

CenturyLink Engage™

User Quick Start Guide

Welcome to CenturyLink Engage.

Let's get started! It just takes a few simple steps.

Step 1

The Administrator for your company will set up your service, assigning your telephone number, features and (optional) deliver your phone.

Step 2

You will receive two emails from "Engage Ctlink". For security purposes, your temporary password will come in the first email and the second email will contain both your user ID and assigned phone number.

Step 3

Your IP Phone or headset will be delivered (optional).

Step 4

Log into MyPhone Next with your credentials (using Safari, Google Chrome, Mozilla Firefox):

<http://centurylinkengage.centurylink.com/myphonenext>



Username

Password

English (United States)

Sign In

[Forgot Username?](#)

[Forgot Password?](#)

Step 5

Within MyPhone Next, you can:

- choose a permanent password
- set up your voice mail



Karen Ferguson
7207588141
Extension 8141



- Voicemail
- Call History
- Call Settings
- Directory
- My Apps

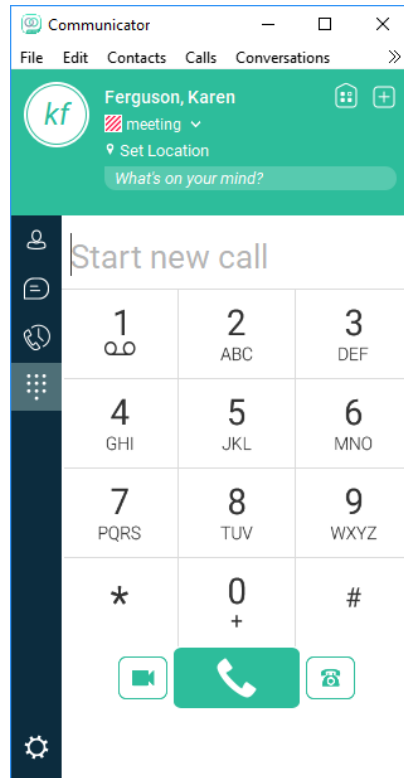
After you successfully download one or more of the following applications, sign in to each application using username: **karen.ferguson@centurylink.com**. Your password will be the same one used to sign in to this website.

Desktop Software	BroadTouch PC Client Download for Windows
Mobile Software	BroadCloud Connect and BroadCloud Meet Download requires a mobile device. Copy Link for iOS (App Store) Copy Link for Android (Google Play)
Tablet Software	Connect Tablet Download requires a tablet device. Copy Link for iOS (App Store) Copy Link for Android (Google Play)

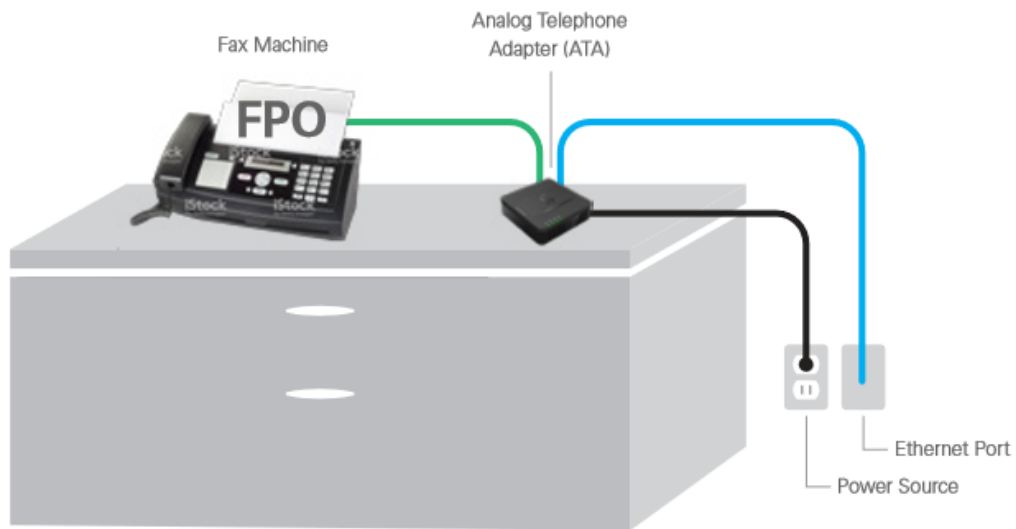
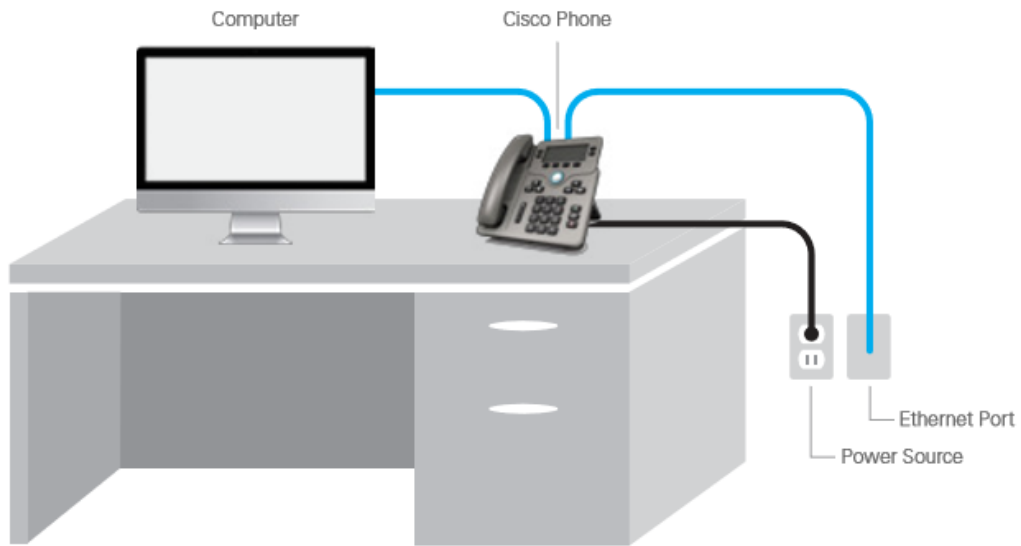
Step 6

Set up your phone for calls:

- Download the Soft Phone App for your PC, tablet, and/or smart phone (from MyPhone Next). This App can also be used to collaborate with others in your company via IM, shared workspaces, and conferencing (if ordered).



Set up your desk phone. These diagrams show where everything is plugged in:



■ CAT5 Cable ■ Power Cord ■ Analog Telephone Cable

Cisco Phone

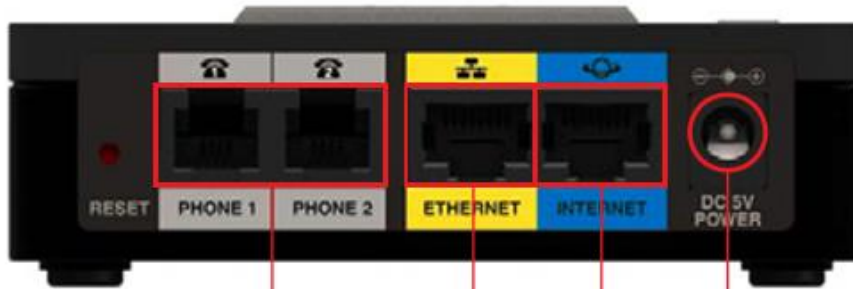


DC Adapter Port
(Power Source)

Network Connection
(Ethernet Port)

Access Connection
(Computer)

Analog Telephone Adapter (ATA)



Fax Machine (or other
analog device)

Access Connection
(Computer)
Optional

Access Connection
(Computer)
Optional

ETHERNET

INTERNET

DC Adapter Port
(Power Source)

Network Connection
(Ethernet Port)

Step 7

Your service is ready to use!

Support is available anytime:

- Your company's Administrator, the one who set up your service, is a great resource. They can also help with password resets.
- 24/7 assistance through our library of resources for End Users:
<https://www.centurylink.com/business/voice/hosted-voip.html#support>
- Check out the Getting Started videos.

Keep your address for 911 Emergency Services updated.

Initially, every user is set up for 911 Emergency Services at the business location your service is associated with. But, if you are working remotely for the day or always work from home, you can use the portal to request a change in the 911 location for your number:

<https://www.centurylink.com/business/voice/hosted-voip.html#support>

or

<https://portal.centurylink.com/au-centurylink-engage/app/911/request-address-update>