

CALL QUEUING™

Qwest Call Queuing service allows you to queue incoming calls without purchasing special phone equipment or additional lines. Waiting calls will automatically be connected after you hang up the phone. This allows you to handle calls as they come in, reducing the number of messages and eliminating the need to call people back.

WITH CALL QUEUING YOU CAN:

- Give callers the option to hold or leave a message on your voice messaging or telephone answering service.
- Know when an incoming call has entered the queue by using the Pager Notification feature for any pager or phone device.
- View an incoming call's Caller ID information on your pager or other phone device when a new call enters the queue.
- Use a standard greeting or a custom greeting with your business name, given in a female or male voice.
- Turn the service ON or OFF at any time.

While callers are holding, they will hear a pleasant chime every five seconds that lets them know the call is still on hold. Every 25 to 30 seconds, they will hear one of four different greetings, played in rotation, that thank them for waiting. If you subscribe to a voice messaging or telephone answering service, callers will also be reminded that they may leave a message if they like. Example:

“Thank you for your patience. Please continue to hold. If you are unable to wait and would like to leave a message, press 1 at any time.”

If a call remains in queue for 20 minutes, the caller will then be asked to press any key to continue to hold. This prevents your queue from filling with unattended calls.

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1 866-997-9378 for customer assistance
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GETTING STARTED

From the moment Qwest® activates your Call Queuing service, it is automatically set to be ON, to play a standard greeting in a female voice, and to notify you that a call has been waiting when you answer the call (Answer Notification).

To turn Call Queuing OFF, customize your greeting, add Pager Notification, or remove Answer Notification, simply call the Qwest Update Center. Note that although Qwest provides a standard greeting, recording the name of your business in the greeting may encourage callers to stay on the line or leave you a message.

TO CHANGE CALL QUEUING SETTINGS

Whenever you want to change your Call Queuing settings, simply call the Qwest Update Center.

1. **Dial 1-888-(your area code)-8052*** from any touch-tone phone and enter your phone number when prompted.

Or simply dial from your main basic business phone line (line 1) or your lead Centrex 21 line. From other Centrex or PBX systems, you must dial 1 888-(your area code)-8052.

2. Enter your security code (see below) when prompted.
3. Select Call Queuing. Recorded instructions will then guide you in customizing features from the main menu, as described below.

* In Minnesota area codes 763 and 952, call 1 888-612-8052 to reach the Update Center. In Iowa area code 641, call 1 888-515-8052. In Arizona area code 928, call 1 888-520-8052.

ABOUT SECURITY CODES

If you use the Update Center for another service, such as Dial LockSM or Remote Access Forwarding, use the same Update Center security code that you already have for the other service.

If you are calling the Update Center for the first time, you will create your own four-digit security code. First, enter the temporary security code () when prompted. Recorded instructions will guide you through setting up your permanent security code.

Be sure to remember your new security code, because you will need it whenever you call the Update Center to make changes to your service.

To change your security code later on, select Personal Options from the Update Center main menu, and follow the recorded instructions.

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CALL QUEUING MAIN MENU

When you call the Update Center and select Call Queuing, recorded instructions will guide you through the following main menu:

Press 1	ON/OFF	Turn Call Queuing ON or OFF.
Press 2	Greetings or Recorded Name	Change the standard greeting, custom greeting, or the voice that your callers hear.
Press 3	Notification	Change settings for Pager Notification and Answer Notification.
Press 0	Help	Get help on using the Call Queuing main menu.

GREETINGS

The standard greeting that your callers hear is:

“Thank you for calling. All of our lines are busy at this time. It is important to us to answer your call in person. Your call will be answered in the order it was received.”

If you subscribe to a voice messaging or telephone answering service, your callers will then hear:

*“If you are calling from a touch-tone telephone, you may press **1** at any time to leave a message.”*

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TO CHANGE YOUR GREETING

Select Greetings from the Call Queuing main menu when prompted. Recorded instructions will guide you through the following selections:

- To change the voice that your callers hear between male and female, press **[1]** when prompted.
- To add your business name to the standard greeting, press **[2]** for custom greeting and record your business name (in up to six seconds) when prompted. You can re-record the name when you press **[4]** from the Greetings menu. You can change this back to a standard greeting when you press **[2]** from this menu again.
- To hear your current greeting, press **[3]**.

TIPS FOR RECORDING YOUR BUSINESS NAME

- Speak immediately after the tone, state your business name, and then immediately press the **[#]** key. Any pause will be recorded.
- Use the telephone handset rather than a speakerphone feature, and be sure to speak loudly and clearly.

NOTIFICATION THAT CALLS ARE WAITING

Call Queuing offers two ways to notify you that calls are waiting:

- Pager Notification – to any phone or pager – to notify you that a call has entered the queue.
- Answer Notification to notify you that the call you are answering has been waiting in queue.

You can choose to use either, both, or neither.

PAGER NOTIFICATION

If you have a pager, wireless phone, or second phone with Caller ID, you can have Call Queuing call that device to notify you when a new call begins waiting in the queue. While you are on a call, Call Queuing automatically will dial any second number that you specify. Paging tones, not a voice prompt, will be delivered. You will see Caller ID information if your pager or phone has that feature.

When a call is in queue, 00 will appear on your pager. If Caller ID information is available, your caller's number will appear after 00. Note that if you use a device other than a pager, 00 will not be displayed; your Caller ID unit will only display the Caller ID information from the call itself, if available, from that caller.

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YOUR PAGER OR PHONE FUNCTIONS AS USUAL

Call Queuing uses your pager, wireless phone, or second phone for a notification number only, which means that incoming calls are not forwarded to the second number. Also, the normal functioning of either pager or phone is not disturbed when you are using Pager Notification, so you can receive other pages or calls as usual. No special setup from your pager or phone is required.

YOU MAY ALSO WISH TO KNOW THAT:

- There can be a delay between Call Queuing calling your pager and your pager's receiving this call, depending on network traffic.
- A given call may or may not remain in queue even if its information is displayed to you. This is because the caller may choose either to hang up or to leave a message before your pager receives the call.
- While your pager may allow you to view multiple caller numbers, Caller ID display units can identify only one caller at a time.

TO SET UP OR CHANGE PAGER NOTIFICATION

Select Notification from the Call Queuing main menu. Recorded instructions will guide you as follows:

- To turn Pager Notification ON or OFF, press **1**. If Call Queuing does not already store your pager or phone number for this feature, you will be prompted to enter it next.
- To change the pager or phone number, press **2**. You will be prompted to enter first the number and then any additional access code that your pager may require.

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ANSWER NOTIFICATION

Answer Notification refers to the way Call Queuing notifies you that the call you are answering has been waiting.

When you answer a call that has been holding, Call Queuing sounds a chime and notifies you “Connecting” followed by one more chime. Two chimes will follow if one or more calls are still waiting in queue. Immediately after the last chime, you may begin speaking to your caller.

Keep in mind that waiting callers may choose to continue to hold, hang up, or leave a message and then leave the queue while you complete your current call.

TO TURN ANSWER NOTIFICATION ON OR OFF

Select Notification from the Call Queuing main menu. Listen for the prompts and press **3** to turn Answer Notification ON or OFF.

If Answer Notification is turned OFF, a waiting call will be connected after you hang up from your current call without notifying you that the call was on hold.

CUSTOMER ASSISTANCE

If at any time you have difficulty with your Call Queuing service, please call 1 800-770-2513 for Customer Assistance.

Call Queuing is not available in all areas. Some restrictions apply. Service is subject to technical limitations including but not limited to the following: A new call may be connected, in certain situations, before callers waiting in queue. Additional calls over the allotted number of queue slots might be placed into queue. In certain situations, an incoming call may stop ringing even though it is still in queue; in this case, the call will ring in again a few seconds later. The service is not compatible with all types of telecommunications products and services. Paging and leave-message options are subject to service provided by paging, voice mail, and answering services. Call Queuing is protected by United States patent #5,844,896.

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NEXC_BE 04/06