



USER GUIDE

Choice Business/Business Plus

Business Voice Services



CenturyLink™
Business

Welcome



**CenturyLink™
Choice Business**

**CenturyLink™
Choice Business Plus**

Thank you for ordering one of our CenturyLink Choice Business packages that combines your phone line and your choice of features. This Guide includes instructions for your selected features and all the others available as part of any CenturyLink Choice Business package.

CenturyLink Choice Business packages are designed with flexibility in mind. As your business needs change, you can update your package features as often as you like, without setup charges.

If you have the CenturyLink Choice Business 3-feature package and would like to add a couple more features, be sure to ask us if it could save you money to upgrade to CenturyLink Choice Business Plus. For only a few dollars more, the entire list of features becomes available for your package.

Please take a moment to look through this guide, and be sure to listen for the friendly voice prompts as you use your features. Also, you'll want to review any instructions for Business Voice Mail or telephone equipment you've purchased. For easy reference, you can always find instructions for every CenturyLink product and service at centurylink.com/userguides.

Helpful Hints

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Calling the Update Center

Some features, such as Remote Access Forwarding and Dial Lock, require a short setup through the CenturyLink Update Center before you can use them.

- Call **(*) (7) (8)** from your business phone.
- You'll be asked for a security code. The first time you call, enter the temporary security code shown in the following product instructions, then follow the prompts to set up your own security code.

For your protection, the temporary code expires in 30 days. If you do not set up your permanent code within that time, call us to have the temporary security code reset.

- Once you set up a code in the Update Center, you can use the same security code for all your features.
- After your security code is set, reach the Update Center either by calling **(*) (7) (8)** from your business phone or 1 888-(Your Area Code)-8052* from any other phone.

* 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. In Oregon area code 971, call 1 888-503-8052. In Oregon area code 458, call 1 888-541-8052.

Using the FLASH command

When the instructions say **FLASH**, you can use either the Flash key on your phone, or you can quickly press and release the switchhook instead – that's the receiver or "hang up" button. Make sure you hear three short tones, followed by a continuous dial tone before proceeding to the next step.



FLASH key = Switchhook Button



Business Voice Mail

Answers your calls when you're away from the office or on another call. Callers hear your greeting and can leave a detailed message that you can access from any touch-tone phone.

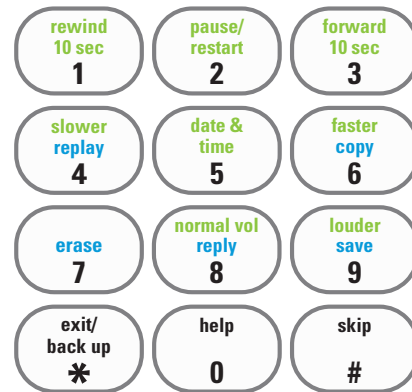
Your package includes message waiting indication (tone and/or indicator light) and forwarding for busy or unanswered calls.

You must set up your mailbox first:

- From your business phone, press ***98*** or call the Retrieval Number shown on your welcome letter. Voice prompts will lead you through the following steps.
- Create your own Password – Use a 4- to 15-digit number.
- Record a name to identify your Mailbox.
- Choose a Greeting. Press:
 - ① Standard Greeting with your phone number.
 - ② Standard Greeting with your name.
 - ③ Record your own Greeting.

To listen to your messages:

- From your business line, press ***98*** or call the retrieval number shown on your welcome letter.
- Follow the prompts to listen to your messages using the keypad diagram as guide. Use the commands in **green** while listening to your messages and the commands in **blue** after you listen to each message. For complete instructions, refer to the printed guide enclosed in your welcome letter or you may download and print the Business Voice Mail user guide at centurylink.com/userguides, in the Calling Features section.



* *98 message retrieval may not be available in all areas.

Caller ID

Know who's calling before you pick up the phone. Return important calls when you have time, or simply ignore calls you don't want.

How to use Caller ID

- When someone calls, the display* shows the caller's listed name and number after the first complete ring.
- The name, number, date and time of most calls are automatically stored, even if you don't answer.
- UNKNOWN, UNAVAILABLE or OUT OF AREA indicate the call is from an area where Caller ID is not available.
- PRIVATE or ANONYMOUS means that caller has chosen to block his/her line. You can reject these calls with Anonymous Call Rejection.

* Caller ID-compatible telephone or display unit required to use this feature.

Turn on Anonymous Call Rejection to automatically reject calls from people who block their numbers:

- Press ***77**, then hang up. Your phone won't even ring if someone calls from a blocked line.
- Blocked callers hear a recording that tells them that you do not accept anonymous calls, and that they can get through on a per-call basis by dialing ***82** before placing the call.
- To turn off Anonymous Call Rejection, press ***87**.

Call Forwarding Features

Don't miss important calls when you're away from the office – have them routed to your wireless phone, an attendant or any other local or long-distance number.

Choose any Call Forwarding option:

► Call Forwarding

Forward calls from your office to another number.

► Remote Access Forwarding

Now you don't have to be in the office to turn your call forwarding on or off, or to change your forwarding number. You can call in from any touch-tone phone, wherever you are.

How to use Call Forwarding

- Call ***72** from your office phone.
- When you hear the normal dial tone, dial the number you want your calls forwarded to.* When the phone is answered, hang up.
- If the phone is busy, or no one answers, repeat the first two steps. You'll hear two quick tones.
- Call Forwarding is then activated. A short ring on your phone each time a call is forwarded reminds you Call Forwarding is on. You will not be able to answer calls at your business while Call Forwarding is on.
- To turn off Call Forwarding, press ***73**.

To set up Remote Access Forwarding

- From your business line, press ***78** or call 1 888-(your area code)-8052** to call the Update Center. [See Helpful Hints on page 3 for more information about calling the Update Center.](#)
- Enter the temporary security code **1234**, then follow the instructions to set up your permanent security code. (For your protection, the temporary security code expires in 30 days. If you do not set up your permanent code within that time, call us to have the temporary security code reset.)
- Select **Remote Access Forwarding** from the Main Menu and follow the prompts to enter the number* to which calls will be forwarded. Please refer to the instruction sheet included with your welcome letter for more complete instructions and restrictions.
- To turn off Remote Access Forwarding, call the Update Center again and follow the prompts.

* Long-distance charges will apply for calls forwarded from your office to a long-distance number.

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Call Waiting Features

Don't miss important calls while you're on the phone. Call Waiting features let you switch to the second call without losing the first one.

Choose one Call Waiting option:

- ▶ **Call Waiting**
signal tone only
- ▶ **Call Waiting ID****
signal tone, plus Caller ID display that identifies the second caller
- ▶ **Selective Call Waiting and Selective Call Waiting ID****
alert you only when the second caller is someone on your privileged caller list

** Must also select Caller ID to enjoy full functionality of this feature.

How to use Call Waiting

- When you're on a call, and someone else is trying to reach you, (depending on your service) you'll hear a special Call Waiting tone, and you'll see the second caller's name on your Caller ID display. Only you will hear the signals.
- If you want to answer the second call, click the switchhook or **FLASH** to answer. Click the button again to switch back.

To temporarily turn off Call Waiting so a call you make doesn't get interrupted:

- Press ***70** and listen for three brief tones, then a normal dial tone.
- Dial the number you wish to call. Anyone who tries to reach you during this call, even privileged Selective Call Waiting callers, will hear a busy announcement or be sent to your voice mail service. Call Waiting is restored automatically when you hang up.

To temporarily turn off Call Waiting during a call:

- Simply click the switchhook or **FLASH** to put your current call on hold, listen for a normal dial tone, then press ***70**.
- Click the switchhook or **FLASH** again and resume your call without further interruption. Call Waiting is restored when you hang up.

How to set up Selective Call Waiting and Selective Call Waiting ID

- From your business line, call the Update Center at ***78** to set up your list of privileged callers that can alert you during a call. [For more information, refer to Helpful Hints on page 3.](#)
- Choose Selective Call Waiting/ID from the Menu and follow the prompts. You can enter up to 25 privileged telephone numbers (or area codes or area codes + prefixes).

Calling Features

3-Way Calling

Hold conference calls with two other people at the same time.

Call Transfer

Redirect a call to another number, inside or outside your business, or set up a conference call.

Hunting

When your line is busy, automatically routes incoming calls through the “hunt group” of available lines until the call can be completed.

To connect a second party to your current call:

- Click the switchhook or **FLASH** to put the first person on hold.
- At the normal dial tone, call the second person.
- Click the switchhook again or **FLASH** to connect all three of you.
- If there’s no answer, click the button twice to cancel and keep talking to the first person.
- To hang up the second call, click the switchhook or **FLASH** again. The original call ends when the first person hangs up.

If you do not choose 3-Way Calling as one of your package features, it is available on a per-use basis using the instructions above for a nominal per-use charge, which varies by state.

To transfer a call:

- Click the switchhook button or **FLASH** and listen for a new dial tone.
- Dial the number ***6** to which the call will be transferred.
- When the number rings, either hang up or stay on the line to announce the call.
- If the number is busy, unanswered, or the wrong number, press the button twice (pausing between) to return to the original call.

* Long-distance charges will apply for calls transferred from your office to a long-distance number.

- Hunting is set up by CenturyLink when you order this service.

Calling Features

Unistar®

Repairs to your inside telephone wire and jacks, handled by a skilled CenturyLink technician – at no extra cost to you.

411™ Directory Assistance

Select Directory Assistance with your package and receive six free CenturyLink 411 Directory Assistance calls per month.

Last Call Return

The phone stops ringing before you reach it. Find out who called, then automatically redial the number.

About Unistar

- Your assurance of high-quality repair service, with a 30-day limited warranty.
- Provides trouble location and repair of the simple inside telephone wire and jacks used to provide your CenturyLink telephone service and CenturyLink™ High-Speed Internet service.
- For repair service, just call 1 800-573-1311 or go to centurylink.com/bizwelcome and click on Request Repair under the Customer Service heading.
- For full details, refer to the terms and conditions sheet enclosed in your welcome letter.

How to use CenturyLink 411 Directory Assistance

- Simply dial **4 1 1** to locate a phone number and/or address quickly and easily.
- Directory Assistance operators can also search for a name and/or an address when you provide them with a phone number.
- Two requests can be made per Directory Assistance call.
- In addition to Local and National listings, information is available for Canada and Puerto Rico.

Six free calls are in addition to any state Directory Assistance free-call allowance.

How to use Last Call Return

- To find out the number of your last caller, press ***69**. Blocked numbers are not available.
- If you want to return this call, simply press **1**. If the returned call is long distance, long-distance charges will apply.

Not all calls will be identified, and some calls may be identified but may not be able to be returned. If this feature is not included in a package, charges for the feature apply if the call is identified, even if it is not or cannot be returned.

Calling Features

Custom Ringing

Easily identify incoming calls and properly route them to the appropriate person or department.

Dial Lock®

Control your phone usage by blocking outgoing calls to long-distance numbers, pay-per-call (900) and international numbers. Set up or change your blocking parameters whenever you wish. You may also set up privileged bypass codes for certain callers.

About Custom Ringing

- When you order Custom Ringing, we will assign an additional number to your office line.
- Each number has its own unique ring pattern, so that up to two people can identify their calls from each other.
- Each number can have its own listing in the Dex™ Directory as well, for an additional charge.
- If you also have Call Waiting, the alert tone is different for each Custom Ringing number too.

To set up Dial Lock:

- From your business line, press ***78** or call 1 888-(your area code)-8052* to call the Update Center. [See Helpful Hints on page 3 for more information about calling the Update Center.](#)
- Enter your business phone number (if asked) and the temporary security code **123456**. Follow the instructions to set up your permanent security code.
- Select **Dial Lock** from the Main Menu and follow the prompts to turn on Dial Lock, set up or change your blocked numbers and bypass codes. [Go to centurylink.com/userguides to view the entire user guide.](http://centurylink.com/userguides)

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