WELCOME TO COMCAST BUSINESS.

We're built for business, and we're focused on helping you be as productive as possible — as soon as possible. So we created this Welcome Guide to help you get up and running with our products and services, quickly and easily.

Thanks again for choosing Comcast Business. We aim to do everything we can to exceed your expectations every day.

Register your Comcast Business online account now!

COMCAST BUSINESS ONLINE ACCOUNT:
SERVICE AT YOUR FINGERTIPS
Visit: business.comcast.com/welcome

Account Number:
(obtained from installation technician or your billing statement)

Record your Username and Password for future use:

Primary Comcast Username/Email Address:

Password:

Record your WiFi network name and Password for future use below. You can edit your network name and Password in the Comcast Business online account.

Wireless Network Name:

Wireless Network Password:

COMCAST BUSINESS CLOUD SOLUTIONS & OFFICE 365

Comcast Business Cloud Solutions is an online marketplace of cloud-based applications that are built for business.

Our cloud specialists curate and manage the marketplace, selecting applications to help your business. They range from online backup and security to electronic signature and collaboration tools. Best of all, by accessing these applications from Comcast Business, you'll get customer support on these applications — at no additional charge.

Comcast Business Cloud Solutions now offers Microsoft Office 365. For Comcast Business Internet customers, Office 365 delivers the productivity apps you know like Word, Excel and PowerPoint. Plus, they're accessible from anywhere, on any device. So you can worry less, work more easily and work together. Your projects can be automatically backed up to the cloud with built-in collaboration tools, allowing for real-time sharing.

In addition to Office 365, Comcast Business Cloud Solutions offers these software applications:

• Docusign (Electronic Signature)

• Carbonite (Online Backup)

• F-Secure (Security)

COMCAST BUSINESS | **Office 365**

COMCAST BUSINESS **B4B** BUILT FOR BUSINESS™

YOUR COMCAST BUSINESS
WELCOME GUIDE

For more welcome information, visit business.comcast.com/welcome.

ACCOUNT REGISTRATION

TO REGISTER YOUR ACCOUNT:
Go to **business.comcast.com/myaccount** and click the Register Your Account button.

❶
Enter your company name, first name and last name, and create a Username and Password. Then select Continue.

❷
Review your account settings and the terms of service. Once you have reviewed and accepted the terms of service, select Confirm.

**❸**
To set up User Type, select one of the following:

PRIMARY MANAGER — for complete access to billing and services on the account

SERVICES MANAGER — to manage your services (Internet, Voice, etc.)

BILLING MANAGER — to view & pay bills on the account

SERVICE USER — individual users can view and manage services and features

NOTE: You can register online as soon as your installation is scheduled. Then you can set up billing preferences, get installation reminders and access Comcast Business Cloud Solutions.
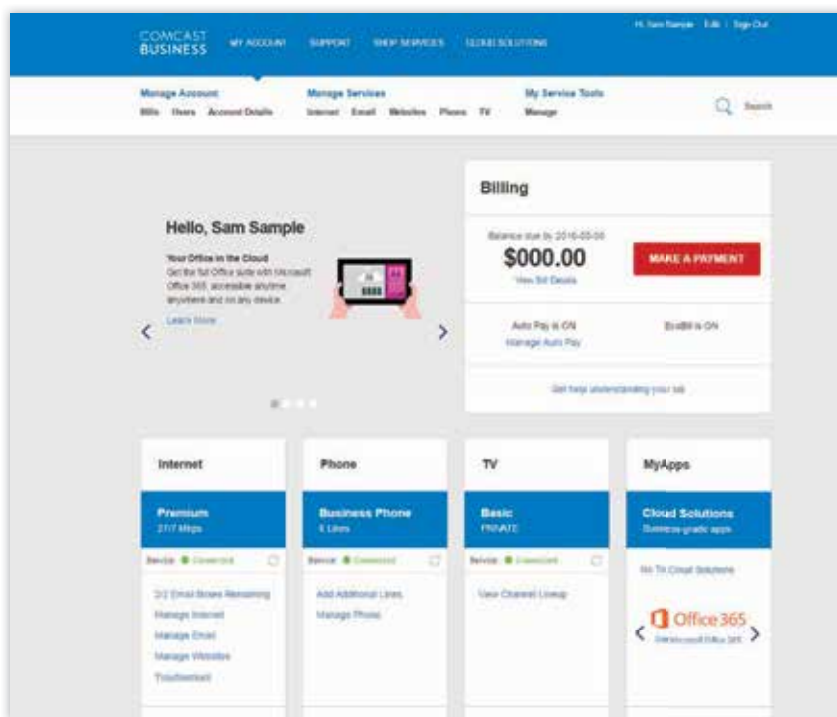
HELPFUL TIPS
• Your account number can be found in your welcome email or on the work order you received from your installation technician. You may want to keep it handy for future reference.

• A valid email address is required to create your Username and Password in registering your account.

• Passwords must be 8 to 16 characters and contain at least one uppercase letter and one number.

ONLINE ACCOUNT BENEFITS

• Customize billing options

• Set up and manage User Types

• Sign up for text alerts for billing & appointment reminders

• Chat live with an agent, Monday–Friday, 8am–5pm

• Locate XFINITY® hotspots

• Access product guides & additional support

• Gain productivity at your fingertips with access to Comcast Business Cloud Solutions, a collection of cloud apps for businesses

ACCESS ONLINE HELP

Register Your Online Account
business.comcast.com/myaccount

Find Fast Access to Answers Online
business.comcast.com/help

View Comcast Business News & Events
cbcommunity.comcast.com

View Comcast Business Customer General Terms and Conditions, AUP and Privacy Policy
business.comcast.com/terms-conditions-smb

VISIT business.comcast.com/welcome or call 800-391-3000 TO GET EXPERT SUPPORT 24/7/365

CONNECT TO YOUR PRIVATE WIRELESS NETWORK

TO FIND YOUR COMCAST BUSINESS WIRELESS NETWORK INFO (WiFi)

❶ The two Network Names (SSIDs) and the one Network Key (Password) can be found on the side or bottom of your modem/router.

❷ Choose one of the networks from your wireless device and enter the case-sensitive Password.

Wireless Network Names (SSIDs)
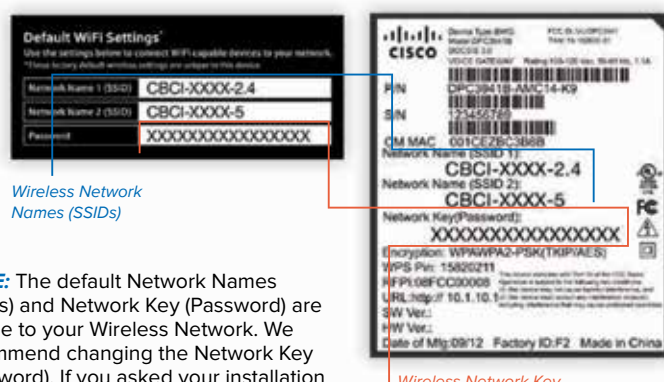
NOTE: The default Network Names (SSIDs) and Network Key (Password) are unique to your Wireless Network. We recommend changing the Network Key (Password). If you asked your installation technician to change the default Password, please use the new Password.

Wireless Network Key

❶ Go to the WiFi Settings on your device and activate WiFi.

❷ Select the 2.4 GHz or the 5 GHz Network Name (SSID) on your device. Under the settings, select your business's network. If your device supports both 2.4 and 5 GHz, you will be able to see both networks. After you connect for the first time, your device will automatically optimize to pick up the faster network available to you.

❸ When prompted, enter your case-sensitive Network Key (Password). Click the confirmation button. It usually says Join, Connect or OK.

❹ When your device is connected, you will see a check mark (or other indication) next to the Network Name (SSID) you selected.

CONNECT TO AN XFINITY® HOTSPOT

Your Wireless Network can be used as a Public WiFi hotspot for your customers and patrons. It has the SSID "xfinity." As a Comcast Business Internet customer, you also have access to millions of XFINITY WiFi hotspots nationwide, all by using your Comcast Business online account credentials. If you have not already done so, you can register your online account and set up your Username and Password at business.comcast.com/myaccount.

Connect to an XFINITY Hotspot:

❶ Select the "xfinity" Network Name (SSID) from the available networks on your wireless device.

❷ Open a browser window. On some systems, a browser screen will appear automatically.

❸ Follow the on-screen prompts to log in with your Comcast Business online account credentials.

GET STARTED WITH WiFi PRO

❶ **Getting started**
Customers with Comcast Business Internet and WiFi Pro service, grab your phone or go online to comcastwifipro.com to log in and get started. Log in using your Comcast Business online account Username and Password.

❷ **Adding a new network**
Now that you're in, let's get to work. Click the + button to add a new network. You can also edit one of the existing networks by tapping on its name and clicking Edit.

❸ **Setting your Password**
This step is simple — add or change the WiFi Network name to your liking. If it's a private network, make sure to set a strong password.

We recommend you use at least 12 characters — an easy-to-remember phrase is an ideal choice. Record your new network name and Password in a safe place.

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❹ **Using advanced features**
Click on the Advanced tab to enable advanced settings for your WiFi network. Options like Guest Access Portal and Guest Bandwidth Limit are only available if you selected Guest in Step #3. Once complete, click Save.

❺ **Design a splash page**
For Guest Networks, click the Design Splash Page link to create your very own splash page.

Click New Splash Page and choose from the following options:

Logo/Branding:
Upload custom images

Color Scheme:
Set background and foreground colors

Marketing Message:
Enter custom text for your customers/guests to see when they go to log on to your WiFi

❻ **Turn on your new WiFi network**
Almost there! When you're finished with all of your settings, click Save and you'll return to the main screen. Flip your new network to ON to activate it on your WiFi access points. In a few minutes, your network will be live and ready to use.

> **DID YOU KNOW?**
> If you have Static IP, your online account allows you to view your Static IP information. Register at business.comcast.com/myaccount.

COMCAST BUSINESS VOICE

TO SET UP YOUR VOICEMAIL
Each Comcast Business phone line has its own voicemail. Each user will need to set up a Password and personalized greeting to access voicemail.

NOTE: To set up your voicemail for the first time, you must dial in from your office phone.

FIRST-TIME VOICEMAIL ACTIVATION

❶ Dial *99 from your office telephone.

❷ You'll be prompted to enter the default Password, which is the last four digits of your telephone number.

❸ An audio tutorial will guide you through the voicemail setup. You'll be prompted to create a Password and to record your name, plus a customized greeting.

After setup, to access voicemail away from your office: dial your telephone number and press # when you hear your personal greeting. When prompted, enter your Password. To access your voicemail online, log into business.comcast.com/myaccount. Click My Services and then My Phone.

GET STARTED WITH VOICE MOBILITY
If you purchased a Voice Mobility line(s), getting started is simple.

❶ To begin using your Voice Mobility line(s), register your online account (if you haven't done so already), and create a new user(s).

❷ Assign each user a phone number, within the Users Tools section of your online account.

❸ Share the Username and Password with each user.

❹ Alert the new user to watch for a confirmation email from Comcast Business in which they'll be asked to validate their credentials.

❺ Instruct user(s) to go to the Google Play or App Store to download the Comcast Business Voice app. Once in the app, sign in with your Comcast Business online account credentials.
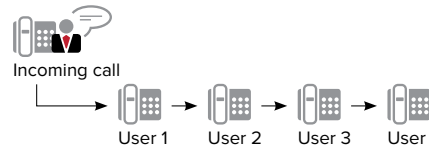

HUNT GROUPS
A busy signal is a lost opportunity. With a Hunt Group, when an incoming call reaches a busy line, the call is automatically routed to the next open line. "Hunting" not only keeps your call volumes flowing at their most efficient levels, but enables you to capture a call that might otherwise go unanswered. Hunt Group checks your phone service, seeking an open line. If the system determines that there are no open lines, Hunt Group forwards the call to the voicemail of the original line.
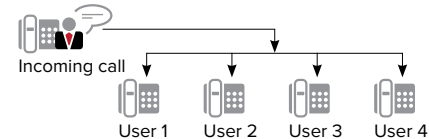
REGULAR
Rings each user in the order they appear on the user list

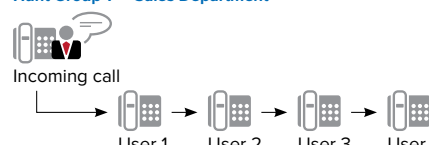Incoming call → User 1 → User 2 → User 3 → User 4

SIMULTANEOUS
Rings all users at once
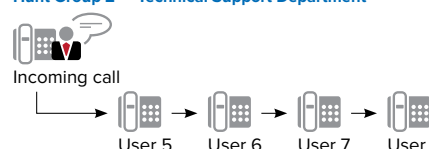

Incoming call → User 1 · User 2 · User 3 · User 4

TWO HUNT GROUPS
If you have more than one department that needs help managing and distributing calls, set up two Hunt Groups

Hunt Group 1 — Sales Department

Incoming call → User 1 → User 2 → User 3 → User 4

Hunt Group 2 — Technical Support Department

Incoming call → User 5 → User 6 → User 7 → User 8

COMCAST BUSINESS TV

CHANNEL LINEUP
Comcast Business TV customers can view their lineup by logging into their account at business.comcast.com/myaccount and selecting My Services at the top of the page. Select TV and select Manage under My Service Tools.

BUSINESS TV PACKAGE OPTIONS
We offer a variety of packages to support your Business TV needs. Please call 800-391-3000 to discuss additional package options.

HINTS FOR TV REMOTE

TV/POWER: When programmed, enables control of your TV.

ALL POWER: Turns on or off all of the devices programmed into the remote control.

TV INPUT: Presents all available inputs.

XFINITY/MENU: Enters or exits the on-screen guide menus.

GUIDE: Shortcut to TV listings.

LAST: Returns you to the previous channel or guide screen.

EXIT: Exits guide screens and returns you to viewing TV.

INFO: Provides a description of a program.

FAV: Allows you to view and set up your favorite channels.

SETUP: Programs your remote to control your TV, DVD player, VCR or audio device.