

1 ORDERING: GETTING THE RIGHT SOLUTION



YOUR SALES REP has helped you determine Business VoiceEdge (BVE) is the right solution for your business, collected the telephone number(s) you will be porting, and explained your training options. Next, a member of our **ADVANCED PRODUCT SERVICE TEAM** will contact you to verify your order.

YOUR ACTION ITEMS:

Purchase a separate Business Voice (non-BVE line) to handle interactions with **FAX, ALARMS, ELEVATORS, AND POINT-OF-SALE EQUIPMENT.**

We don't provide **OVERHEAD PAGING**, but if you need it, you can order a device from us to connect to your existing system.

2 PLANNING & PROCESSING: ROUTING CALLS RIGHT



A **PROJECT MANAGER** will contact you to schedule a project kick off call. You and your Project Manager will work with a **SOLUTIONS DESIGN ENGINEER** to document your business' call flow. A copy of your system design will be sent for you to approve. Please include your IT point of contact or phone vendor to serve as your **TECH ADMIN** throughout this process.

YOUR ACTION ITEMS:

Set up **AUTO ATTENDANT** and finalize your recording with the vendor (SNAP) before your installation date. We offer free, professional recordings.

Complete **INSIDE WIRING** (if needed) before your installation date and then work with your Project Manager to review LAN configurations.

3 TRAINING ON YOUR NEW PHONES: MAXIMIZE FEATURE USE



ATTEND TRAINING SESSION either before or immediately after installation. A technician can review basic phone features during install, but cannot conduct advanced feature training for your users.

YOUR ACTION ITEMS:

Training is available Monday - Friday in small groups. Please visit business.comcast.com/getstarted and sign up for the following training session(s):

- For **TECH ADMINS**: VoiceEdge Overview and Feature Training, Unified Communications and Technical Administrator Training
- For **INDIVIDUAL USERS**: VoiceEdge Overview and Feature Training and Basic Phone Training

If you purchased the **RECEPTION CONSOLE**, your Project Manager will set up a special training session for your tech admin and front desk personnel.

4 INSTALLATION & ACTIVATION: CRITICAL DAY ONE TESTING



A **TECHNICIAN** will come in advance of install to conduct site surveys and ensure internal wiring can support services.

DURING DAY OF INSTALL, technicians will install and test phones before your phone numbers port to address any issues.

OUR FIELD TECHNICIAN WILL BE ONSITE the day your phone numbers port or new numbers go live and will work with an Install Technician on the phone to test your call flow and call routing. **Please make sure your Tech Admin works with the Field Technician to ensure services are installed properly.**

YOUR ACTION ITEMS:

When **BOXES OF PHONES** arrive, please leave them for the technician to setup during installation.

You, along with all assigned users, will also receive an email with **KEY SERVICE CREDENTIALS**. **Please save this and have it ready to reference on day of install.**

5 BUSINESS VOICEEDGE™: ONGOING SUPPORT



A **CARE REP** can assist you with all support and billing related questions.

Your BVE service **WILL BE BILLED** on the 1st or 15th of the month. Auto Pay is available for your BVE invoice, and Auto Pay and/or Ecobill are available for other Business services.

VISIT THE VOICEEDGE PORTAL at business.comcast.com/bveportal – your Tech Admin can manage features and passwords for end users, as well as key group features. Users can also manage their own features on the portal.

RESOURCES are always available to help you:

- 24x7 support at **877-761-7401**
- Online user guides, feature videos, and registration for additional training at business.comcast.com/getstarted
- Online support forum for discussing features and services with other BVE customers or Comcast Business experts at business.comcast.com/forums
- Periodic email notifications about new features and enhancements sent to your Tech Admin

REMEMBER: Call your prior telephone provider to confirm they disconnected your old service.

COMCAST BUSINESS PROMISE



- 60 Day Money Back Guarantee¹
- Service Level Agreement²
- BVE equipment maintenance with next business day replacement for term of phones