

Description

VoiceEdge™ for Google Chrome™ connects your Comcast Business VoiceEdge™ service to your Google Chrome browser. This extension converts phone numbers in a Google Chrome™ web browser into clickable items that can be called from any phone connected to your BVE account.

This document describes the steps to use the Companion and the Google Chrome extension in your Google Chrome browser.

To view the video guide for the Google Chrome Companion, click [here](#).

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Effective Date

May 2017

System Requirements

To install and use VoiceEdge™ for Google Chrome™, you must have the following:

- Windows 7, 8, 10, MacOS Sierra (10.9), OS X EL Capitan (10.11.6) or higher. VoiceEdge™ for Google Chrome™ should **not** be used with Beta or Developer versions of Mac OS.
- The latest version of Google Chrome™
- 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.
- Comcast Business Cloud Solutions Account

Process

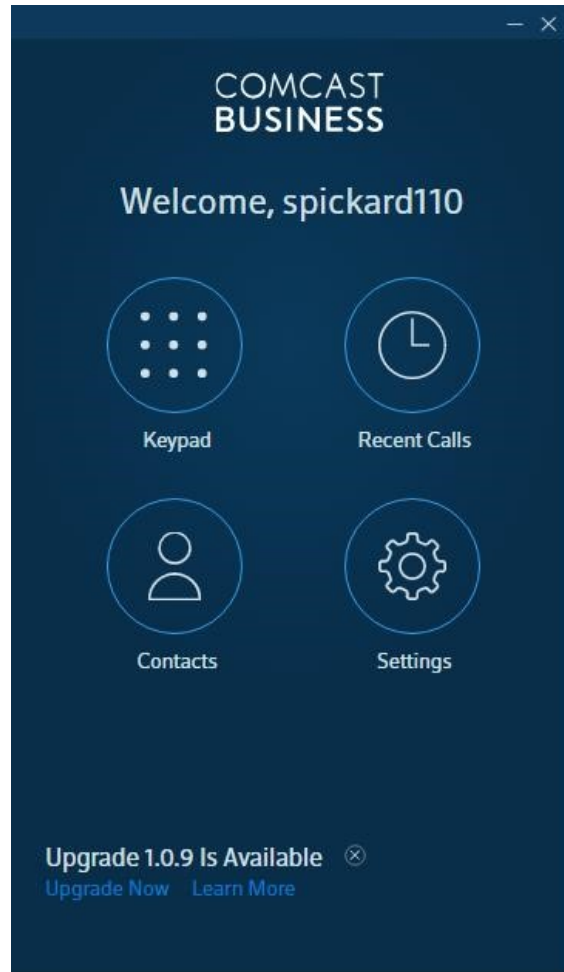
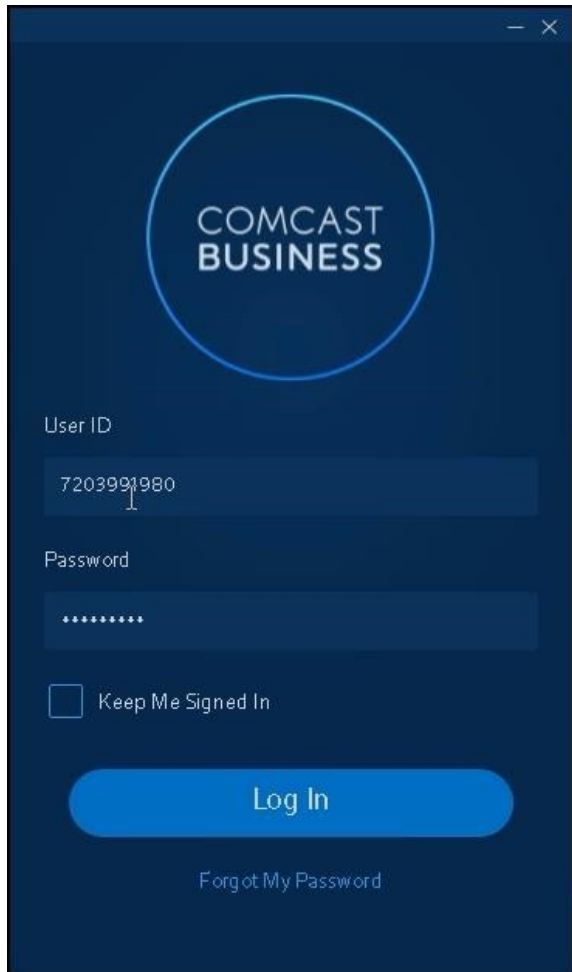
Login to the Companion

1. Click the Business VoiceEdge™ Companion shortcut.
 - If you are not logged in, you will be prompted to enter your username and password.



2. Enter your Comcast Business VoiceEdge™ **User ID** and **Password**.
3. Click **Log In**.
4. Once logged in, the **Keypad**, **Call History**, **Contacts** and **Settings** icons will be available.
5. In this example, you are notified that an upgrade to the app is available. Click **Upgrade Now** to install the latest version.

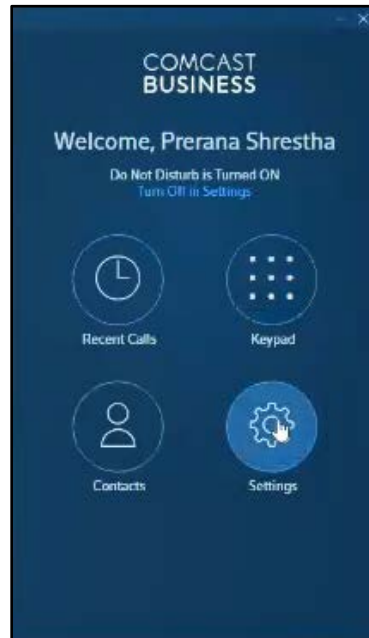
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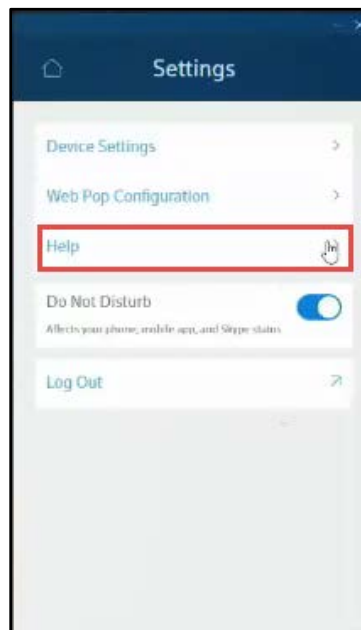
Configurable Home Page

1. The **Keypad**, **Call History**, **Contacts** and **Settings** icons can be moved by clicking, holding, and dragging them to the desired location.
2. To reset icon locations, click **Settings**.

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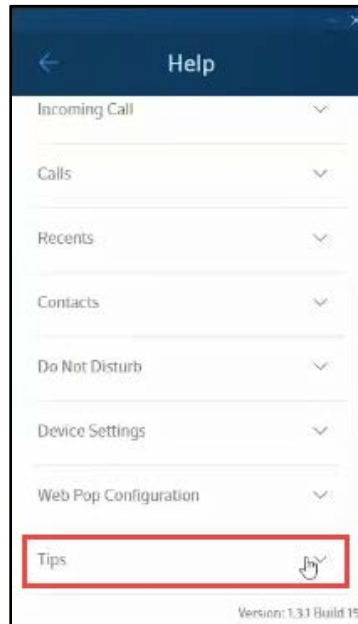


3. Click **Help**.

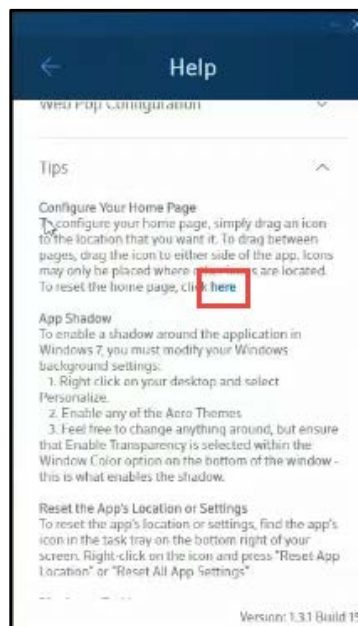


4. Click **Tips**.

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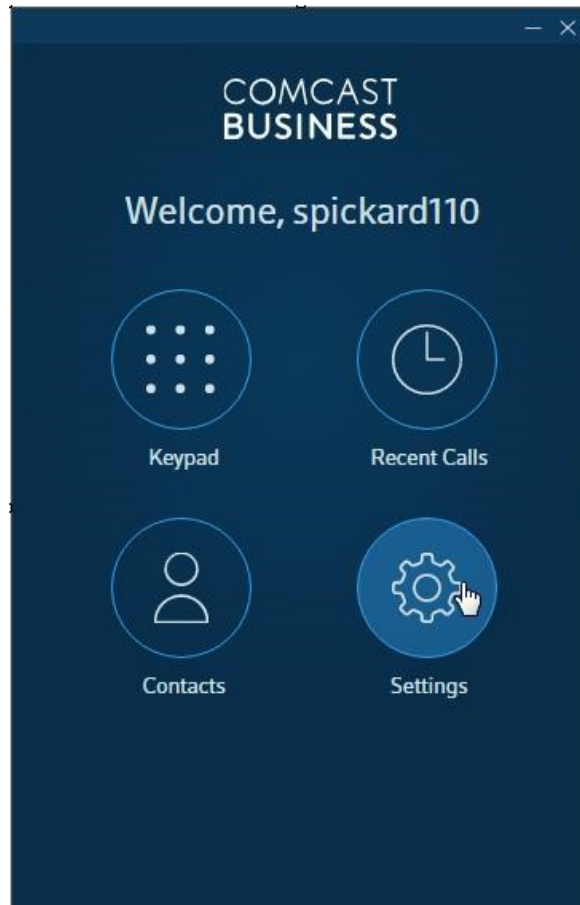
5. Click **here** under **Configure Your Home Page**.



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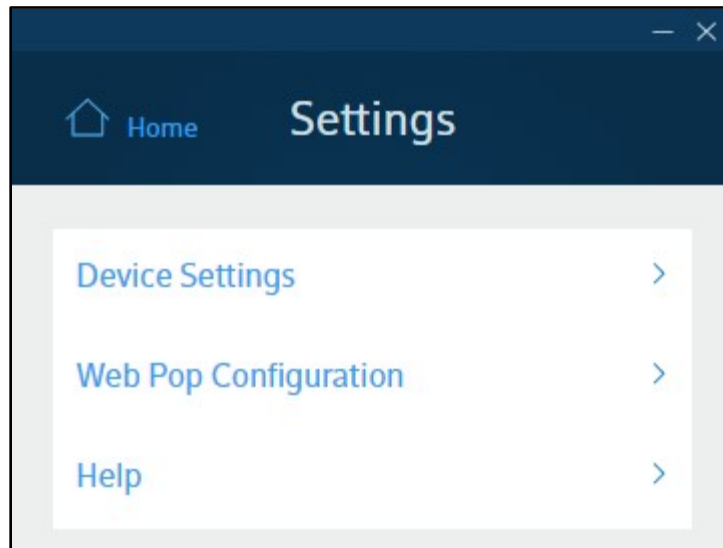
Add Devices to the Call with Business VoiceEdge™ selections

1. Select **Settings**.

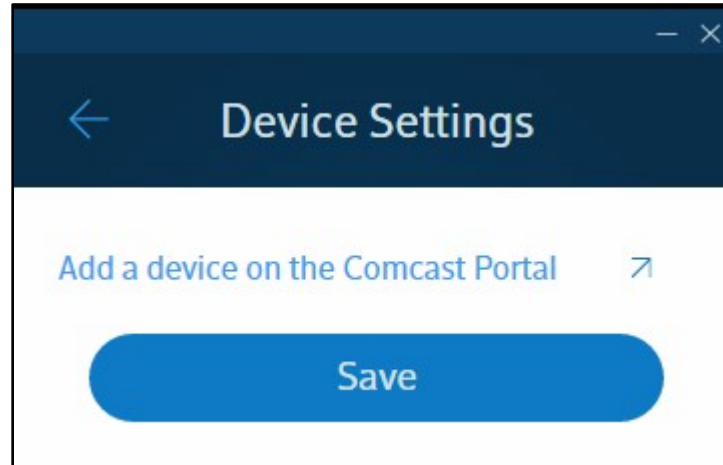


2. Select **Device Settings**.

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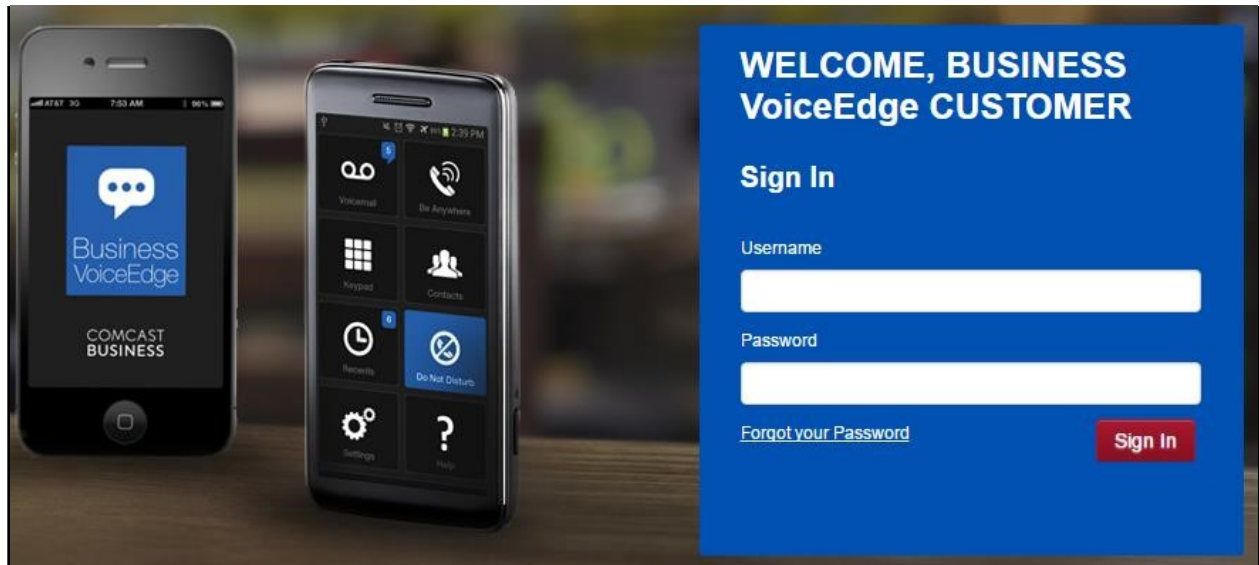


3. Click on the **Add a device on the Comcast Portal** link.

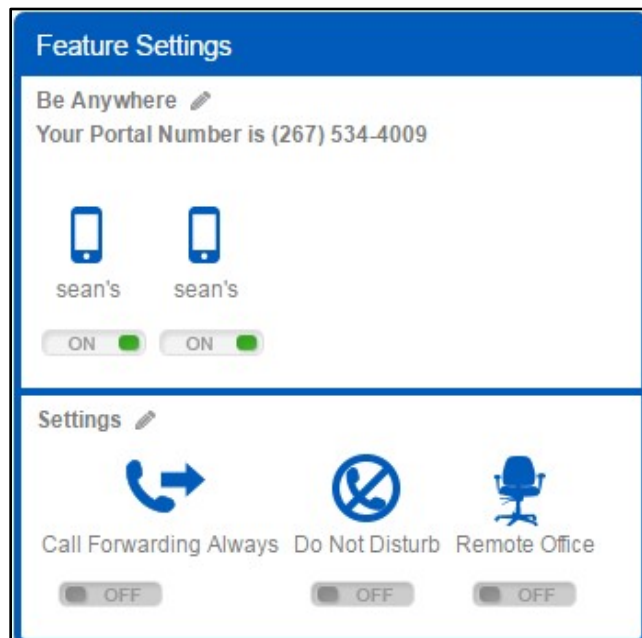


4. You will be taken to the Comcast Business VoiceEdge™ Portal sign in screen. Enter your **Username** and **Password**.

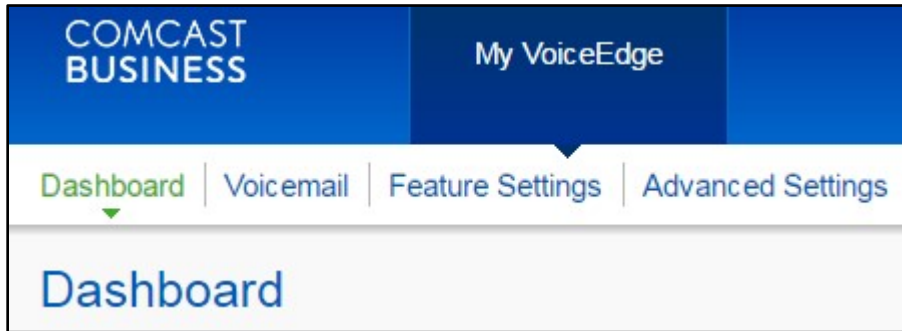
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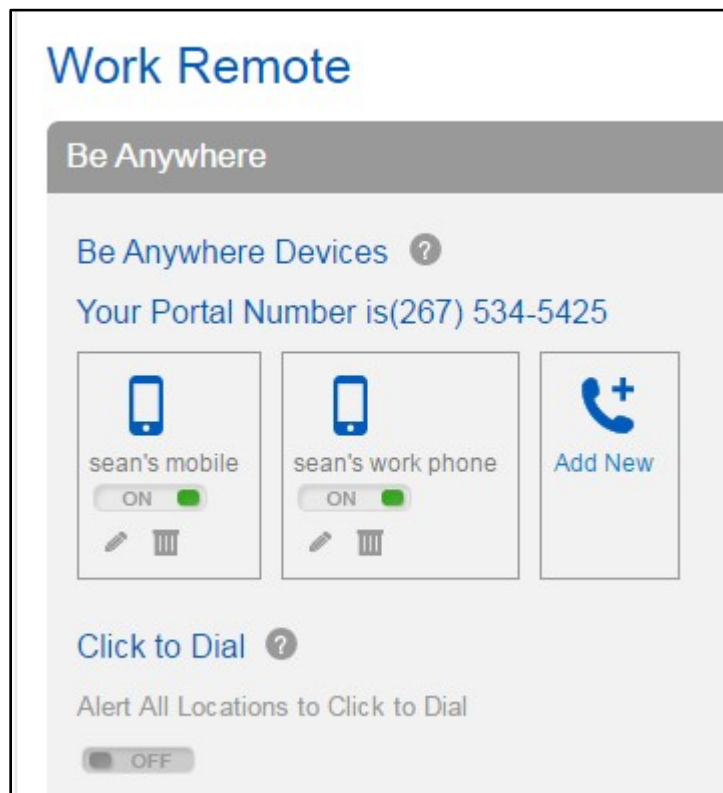
5. On the **Dashboard**, in the **Feature Settings** section, you can view your **Be Anywhere** devices and their status.



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



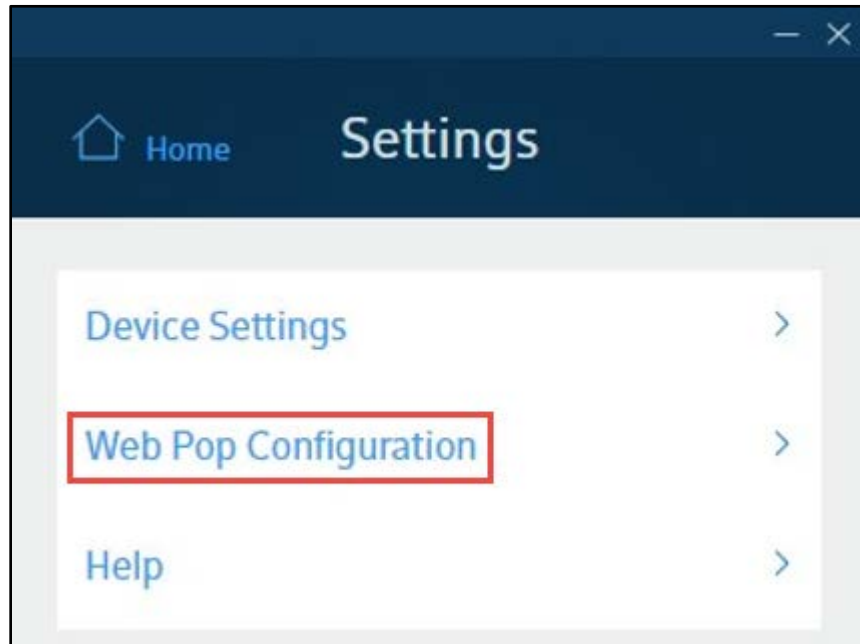
- Under **Work Remote - Be Anywhere Devices**, click **Add New**.



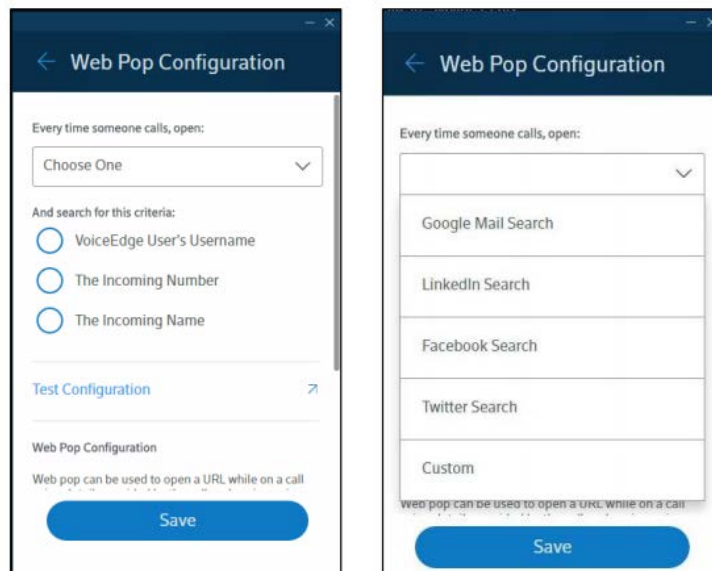
- Enter the phone number and description of the device in the appropriate fields.
- Click **Save**.
- Click **Save Changes**.
- Exit the Business VoiceEdge™ Portal. The device(s) you added will now be available in the dialer window.

Web Pop Configuration

1. In the **Settings** menu, select **Web Pop Configuration**.

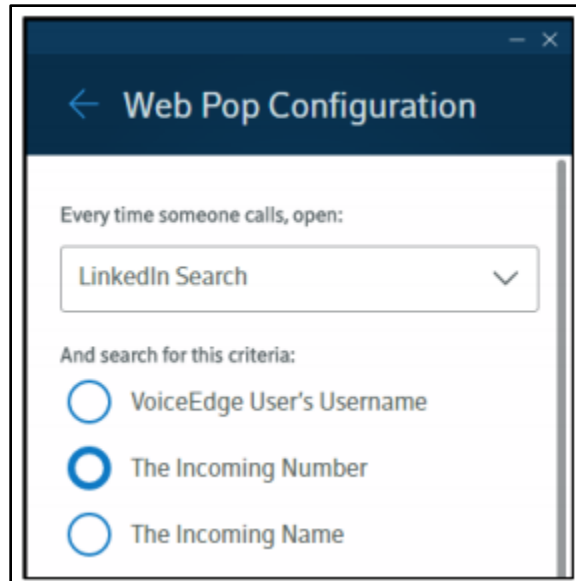


2. You can select a website from a list of suggestions or enter another URL.
3. The **Test Configuration** link initiates the Web Popup just as if you had selected it during a call.

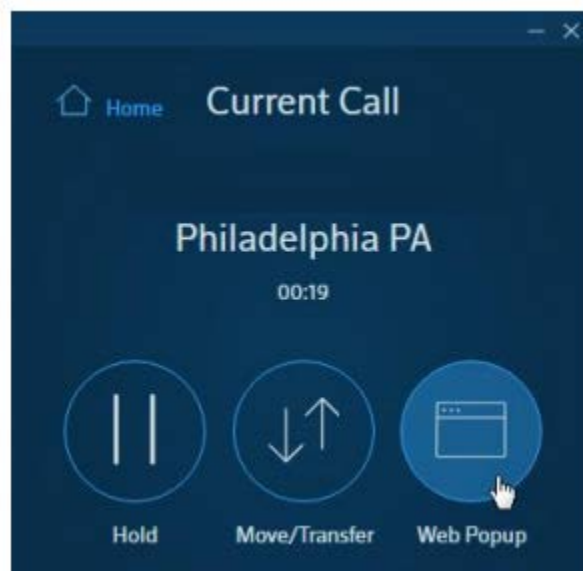


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- In the following example, the **Web Pop Configuration** is set to search your LinkedIn profile's search screen for the incoming telephone number.

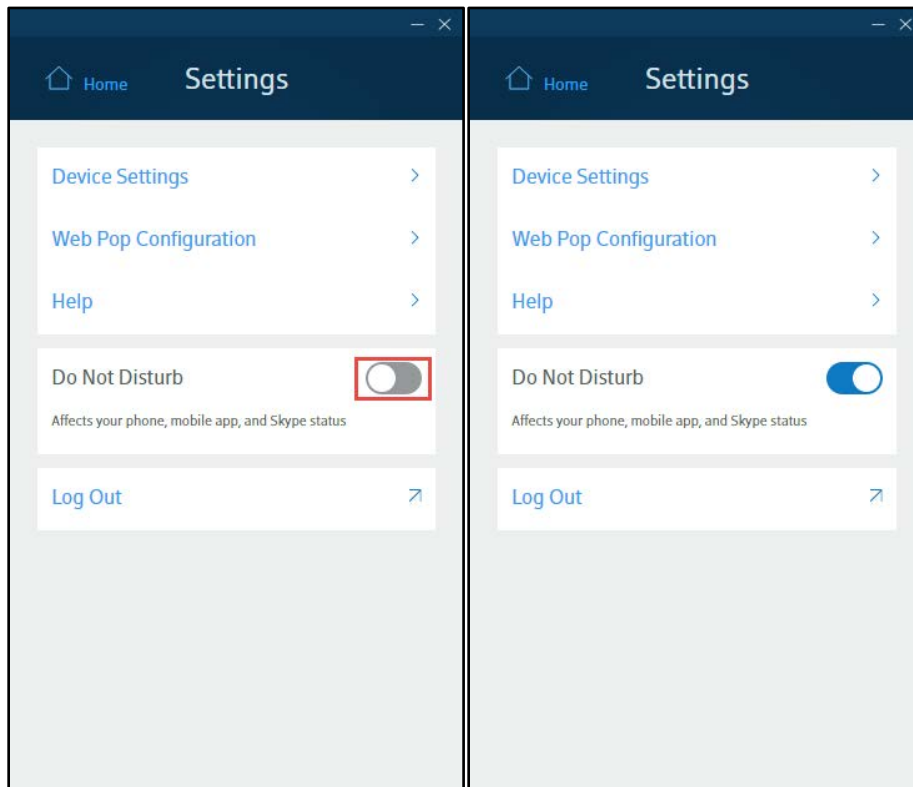


- This search can be initiated any time you are on an active call or a call hold by click the **Web Popup** icon.



Do Not Disturb

1. To place your phone, mobile app, and Skype on a **Do Not Disturb** setting, toggle the **Do Not Disturb** switch.

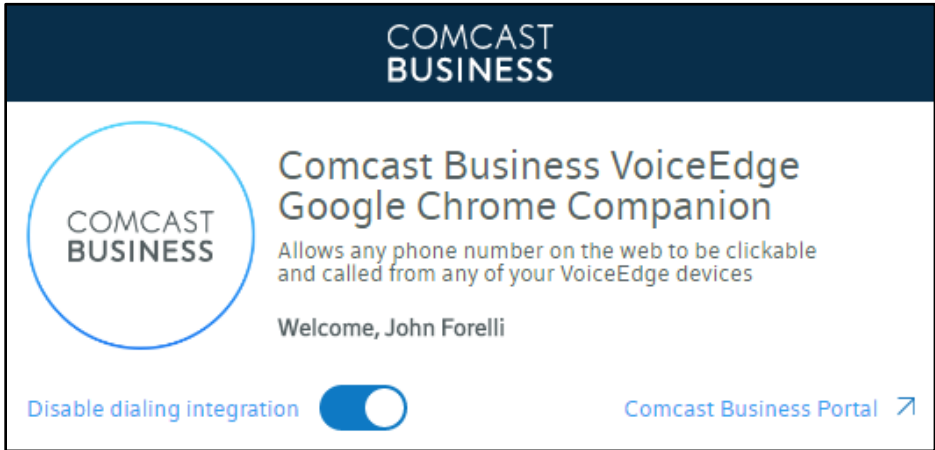


Enable Dialing Integration with the Chrome Extension

1. To enable dialing integration with the Chrome extension, click the **CB** (Comcast Business) logo in the top right of your Chrome browser.

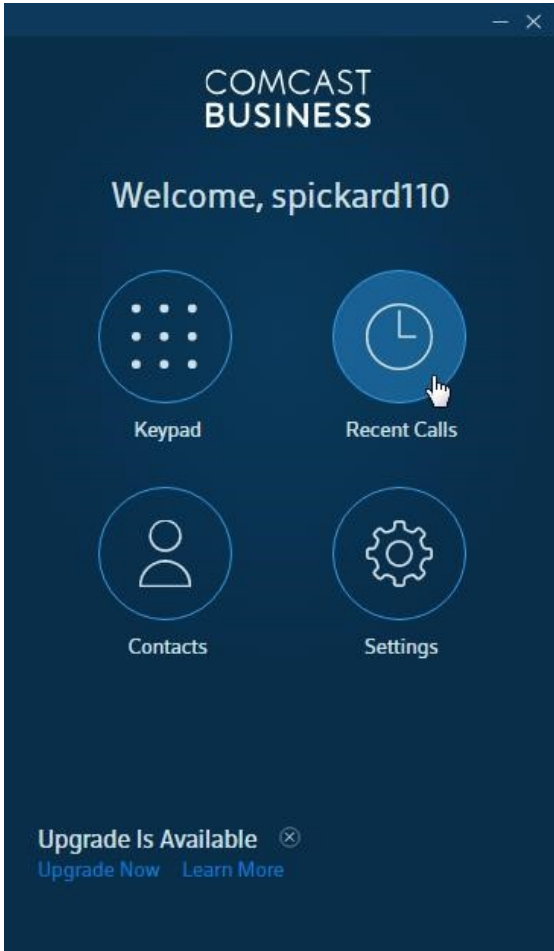


2. The following prompt will appear. Dialing integration will be enabled by default. Toggle the **Disable dialing integration** switch to turn dialing integration on or off.



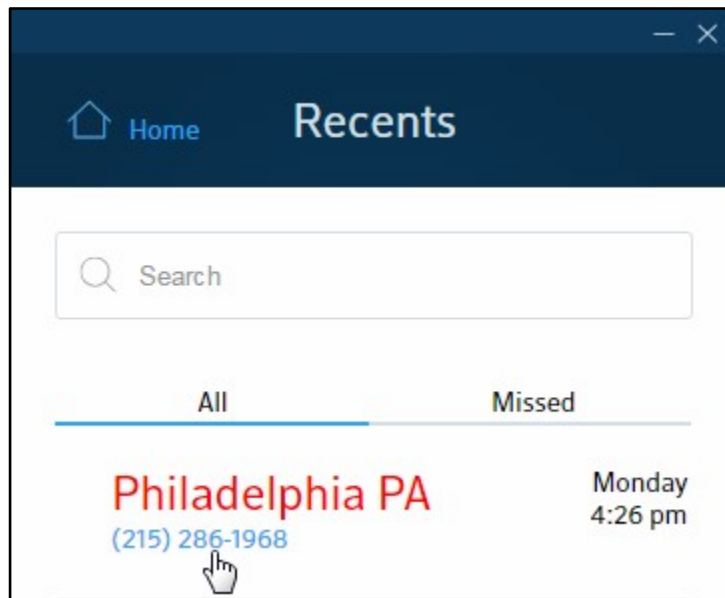
Make a Call From Recent Calls

- 1. Select **Recent Calls**.

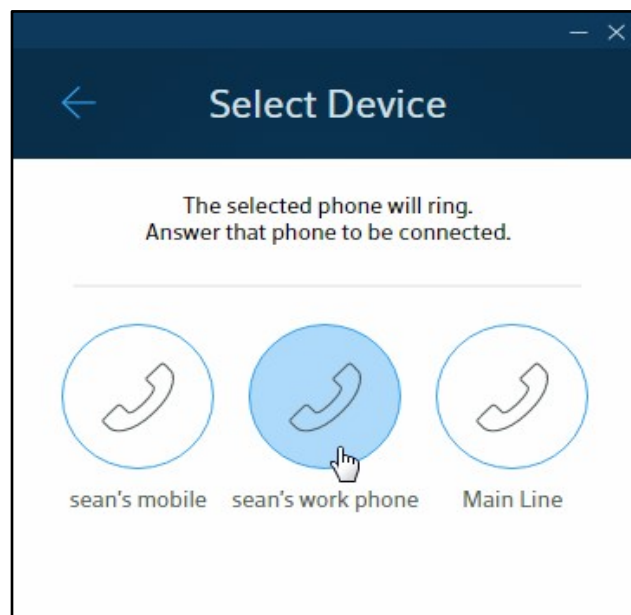


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2. Locate a recent call by using the Search text box or using the vertical scroll.
3. Hover your mouse over the number you want to call to activate that number and then click on it to initiate the call.



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



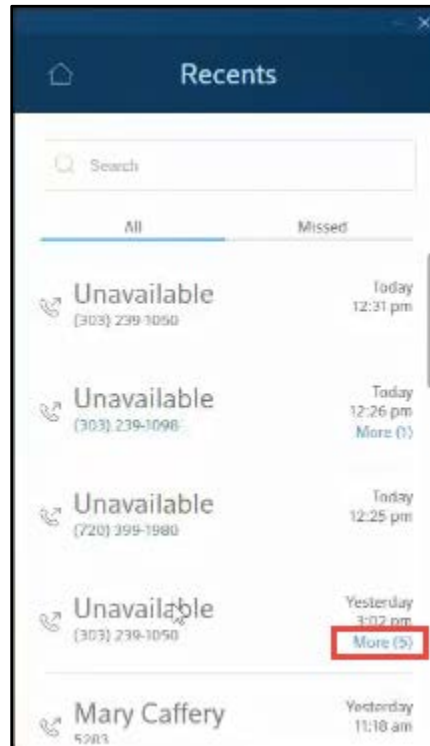
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5. If you chose your desk phone to make the call, it will be initiated immediately. If you chose a **Be Anywhere** device, the phone will ring; answer it to initiate the call.
6. Your Skype for Business status will update to **On A Call** and you will 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**.



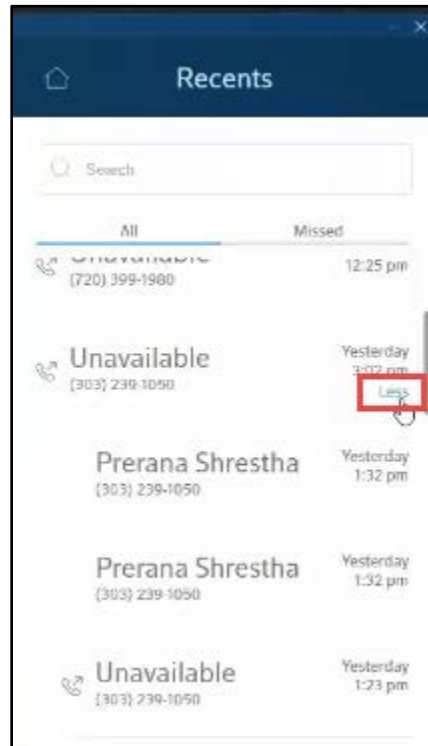
7. Multiple calls from the same number will be threaded. To expand each individual call, click **More**.

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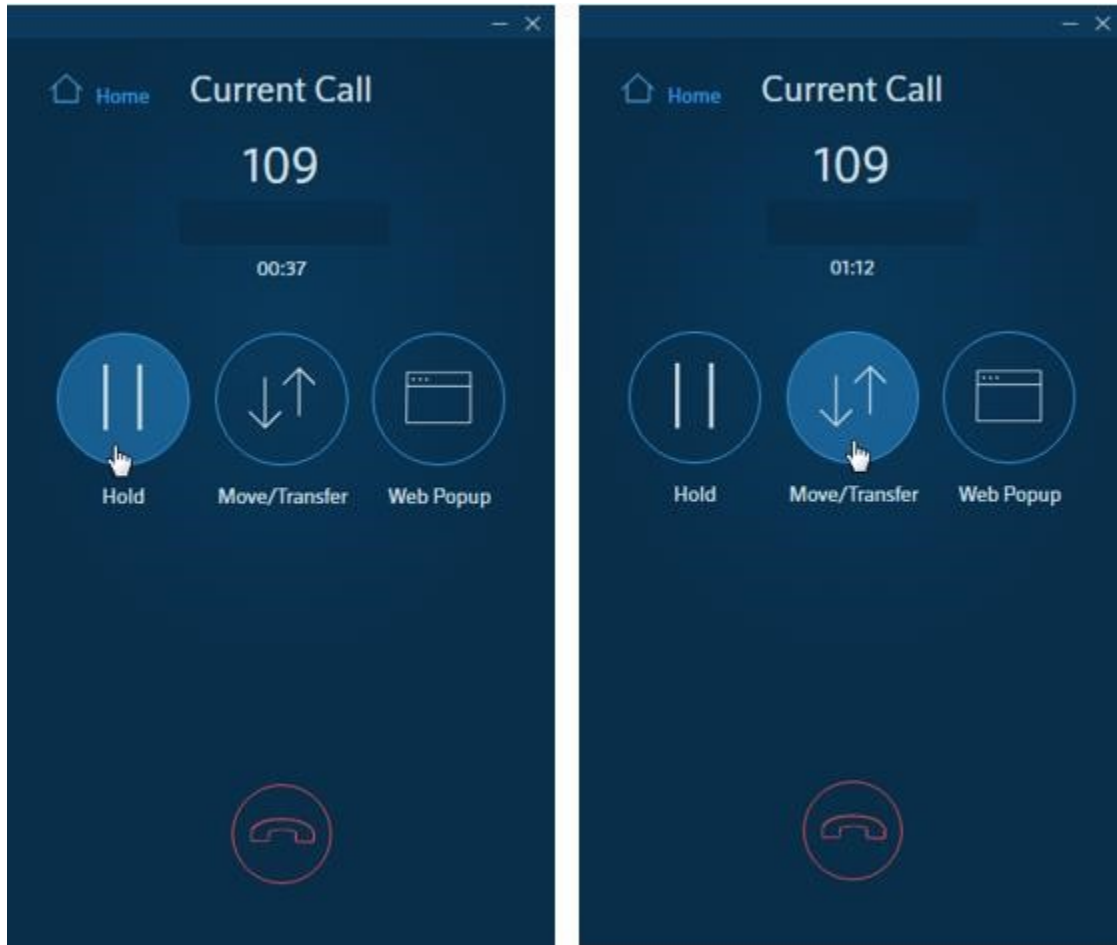
8. Each call will be shown. To revert to the threaded call, click **Less**.

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**Control of Activate Calls: Hold, Move, Transfer, Web Popup**

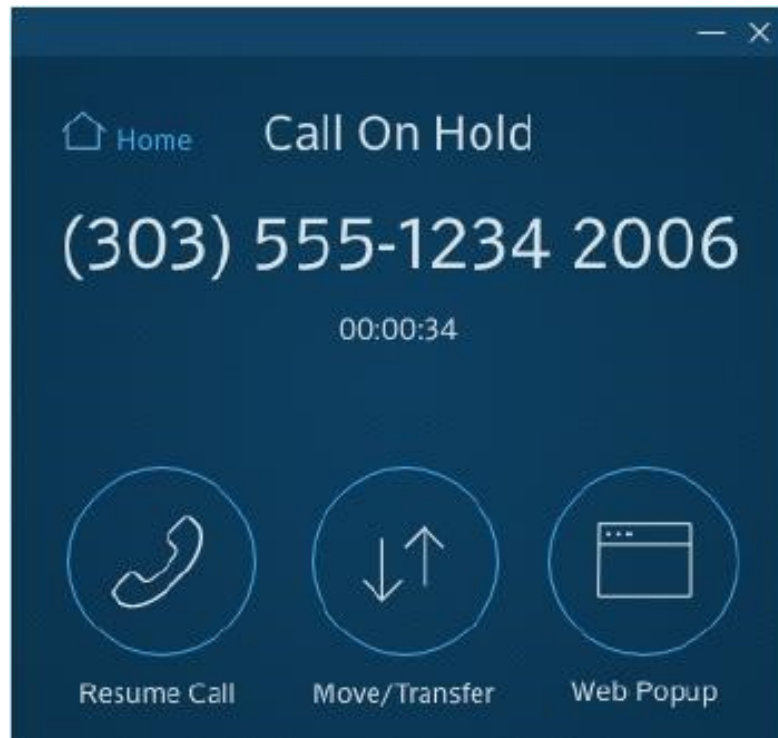
- Once your call is connected you have the option to put the call on **Hold** or **Move/Transfer** the call and display the **Web Popup**.

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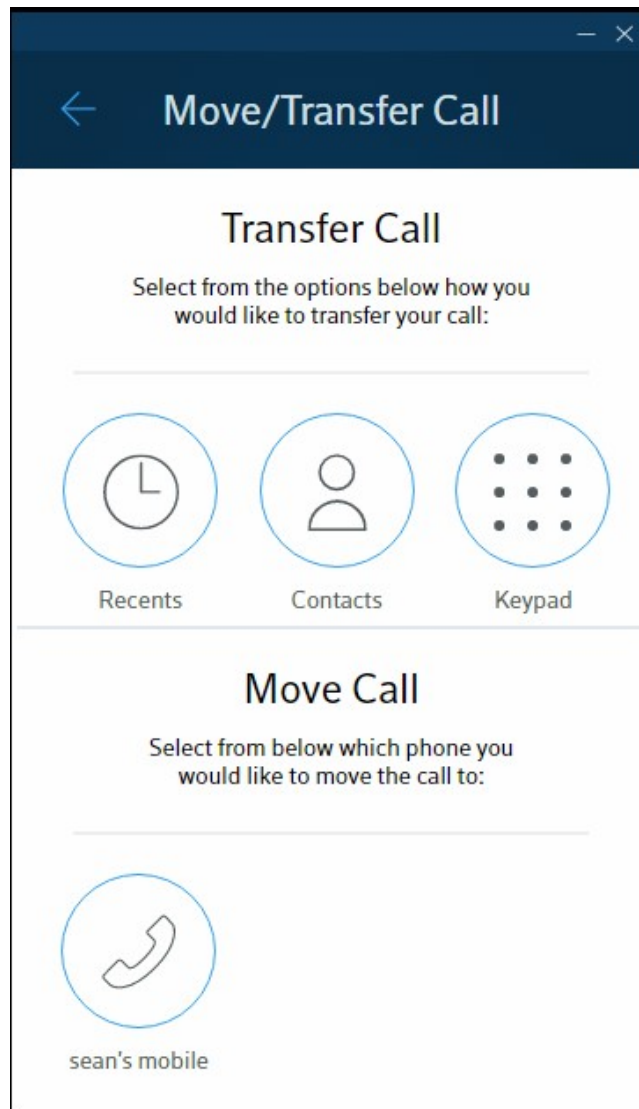
- When you select **Hold**, a **Call on Hold** message will display. You will have the option to **Move/Transfer** or **Resume Call**. You can also view the **Web Popup**.

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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.

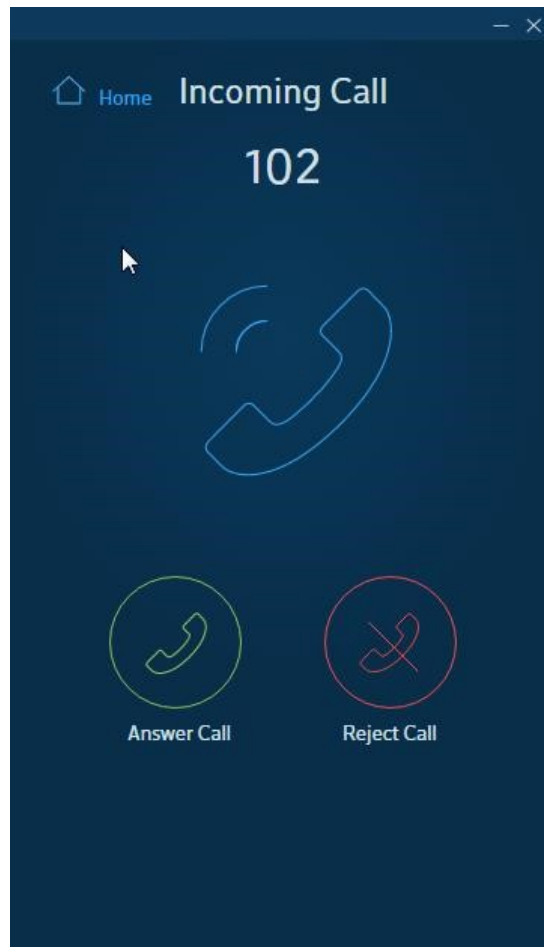
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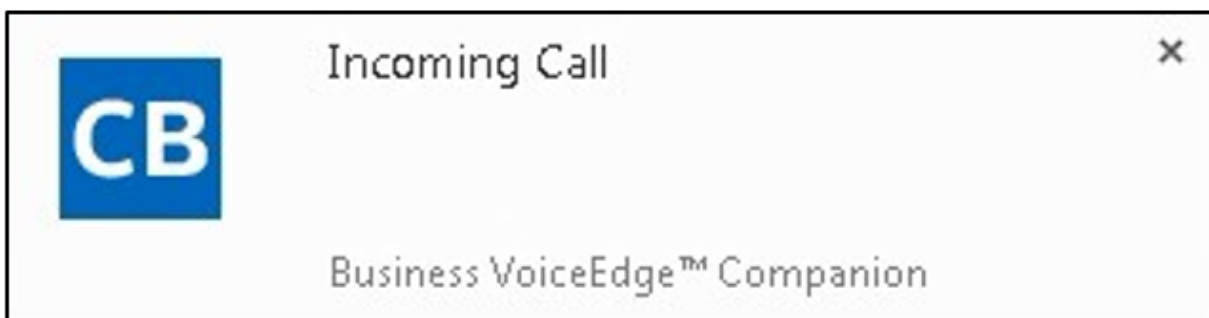
Incoming Calls

- 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.
 1. Click **Answer Call** to accept the call.
 2. Click **Reject Call** to send the call to voicemail.

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



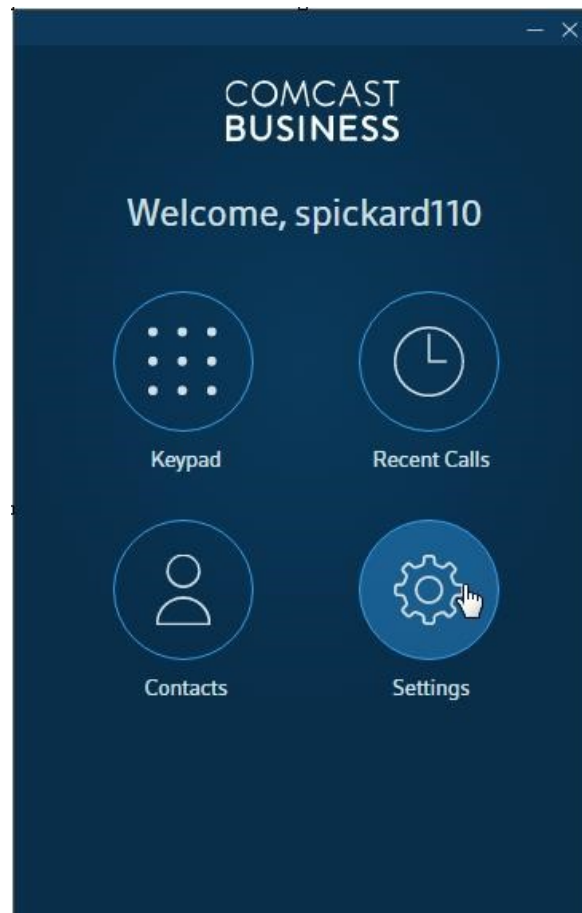
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Settings

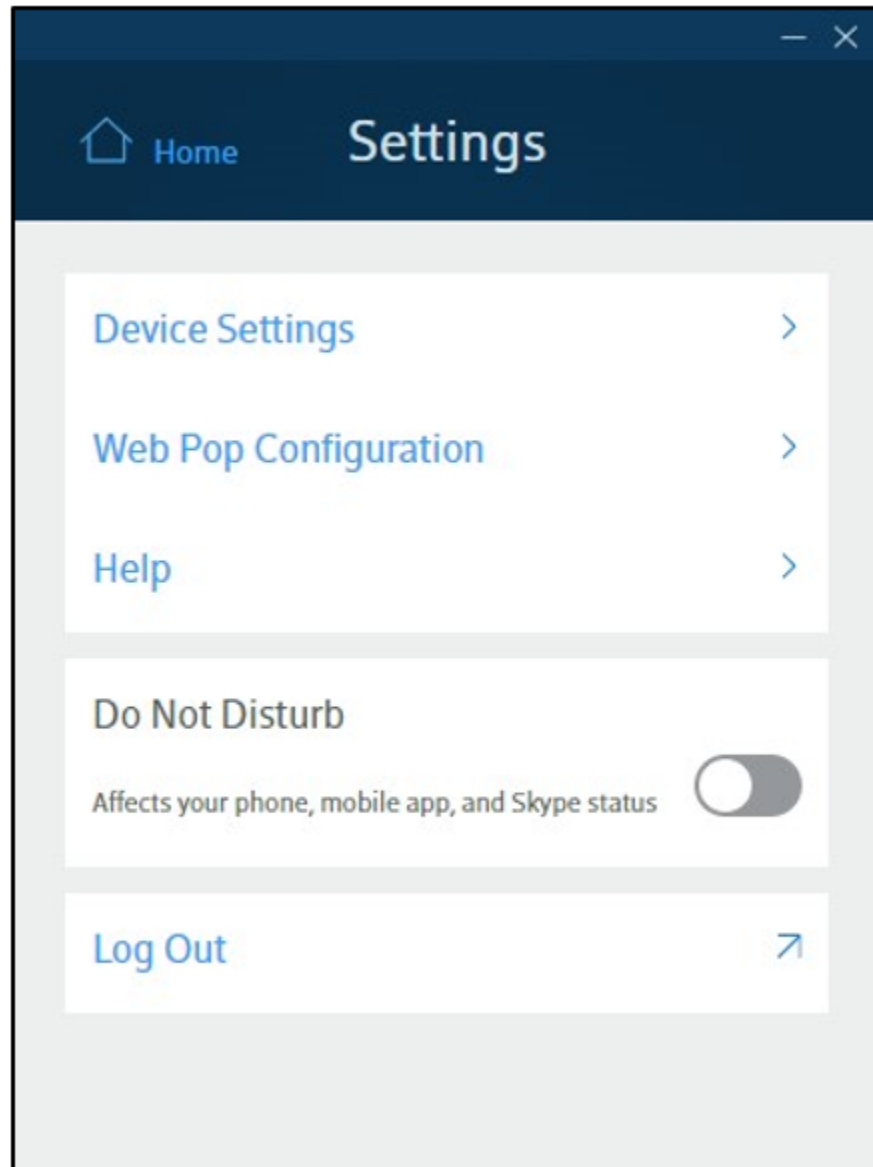
1. Select **Settings**.

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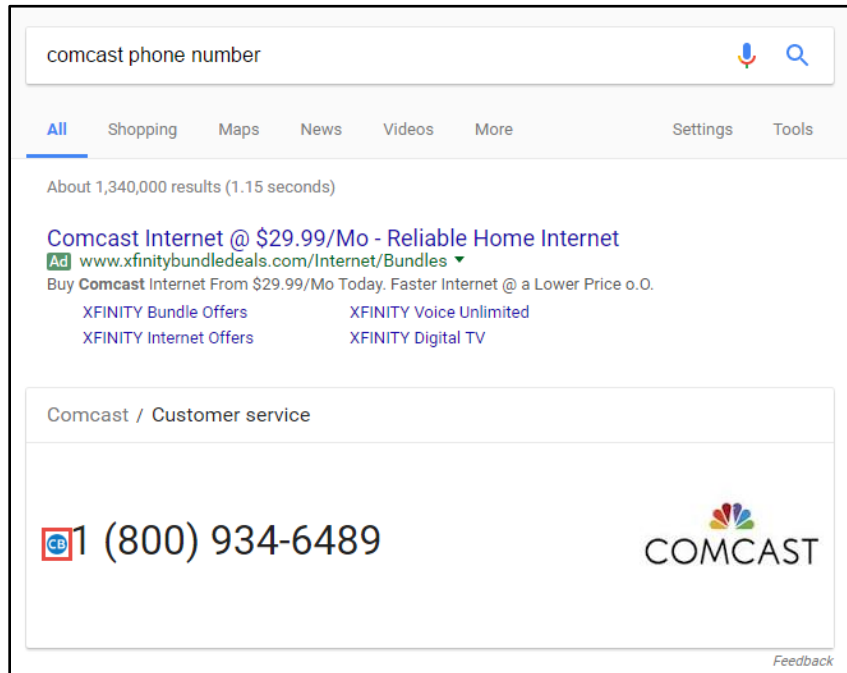
2. In the **Settings** menu, you can choose:
 - **Device Settings:** Set a default phone to make calls or go to the Comcast Portal to manage your devices.
 - **Web Pop Configuration:** Select a website to load and search for the incoming caller when you select the Web Popup icon during a call. Example: 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.**

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**Make a Call**

1. When dialing integration is enabled, phone numbers in Google Chrome will appear as clickable items with a Comcast Business symbol next to them. Click the **CB** icon next to the phone number you want to call.

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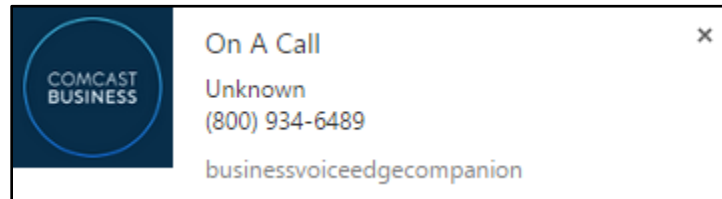


2. If you have a default device configured, the call will initiate immediately. If you do not have a default device configured, the Companion app will prompt you to choose a device. Choose the device you want to conduct the call from.

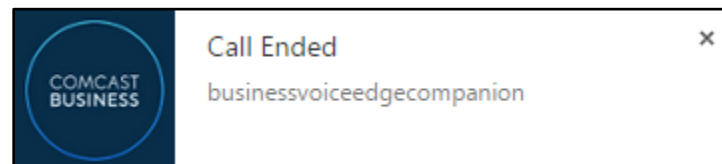


3. The following popup will be displayed on your desktop.

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**End a Call**

1. To end a call, hang up your BVE phone.
2. The following popup will be displayed on your desktop. It will disappear after a few seconds.



3. The call is ended.

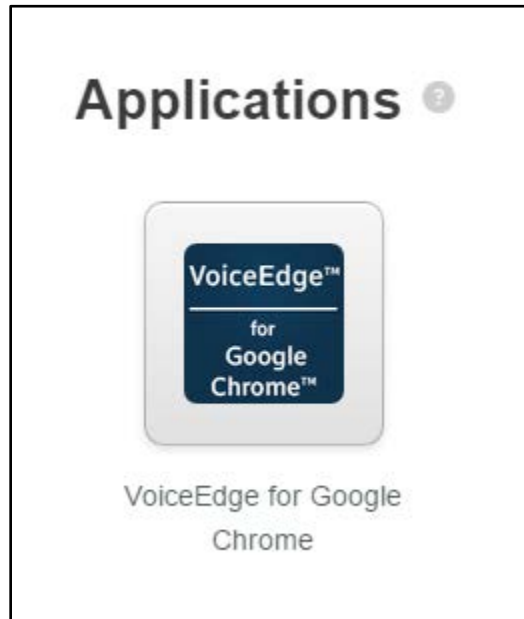
Support

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

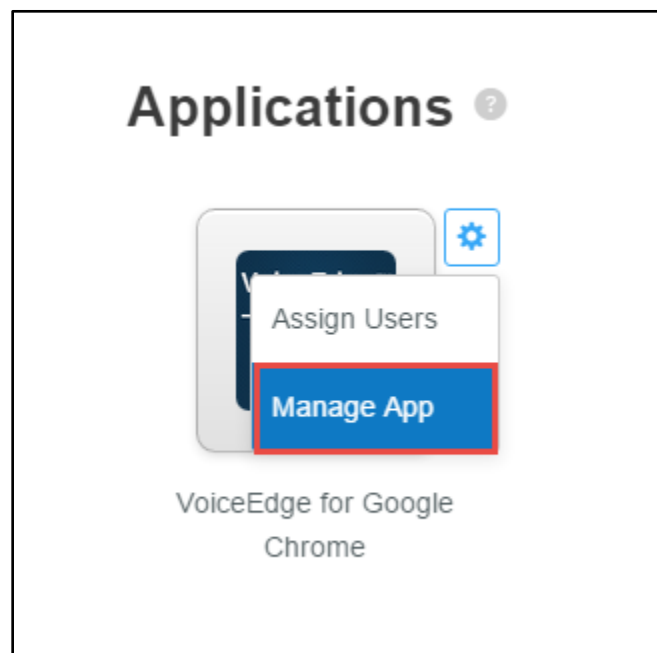


2. Locate **VoiceEdge™ for Google Chrome™**.

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3. Hover over the **VoiceEdge™ for Google Chrome™** icon.
4. Click the options icon.
5. Select **Manage App**.



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6. Select **Go to the Product Profile**.

Manage Apps > VoiceEdge for Google Chrome

VoiceEdge for Google Chrome Assign Users Cancel Subscription

Connect VoiceEdge and Google Chrome by ABC
Edition: Free Edition
Owner: John Forelli
Usage: 1 OUT OF UNLIMITED USERS

Overview Users Update Subscription Order History

Description: This extension enables a clickable icon next to phone numbers in a Google Chrome browser. Use your preferred web business tools to initiate a call in an email, calendar event, personal contact, or business website.

[Go to Product Profile](#)

Support: [Go to Knowledge Base](#)

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

VoiceEdge for Google Chrome VOICE ADD-ON APP'S Your company already has this application. Manage App

Overview Features Reviews Questions **Policies & Support** Getting Started Editions & Pricing

8. Click the **Knowledge Base** link.

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.

- 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.

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COMCAST BUSINESS End chat

Please provide the information below to get started.

Name*

Company Name*

BVE Phone Number*

E-mail Address*

[Search Knowledge](#)
[Submit a Ticket](#)
[Request a Callback](#)

Policy Owner

Natalie Makowka
Executive Director, Application Development IT Solutions
 Natalie_Makowka@cable.comcast.com

Revision History

Version	Date	Author	Summary of Changes
1.0	2/2/2017	John Forelli	Baseline document
2.0	2/10/2017	John Forelli	Reviewed with Natalie Makowka
3.0	2/13/2017	John Forelli	Updated for new app release.
4.0	5/4/2017	John Forelli	Updated browser requirements