



**Core Connect<sup>®</sup>**  
Business Class Data & Voice Services



# Welcome to Core Connect

This guide is designed to help you get your new services up and running quickly. If you have any questions whatsoever, we're here to help! Call 888.712.1406, and if you haven't done so already, please take advantage of your FREE Application Activation session (see page 3 to schedule your appointment).

Your CORE CONNECT® package includes simply everything you need for affordable business-class connectivity.



## HIGH-SPEED INTERNET

- Speeds up to 20 Mbps included, upgradable to 100 Mbps (in some areas).
- 24x7 technical support

PAGE  
3

## DATA SERVICES

- Domain names, Microsoft Outlook Exchange email, webmail, calendars and more
- Domain name registration
- Website tools and hosting
- Online data backup (PC and Laptop devices supported)
- Internet security tools and filters
- CloudFax (Fax Over Email)

PAGES  
4-7

## UNLIMITED VOICE

- Your phone line
- Unlimited Local and Domestic Long Distance
- Business Voice Mail
- Choice of 15 calling features you can activate anytime

PAGES  
8-9

# CORECONNECT

## TABLE OF CONTENTS

Click a feature to learn more:

High-Speed Internet Setup .....	3
Complimentary Activation Appointment.....	3
Online Services	
Activating your services .....	4
Domain Name Registration .....	4
About the Management Console .....	5
Microsoft® Hosted Exchange .....	6
Email and Webmail .....	6
Website and SEO Tools .....	6
Secure Online Backup.....	7
CloudFax .....	7
Business Voice Services	
Set up Voice Mail and Phone Features .....	8
Resources and Help .....	8
Terms & Conditions .....	8

## 1

CONNECT YOUR  
HIGH-SPEED  
INTERNET SERVICE

# Getting Started

## Install your High-Speed Internet and Modem

Your High-Speed Internet service must be connected before you can activate your Core Connect online services.

- **EASY SELF-INSTALLATION**  
Please follow the installation guide included inside your CenturyLink modem kit.
- **TECHNICIAN INSTALL**  
Call 1-888-712-1406 if you'd rather have a CenturyLink technician do it for you.

Core Connect includes speeds up to 20Mbps standard. Need more speed?  
Call us to find out if an upgrade is available in your area.

## 2

SCHEDULE YOUR  
FREE ONLINE  
SERVICES  
ACTIVATION

## Learn how to set up and use your Online Services

During this complimentary telephone consultation, a member of our Technology Support Team will guide you through the setup of all the Online Services included with Core Connect. Whether you're tech-savvy or not, this session is the easiest way to get everything set up properly for the unique needs of your business.

**If you were not scheduled for an Activation Appointment when you placed your order, we recommend you do so now.**

- Please visit [centurylink.com/activate](http://centurylink.com/activate) to schedule your appointment online.
- You will need to be online at your computer for the appointment, which will take about one hour. You and the consultant will walk through each step together, right on your computer screen.
- If you prefer to set up your online services on your own, use the following pages as a guide. For in-depth instructions, refer to the Do-It-Yourself section at [savvisdirect.com/knowledge-base](http://savvisdirect.com/knowledge-base).

## HELPFUL HINTS

As you get ready to activate and configure your new Core Connect services, here are a few things to prepare before you jump in.

- Have a domain name in mind for your business, either one you already own or the one you'd like to have (e.g. yourbiz.com).
- Decide who will be the primary Administrator of your account.
- Consider what email addresses you need.
- If you don't already have one, you'll need a CenturyLink ID. Refer to the next section for details.

## 3

ACTIVATE AND  
SET UP YOUR  
ONLINE SERVICES

## Online Services

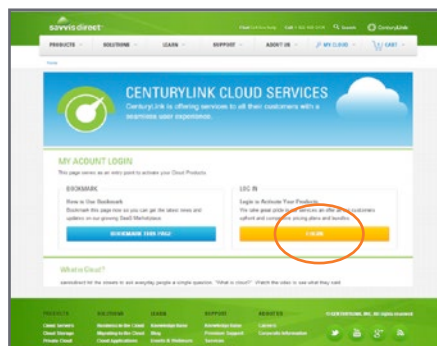
## Activate your available Online Services

First, you have to **ACTIVATE** the services you plan to use before you can start setting them up.

- **Start by going to:** <http://savvisdirect.com/CenturyLink/>

Make sure to include the /CenturyLink/ at the end of this URL to get to the CenturyLink portal. Since you'll be using this same address to access all your features, you may find it handy to bookmark this page.

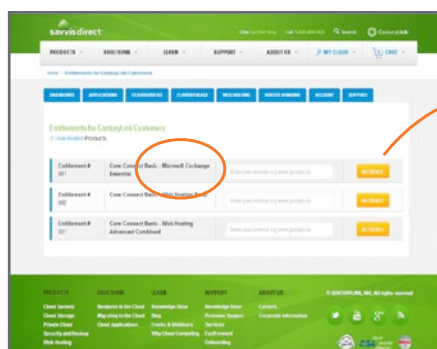
- Click the **[LOGIN]** button and enter your **CenturyLink ID**.



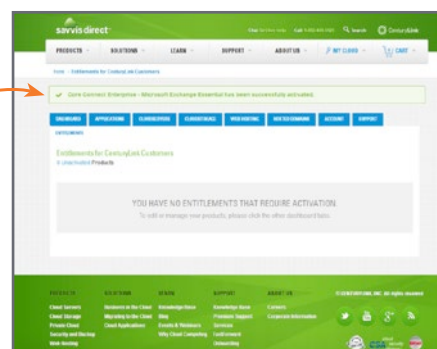
CENTURYLINK PORTAL



LOGIN SCREEN



ENTITLEMENTS



CONFIRMATION MESSAGE

- At the **Entitlements** screen, you'll see a list of all the online services included in your package.
- Click on the line item called **Microsoft Exchange** first, and enter your desired Domain Name (e.g. yourbiz.com), or an existing Domain if you already own one. Click **[ACTIVATE]**.
- You'll be taken to a screen where you can "purchase" the domain name included in your package for \$0.00. Follow the instructions, then return to your Entitlements listing.
- You should see a confirmation message that Microsoft Exchange has been activated.
- If you're ready to activate more of your Entitlements, select the one(s) you want to use, and click **[ACTIVATE]**. Make sure you receive a confirmation for each. You can always return at another time and activate more if you're not sure which ones you're going to use at this point.
- If you activate all the Entitlements, you'll see the message: "You have no entitlements that require activation."
- Now you can start setting up your services through your **Management Console** (see next page).

**Bookmark** your portal page at <http://savvisdirect.com/CenturyLink/> so you can easily get to it again.

Enter the same user name and password that you use to access your CenturyLink account, if you have one already.

If you are a new user, click the **Get Help** button. You'll be taken to a screen where you can **Create New Account**.

If your desired domain name is available, follow the steps to have CenturyLink register it. Registration of one domain is included in your Core Connect package. If the name you want isn't available, you'll be given some alternate suggestions, or you can try again with another name.

## 3

ACTIVATE AND  
SET UP YOUR  
ONLINE SERVICES

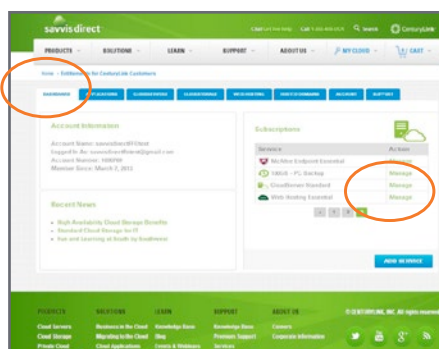
## Online Services

## Navigating your Management Console

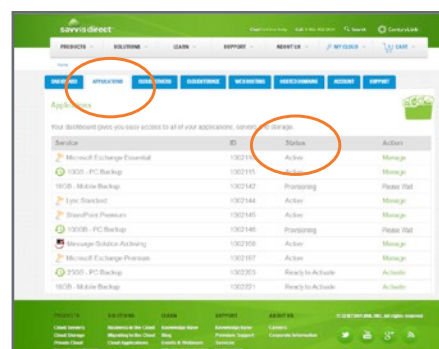
Now that your Core Connect services are activated, you can start setting up each one. Convenient tabs in your **Management Console** let you access your services in several ways:

- The **DASHBOARD** tab shows account information on the left side, and a list of your subscribed services on the right. Click Manage to access that service.
- The **APPLICATIONS** tab shows a complete list of your services and their status. The Status may say Ready to Activate, Provisioning, or Active depending on what stage of setup you've completed. You don't have to deal with everything at once, but we do recommend that you set up Microsoft Exchange first (see next page) to get your email established.
- Choose any **individual tab**, such as Web Hosting, to access that particular service.
- Under **MyCloud** in the upper right corner, pull down to find convenient links to Your Dashboard, Applications and more.

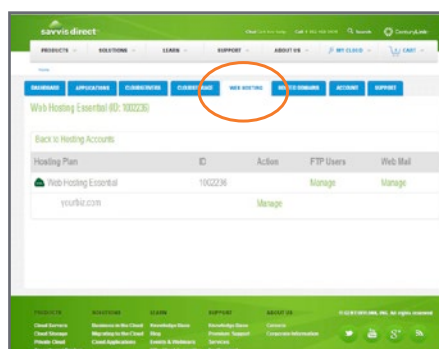
Although most features can be found in several places, the instructions for certain services may recommend that you access them through a particular screen.



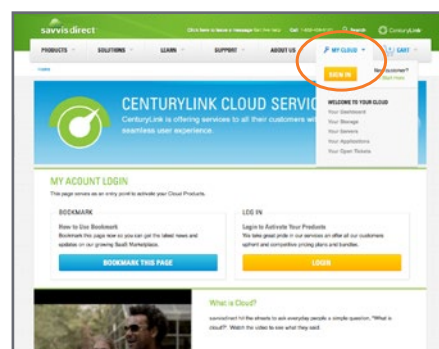
DASHBOARD TAB



APPLICATIONS TAB



INDIVIDUAL SERVICE TAB

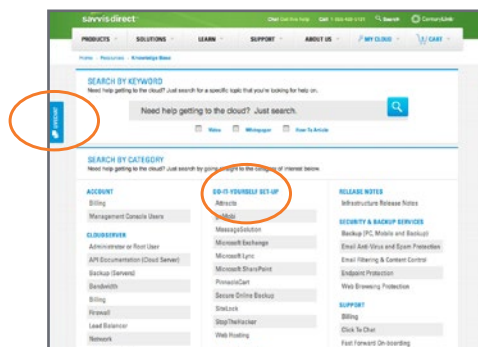


MY CLOUD

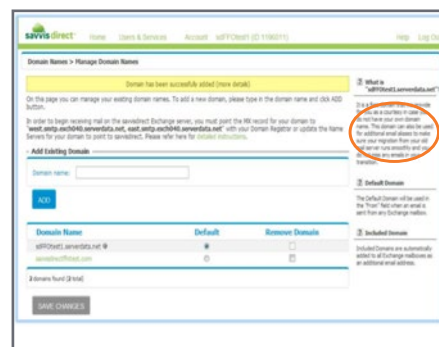
## Where to find help

Look for more complete instructions in the Do-It-Yourself section at [savvisdirect.com/knowledge-base](http://savvisdirect.com/knowledge-base). Or, click the **Live Chat** button for immediate assistance at any time.

Some features also have helpful tips in the right sidebar area.



LIVE CHAT / KNOWLEDGE BASE



SIDEBAR HINTS



## 3

ACTIVATE AND  
SET UP YOUR  
ONLINE SERVICES

Two vanity Exchange mailboxes that use your domain name (you@yourbiz.com) are included. Additional vanity addresses start at \$7.99 each per month.

The functionality of Microsoft Outlook allows you to have synchronized email, shared calendars and contacts no matter where you are or what computer you're using.

Core Connect includes hosting for a web site with up to 5GB of storage. Already paying to have a site hosted elsewhere? Ask how to transfer the hosting to your Core Connect account and save.

Advanced web tools such as FTP access, custom scripts, databases and more are also available in the Web Hosting section.

Up to 500 generic Web Mail addresses are included (e.g. you@imp.yourbiz.com). Assign them however you wish.

## Online Services

Now you can start setting up your individual Core Connect services.

- If you're not already logged in, go to <http://savvisdirect.com/CenturyLink/> 

For more detailed instructions, go to <http://savvisdirect.com/knowledge-base>

## Activate Microsoft® Hosted Exchange and set up your Email

- From your **Management Console**, go to the APPLICATIONS tab and locate Microsoft Exchange in the list.
- If it doesn't already say Active in the Status column, click **Activate**, then **Setup** to enter the Account Administrator information. Click SAVE.
- You'll see the Status change to Provisioning. Wait about 5 minutes, then return to the Applications tab or refresh your page. The Status should now say Active.
- Now click on **Manage** in the Action column, then **Launch Service**. This will open a new tab directing you to the Microsoft Exchange Control Panel.
- Enter Contact Information and Security Questions.
- You will now be at the **Get Started** page, where you find links for the following setup items. Click on each one and follow the instructions provided.
  - Primary Set Up
    - Domain
    - Users
    - Account Contacts
  - Download and set up your Email Client
    - Choose the version of Outlook you would like to use, download the software and install it on your computer. If you don't want to use Outlook for your email, choose Internet Mail Clients instead.
  - Set Up Company Information
  - Set Up Messaging, Wireless and Compliance
  - Get your Mailbox Users started

## Web Hosting

Several services are included under the Web Hosting section, accessed either via the Web Hosting tab, or listed under Subscribed Services in the Dashboard.

## WEB SITE

- To access the SiteBuilder tool,\* click the WEB HOSTING tab. On the line with your domain name, click **Manage**, then **Manage** again to the right of SiteBuilder in the services list.
- Select your website topic and choose your language, then click CREATE SITE.
- Prefill your website with your contact information. This is what will be used on your Contact page.
- Now you'll be at the SiteBuilder Toolbar where you can choose a design template, start filling in your content, add features such as a blog, online store, social media links and more.

## SEO TOOLS

- On the WEB HOSTING tab, locate your domain name and click **Manage**, then **Manage** again after Applications.
- At the Webhosting Control Panel, click on the Applications icon in the left column.
- Locate Attracta SEO and click INSTALL. Fill out the account information and click INSTALL.
- Back at the Webhosting Control Panel, you should now see Attracta under the Quick Launch Apps. Hover over the icon and choose Control Panel where you can start building your site traffic by submitting your site to major search engines, building links, and more.

## WEB MAIL

- To set up your Web Mail addresses, click the Web Hosting tab and click **Manage** under the Web Mail heading. Follow the instructions to set up each user. Remember to provide users with their user names and passwords.
- To access Web Mail, go to [http://imp.\(insert your domain name\)](http://imp.(insert your domain name)), then enter your own user name and password to log in.

\* SiteBuilder subject to browser compatibility.

## 3

ACTIVATE AND  
SET UP YOUR  
ONLINE SERVICES

Backup your important data to a remote location online. Retrieve and restore files at any time. Your package includes two licenses, of up to 10GB each.

Each online backup user requires a unique email address.

Schedule a convenient time (such as after hours) when backup can run automatically and then shut down your computer.

Send or receive up to a total of 20 incoming or outgoing 8.5 x 11" pages a month from your computer — no fax machine or extra phone line required!

If you need post-activation support for your Web and Email Hosting, Secure Online Backup or CloudFax, please contact CenturyLink at 1-855-459-6121.

## Online Services

- If you're not already logged in, go to <http://savvisdirect.com/CenturyLink/>

For more detailed instructions, go to <http://savvisdirect.com/knowledge-base>

## Secure Online Backup

- From the Management Console, click the APPLICATIONS tab, locate **PC Backup** and click **Activate**, then **Setup** under the Action column.
- Fill out the Account Information and SAVE.
- You'll see the Status change to Provisioning. Wait about 5 minutes, then return to the Applications tab or refresh your page. The Status should now say Active.
- Click **Manage** and you'll see how many users you have available.
- Click **NEW USER** and set up the Name, Email and Password for the person who will use this account. That person will receive an email with installation instructions.
- From the email, launch the **Installer** to install the Backup software onto the PC or laptop you want to have backed up.\*
- During the installation, you will be required to enter a Private Key and Account Key that you will need if you ever have to recover your data. **Keep this information in a safe place! It cannot be recovered if you lose it.** Click YES at the encryption screen.
- Secure Online Backup will now install and automatically initiate a full file backup.
- To configure your Backup schedule, manually run a Backup or Restore files on your computer, go to Start > Programs > savvisdirect DS-Consumer Client > OneClick DS User. Log in with your own User Name and Password to get to the control screen. Click a function and follow the instructions provided.



ONLINE BACKUP



CLOUD FAX

## CloudFax

- From the Management Console, click the APPLICATIONS tab, locate **CloudFax** and click **Manage**, then **Setup** under the Action column.
- Fill out the user ID and password information. The Login/User ID must be an email address. Click **SAVE**.
- You'll see the Status change to Provisioning. Wait about 5 minutes, then return to the Applications tab or refresh your page. The Status should now say Active.
- Click **Launch Service**.
- To **SEND** a fax, click the Send Fax icon, then enter the recipient's fax number manually, or you can add from your contacts list. Browse and attach the file(s) you would like to send, and choose whether you want to include a cover page with a message. Click **[SEND]** when you're ready.
- To **RECEIVE** a fax, you will need to provide your senders with the CloudFax telephone number you will be assigned during setup. Anyone can then use their fax machine to send a fax to you, and you will receive the fax in your email.
- CloudFax includes an Inbox and Outbox so you can keep a record of all your outgoing and incoming faxes.

\* Secure Online Backup systems requirements: Windows XP, Vista, Windows 7. Not compatible with Mac.



# Resources

## SCHEDULE A DATA SERVICES ACTIVATION APPOINTMENT

[centurylink.com/activate](http://centurylink.com/activate)

## MANAGE YOUR ACCOUNT

[centurylink.com/myaccount](http://centurylink.com/myaccount)

## CUSTOMER SUPPORT

[centurylink.com/small-business/customer-support](http://centurylink.com/small-business/customer-support)

## 24/7 TECH SUPPORT

**800.786.6272**

## Set up Voice Mail and Phone Features

### VOICE MAIL USER GUIDE

[centurylink.com/Pages/Support/ProductGuides/VoiceMail/index.html](http://centurylink.com/Pages/Support/ProductGuides/VoiceMail/index.html)

### BUSINESS VOICE SERVICES

[centurylink.com/static/PDF/Support/ProductGuides/simpleChoicePlan.pdf](http://centurylink.com/static/PDF/Support/ProductGuides/simpleChoicePlan.pdf)

### VOICE SERVICES QUICK REFERENCE GUIDE

[centurylink.com/static/PDF/Support/ProductGuides/simpleChoicePlan.pdf](http://centurylink.com/static/PDF/Support/ProductGuides/simpleChoicePlan.pdf)

## TERMS AND CONDITIONS

At [centurylink.com/Pages/AboutUs/Legal/TermsAndConditions/business.html](http://centurylink.com/Pages/AboutUs/Legal/TermsAndConditions/business.html) ("Website"), the following information will direct you to the applicable terms and conditions for the CenturyLink Core Connect Bundle:

State: [Select the state of your service location]

Entity: [Select Core Connect]

Service: [Select CenturyLink Core Connect Bundle]

Date: [Select the date you purchased CenturyLink Core Connect Bundle]

**Local Exchange Services.** Local Exchange Services, including certain features and services, are a required component of the CenturyLink Core Connect Bundle. Except as indicated below, CenturyLink local operating companies provide Local Exchange Services under Tariffs. These Tariffs are filed with, and approved by, respective federal and state regulatory commissions, and available at the Website. In the following states, the applicable Local Exchange Services have been detariffed and are provided under the CenturyLink Standard Terms and Conditions for Communications Services (and, for eligible customers, CenturyLink Local Government Customer Annex) and Local Terms of Service: CenturyLink Core Connect Bundle, available at the Website: Alabama, Indiana, Iowa, Michigan, Nevada, Ohio, South Carolina, Tennessee, Washington, and Wyoming.

**Long-Distance Services.** Long-distance services are a required component of the CenturyLink Core Connect Bundle. Embark Communications, Inc. provides long-distance services under the CenturyLink Standard Terms and Conditions for Communications Services (and, for eligible customers, CenturyLink Local Government Customer Annex) and CenturyLink Schedules, available at the Website. For customers in legacy CenturyTel markets, long-distance service is provided by CenturyTel Long Distance, LLC under its Service and Pricing Guide, available at the Website. The CenturyLink Schedules and CenturyTel Long Distance, LLC Service and Pricing Guide are available at the Website. Your usage of long-distance services may be monitored for the Unlimited Long Distance Plan, and you may be required to show compliance with the applicable terms and conditions if your usage exceeds 3,000 minutes per month or other non-complying activities are identified. International calling is not included in the CenturyLink Core Connect Bundle and must be purchased for an additional monthly charge.

**High-Speed Internet Services.** High-Speed Internet Services are a required component of the CenturyLink Core Connect Bundle. Depending on your High-Speed Internet service location, CenturyTel Broadband Services, LLC or the CenturyLink local operating company for your service location provides CenturyLink Business-Class High-Speed Internet Services under the CenturyLink Standard Terms and Conditions for Communications Services (and, for eligible customers, CenturyLink Local Government Customer Annex) and the CenturyLink Business-Class High-Speed Internet Services Annex, available at the Website.

In addition to what is listed above, these terms and conditions contain additional provisions that apply to the CenturyLink Core Connect Bundle, including, among other things, mutual confidentiality, your required indemnification of CenturyLink, CenturyLink's limitations of liability, minimum required term commitment periods, and CenturyLink's disclaimers of warranties.

CenturyLink Core Connect Bundle discounts and savings will apply after the first full month of billing, and do not apply to any other services. The monthly rates, fees, discounts, and savings in effect when you subscribe to the CenturyLink Core Connect Bundle will apply until expiration of the applicable term commitment period. Lines of service later added to your CenturyLink Core Connect Bundle will be subject to additional term commitment periods and the then-prevailing monthly rates, fees, discounts, and savings.

## IMPORTANT INFORMATION ABOUT THE CENTURYLINK CORE CONNECT BUNDLE TERM COMMITMENT PERIOD AND APPLICABLE EARLY TERMINATION CHARGES

You are required to maintain all services in the CenturyLink Core Connect Bundle service for the term commitment periods listed on your order confirmation letter. If you fail to maintain all services for the listed term commitment periods or choose to remove any of the required components of the CenturyLink Core Connect Bundle, you will be required to pay an early termination charge as listed in the order confirmation section and the following changes to your monthly charges will apply:

- Local Exchange Services. Your termination of local exchange services before the completion of your CenturyLink Core Connect Bundle term commitment period results in CenturyLink converting the remaining services in the CenturyLink Core Connect Bundle, including long-distance services and High-Speed Internet services, to their respective a la carte or nonbundled monthly charges.
- Long-Distance Services. Your termination of long-distance services before the completion of your CenturyLink Core Connect Bundle term commitment period results in CenturyLink converting the remaining services in the CenturyLink Core Connect Bundle, including local exchange services and High-Speed Internet services, to their respective a la carte or nonbundled monthly charges.
- High-Speed Internet Services. Your termination of High-Speed Internet services before the completion of your term commitment period results in CenturyLink converting the remaining services in the CenturyLink Core Connect Bundle, including local exchange services and long-distance services, to their respective a la carte or nonbundled monthly charges.

Upon completion of the listed term commitment periods, applicable discounts or savings will expire, and CenturyLink will charge you the then-prevailing monthly charges for your services. If you choose a new term commitment period, applicable discounts and savings that match your selected CenturyLink Core Connect Bundle will apply for that new term commitment period.

## CURRENT CENTURYLINK CUSTOMERS WITH OTHER BUNDLE DISCOUNTS OR SAVINGS

If you are transferring or changing existing CenturyLink services to the CenturyLink Core Connect Bundle or adding the CenturyLink Core Connect Bundle to your existing services, you will lose any current discounts or savings you currently may be receiving on your account.

Product limitations may exist. If a product insert or specific instructions to obtain additional information were not provided for your product, please contact your CenturyLink Representative or call 1-888-712-1406 referring to your order date and order number, for product details, plan and feature restrictions and limitations.

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