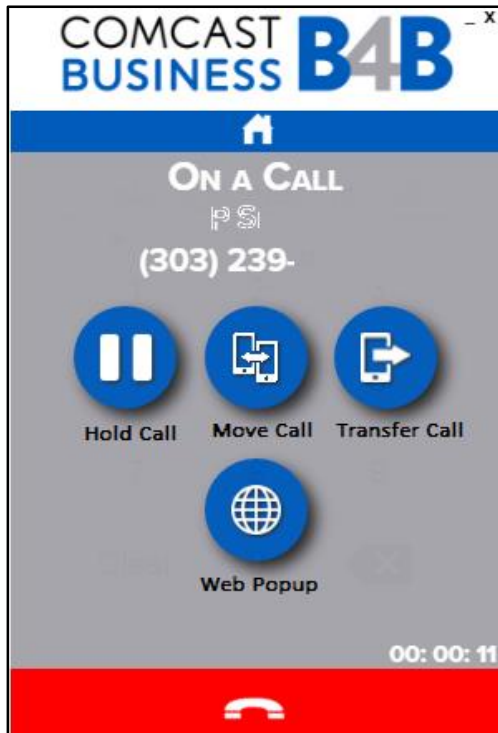
- Click **Accept** to answer the call
- Click **Reject** to send the call to voicemail



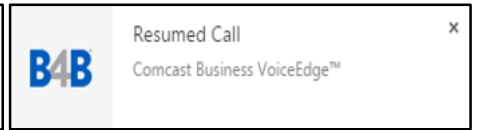
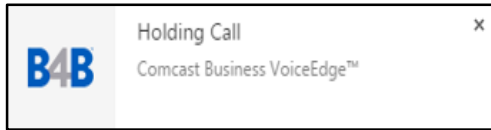
Call Control on an Active Device

Once the call is answered, the screen displays the updated status showing “On a Call” and allows the user to Hold, Move, or Transfer the call. A pop up notification displays the On a Call status and is reflected in the Skype for Business application.

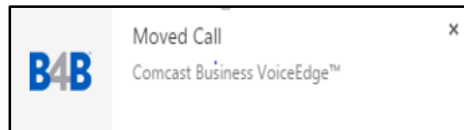
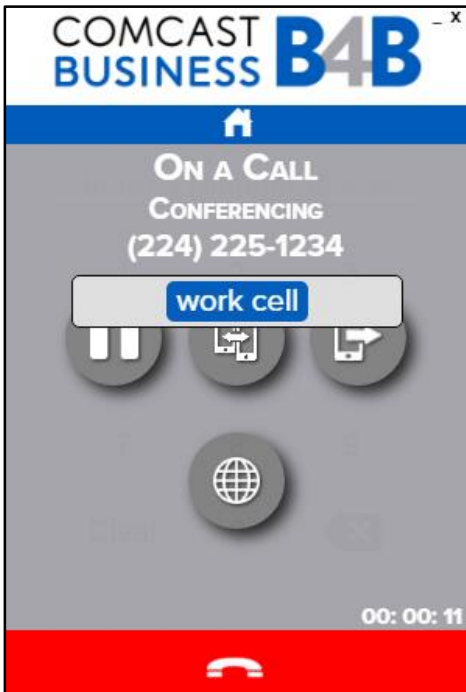
- Click the **Hold** icon to place the call on hold
- Click **Move** icon to move the call to a new device
 - a. A list of available devices is presented
 - b. Select the appropriate device
 - c. Pick up the new device after the call moves
- Click **Transfer** icon to transfer the call to a new phone number
 - a. A pop up window with a text box is presented
 - b. Enter the new phone number in the text box
 - c. Click transfer
- Click End Call button to end the call



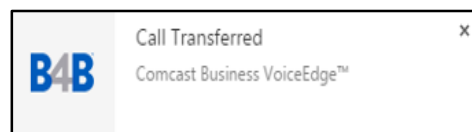
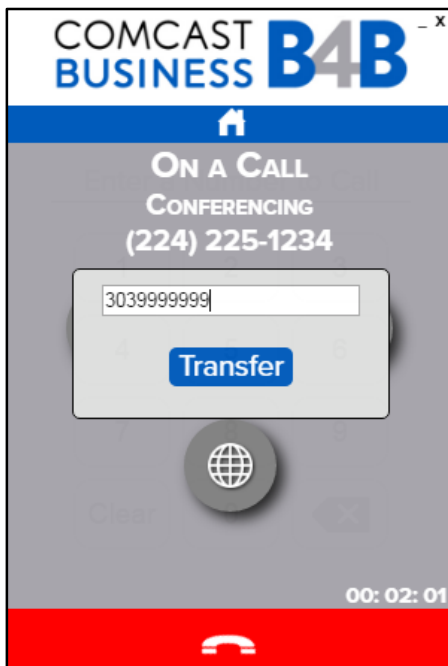
Hold Call



Move Call



Transfer Call



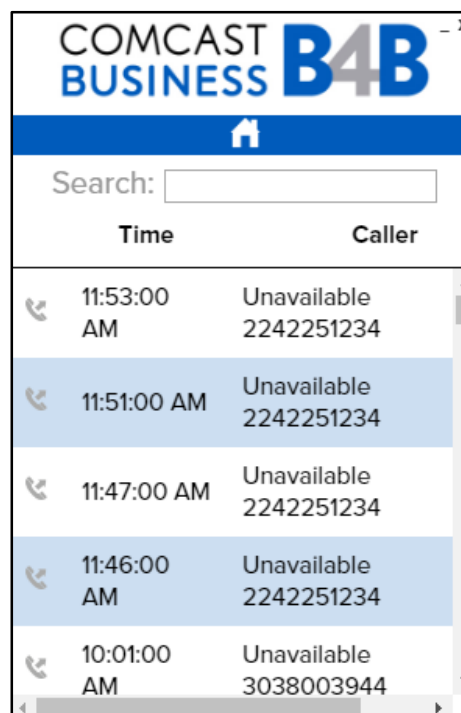
Using Call History

Make a phone call to any of the previously dialed numbers you called using the **Call History** feature by utilizing the **History** button.

1. Select the **History** icon
2. Type a name or number into the **Search** box

The system will check the previous calls in the **Call History** and make suggestions based on the entered text

3. Hover over the desired number and click when the phone icon appears
4. Choose a device to initiate the call



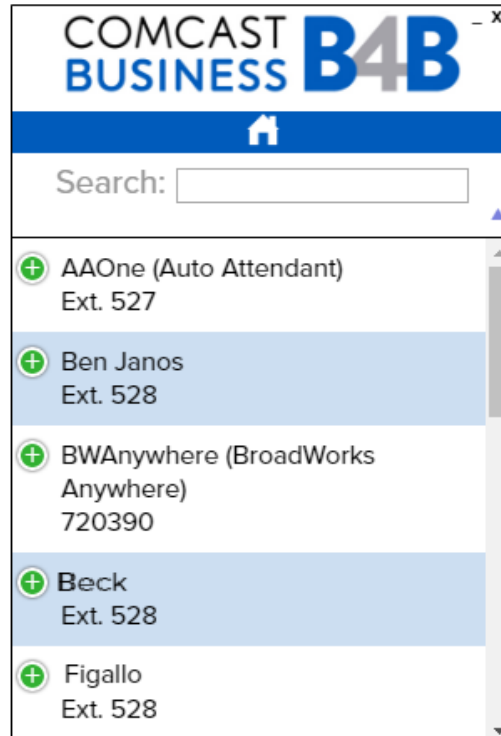
Using Group Directory

Make a phone call to any number in the Business VoiceEdge™ directory by using the **Group Directory** icon.

1. Select the **Group Directory** icon
2. Type a name or number in the **Search** box

The system will check the **Group Directory** and make suggestions based on the entered text

3. Hover over the desired contact and click when the phone icon appears
4. Choose a device to initiate the call



Skype for Business Presence Update

The Skype for Business presence is displayed in the lower left corner of the Comcast Business VoiceEdge™ application home view. This status is updated automatically when beginning or ending a call. Making a change to the status within the app will update your Skype for Business presence status as well as the desk phone status.

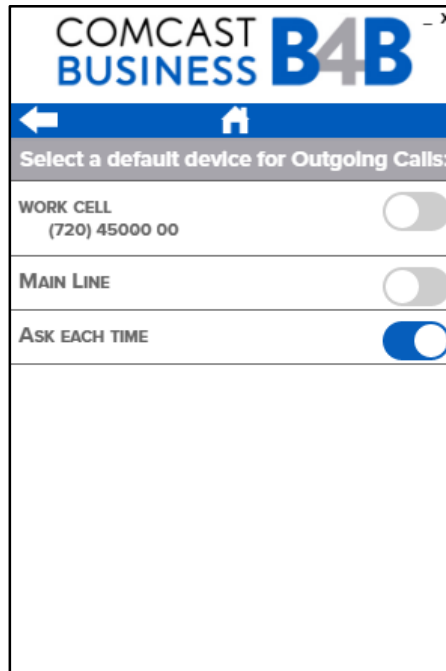
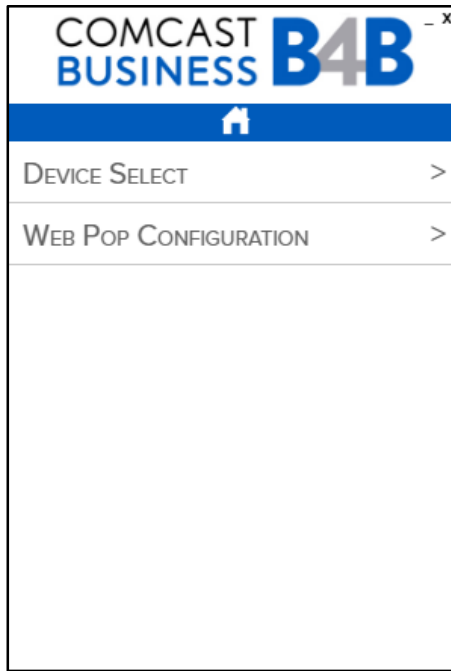
1. Select the **Presence** icon
2. Choose the desired status



Options

Configure the Comcast Business VoiceEdge™ options by using the **Options** button.

1. Select the **Options** icon
2. Select **Device Select** to set a default device for all calls
3. Select **Web Pop Configuration** to configure a web site to be presented based on VoiceEdge Username, Incoming Number, or Incoming Name.



Web Pop Configuration

Configure a web page to be displayed when on a call.

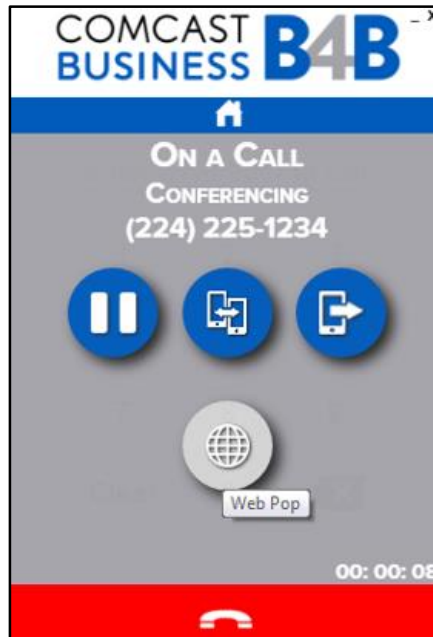
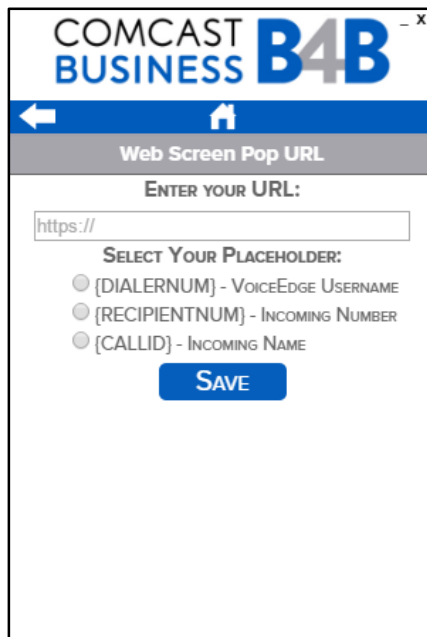
1. Select the **Options** icon
2. Select **Web Pop Configuration**
3. Enter the desired web page
4. Select the desired **Placeholder**

VoiceEdge username will search the website based on the Comcast Business VoiceEdge™ username

Incoming Number will search the website based on the incoming number

Incoming Name will search the website based on the caller id of the incoming call

5. Click **Save**
6. When on a call, click on the **Web Pop** icon
7. A website pop up is displayed



Support

1. Within the Cloud Solutions website navigate to the My Apps.



2. Hover over the Skype for Business Integration for Business VoiceEdge icon and click the **Options icon**



3. Select **Manage App**



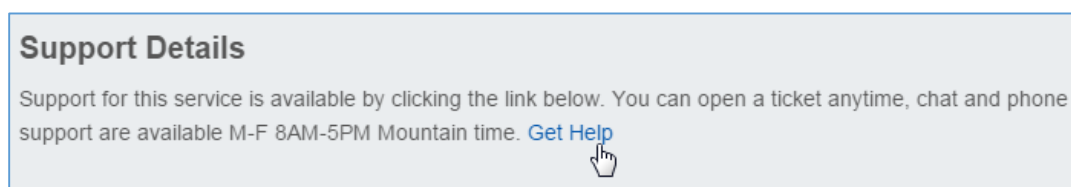
4. Select **Go to Product Profile**



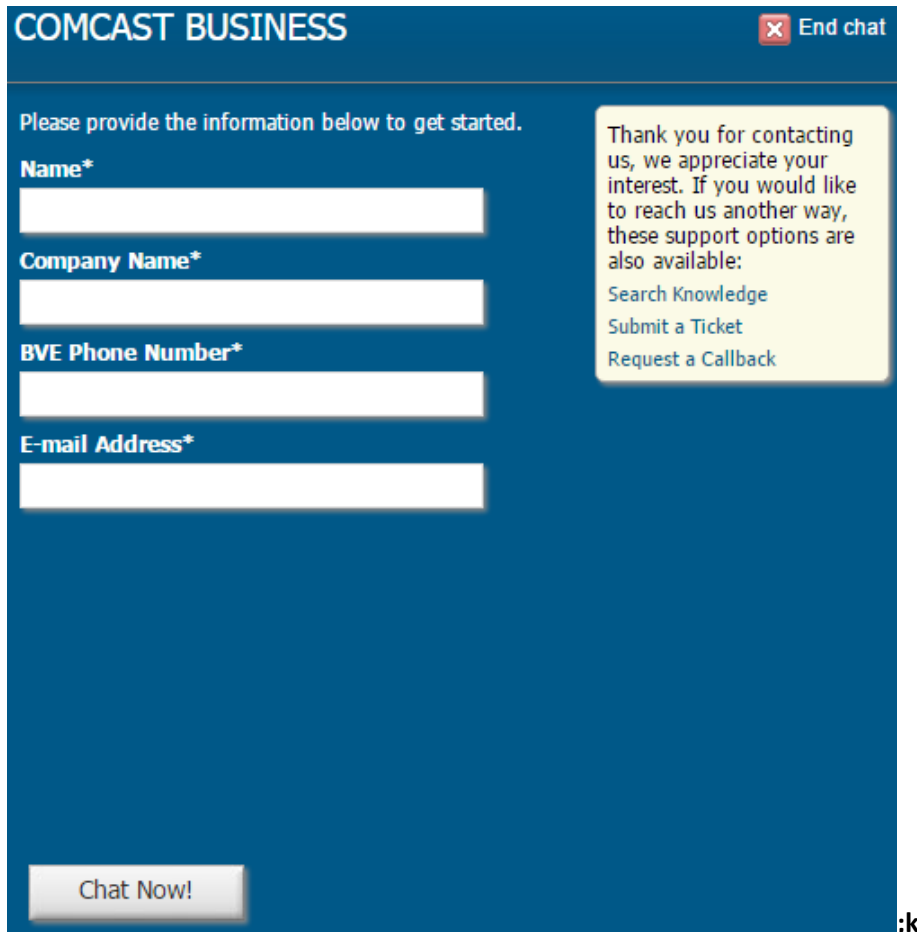
5. Navigate to the **Support** tab



6. Click the **Get Help** hyperlink



Result: During business hours, a page will be displayed to allow 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.



The image shows a screenshot of a Comcast Business chat interface. The header is dark blue with the text "COMCAST BUSINESS" on the left and "End chat" with a red close button on the right. Below the header, there is a prompt: "Please provide the information below to get started." To the left of this prompt are four white input fields with blue borders, labeled "Name*", "Company Name*", "BVE Phone Number*", and "E-mail Address*". To the right of these fields is a yellow box containing a thank-you message and three links: "Search Knowledge", "Submit a Ticket", and "Request a Callback". At the bottom left of the interface is a "Chat Now!" button. The interface is set against a dark blue background.

COMCAST BUSINESS End chat

Please provide the information below to get started.

Name*

Company Name*

BVE Phone Number*

E-mail Address*

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

Chat Now!