

# QUICK REFERENCE GUIDE

Welcome to Comcast Business Class

## Business Class Voice

### Popular Features

<b>Call Forwarding</b>	<ul style="list-style-type: none"><li>To forward all incoming calls to another line (home phone, cell phone, etc.), dial *72.</li><li>Dial the 10-digit destination telephone number.</li><li>Hang up. All incoming calls are now forwarded to that line.</li><li>To cancel Call Forwarding from the line, pick up the receiver and dial *73.</li></ul>
<b>Hunt Group</b>	<ul style="list-style-type: none"><li>When an incoming call hits a busy signal, Hunt Group routes the call to the first open line.</li><li>After "hunting" each line, Hunt Group will route the call to the original line where it can be picked up by voicemail.</li><li>To temporarily remove your line from the hunting sequence by using the Make Terminal Busy feature, dial *230.</li><li>To return to normal open status, dial *231 when you are able to take calls.</li></ul> <p><b>Note:</b> Certain features are disabled with Hunt Group. Refer to your Welcome Kit for more information.</p>
<b>Call Waiting</b>	When you hear the Call Waiting tone, press the switchhook or flash button and dial *52.
<b>Call Hold</b>	Use the switchhook or flash button on your phone to get a second dial tone. Dial *52 to put a caller on hold; repeat to take a caller off hold.
<b>Extension Dialing</b>	Flash hook then dial # plus the last four digits of the number you are calling.
<b>3-Way Calling</b>	Get the first party on the line. Flash hook to get a second dial tone. Dial the second party. When the second party answers, flash hook again. All three lines are now connected.

### Digital Voice Center

<b>Access</b>	<ul style="list-style-type: none"><li>Go to <a href="http://businessvoice.comcast.net">http://businessvoice.comcast.net</a> and log on.</li></ul>
<b>From the Home Page you can go to:</b>	<ul style="list-style-type: none"><li><b>The Message Center</b> to listen to new voicemail.</li></ul> <p><b>Note:</b> Your computer must have Real Player or Quicktime installed to access sound files.</p> <ul style="list-style-type: none"><li><b>Call History</b> to see a log of all incoming, outgoing or missed calls.</li><li><b>Voicemail Preferences</b> to change your password.</li><li><b>My Account</b> to review call details and your bill.</li><li>The <b>Help Screen</b> for troubleshooting tips.</li></ul>

### Voicemail

<b>Setup</b>	<ul style="list-style-type: none"><li>From your business line, dial your telephone number or dial *99 (necessary if you have Hunt Group).</li><li>Follow the prompts. You will be asked for a password; it is the last four digits of your main phone number.</li></ul>
<b>Access from your business</b>	<ul style="list-style-type: none"><li>Dial your phone number or *99.</li><li>Enter your password when prompted.</li></ul>
<b>Remote Access</b>	<ul style="list-style-type: none"><li>Dial your phone number and press # when the message starts, OR</li><li>Dial the Voicemail Access Number (required if you are using Call Forward or for remote access with Hunt Group).</li></ul>

### Business Level Support

Business Class Help & Support is always just a click away at [business.comcast.com/help](http://business.comcast.com/help). Still in need of support? Your dedicated Business Class Customer Support Team is standing by to assist you 24 hours a day, 7 days a week. Contact them with questions or concerns at **800-391-3000**.

### Apoyo especializado para negocios

El servicio de Ayuda y Apoyo de Business Class está siempre a un clic de distancia en [business.comcast.com/help](http://business.comcast.com/help). ¿Todavía necesita apoyo? Su equipo de apoyo al cliente de negocios está siempre esperando para atenderlo las 24 horas al día, los 7 días de la semana. Si tiene preguntas o dudas, póngase en contacto con ellos al **800-391-3000**.

## Business Class Internet

Your Comcast Business Class Internet comes with many valuable features that can help you manage your business more efficiently. Here are a few you will want to take advantage of right away:

### Microsoft Communication Services

- Microsoft® Outlook 2007
- Windows® SharePoint 3.0

### Web Hosting

Your Business Class Internet Package comes with our Starter Web Hosting Package, which includes a custom domain with a 3-page template formatted website. To activate and view your Web Hosting Plan, go to the Business Class Portal at <http://businessclass.comcast.net>. If your e-commerce needs are more advanced, our Web Hosting upgrades are also located there.

### Activating Your Web Hosting and Microsoft Communication Services

You will need your account number from your welcome email or your work order.

- Go to the Business Class Portal at <http://businessclass.comcast.net> — click "Set Up Portal Account".
- Complete the form to set up your Microsoft Outlook Email service and create an email box.

**Note:** This email box will have Primary Administrator privileges and will enable you to activate your services, like Email, SharePoint, Web Hosting and Norton™ Business Suite.

- Account activations take about 15 minutes. If you are having difficulty completing the process, call for activation assistance at 800-391-3000.**

### Ensure Your Security

In addition to the firewall installed during your installation, you will also want to download **Norton Business Suite**. It's free at <http://businessclass.comcast.net/norton> and provides you with protection against spyware and viruses for up to 25 PCs.

## Business Class TV

### To access your channel line-up:

<b>Packages without a Comcast set-top box</b>	Use the channel up and down buttons on the remote control for your television.
<b>Packages with a Comcast set-top box</b>	Use the on-screen guide, which is accessed through the remote control provided by Comcast.

Once you've had a chance to see the value TV brings to your business, you may want to consider upgrading your package or adding Music Choice, Sports Pack or other special programming tailored to your business' needs.

VOICEMAIL ACCESS NUMBER

NÚMERO DE ACCESO PARA EL BUZÓN DE MENSAJES

**Comcast**  
BUSINESS CLASS