CenturyLink Business Communicator
for Mobile
User Guide

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CenturyLink Business Communicator Guide (Mobile)

Table of Contents

1 About CenturyLink Business Communicator (Mobile) ................................................. 3
2 Installing Mobile App ........................................................................................................... 3
  2.1 Installation – From End User Portal ............................................................................. 3
3 Mobile App Overview ............................................................................................................ 4
  3.1 Sign In ............................................................................................................................. 4
  3.2 E911 Disclosure ............................................................................................................. 4
  3.3 Main Screen .................................................................................................................... 5
  3.4 Search for Contacts ....................................................................................................... 5
  3.5 Contact Screen .............................................................................................................. 6
  3.6 Dial Pad ......................................................................................................................... 6
  3.7 Call History Logs .......................................................................................................... 7
  3.8 Mobile App Settings ...................................................................................................... 8
4 Making and Receiving Calls ................................................................................................. 8
  4.1 Answering Incoming Calls ............................................................................................ 8
  4.2 Disconnecting Your Calls ............................................................................................ 9
  4.3 Call Processing Features ............................................................................................... 9
  4.4 Mute .............................................................................................................................. 10
  4.5 Hold .............................................................................................................................. 10
  4.6 Speaker .......................................................................................................................... 10
  4.7 Outbound Calls using Dial Pad .................................................................................... 11
  4.8 Outbound Calls using Directories ............................................................................... 11
  4.9 Outbound Calls using Call History Logs ....................................................................... 12
5 Contacts ............................................................................................................................... 13
  5.1 Manually Adding a Contact ......................................................................................... 13
  5.2 Adding a Contact from your Call History Logs ........................................................... 13
5 Settings ................................................................................................................................. 14
1 About CenturyLink Business Communicator (Mobile)

CenturyLink Business Communicator for Mobile is a native iOS and Android client for Unified Communication, providing the following communication features:

- Voice Calling (VoIP – Mobile device)
- Video Calling
- Business Communicator Call Settings

2 Installing Mobile App

Your mobile app can be downloaded from a link within your End User portal, or by access your device’s app store.

2.1 Installation – From End User Portal

If a Business Communicator was assigned to your seat, the downloads are available under Help --> Downloads in your End User portal. Refer to your Welcome Email for portal link and User Name and Password. Use the download link for Business Communicator iOS or Business Communicator Android, pad on the mobile device you are downloading the application to.

1) Click on the link for the application you wish to install, and follow the installation wizard.

2) After clicking the appropriate link, follow the standard procedures to download the app.

3) Be sure to download the most current application, identified by this icon:
3 Mobile App Overview

Your mobile app can be downloaded from a link within your End User portal, or by access your device’s app store.

3.1 Sign In

Launch your Mobile Business Communicator as you would any other application, by tapping on the icon. This will provide you with a login screen.

1) Enter your Business Communicator User Name and Password. Refer to your Welcome Email for information. This is the same User Name and Password that you use to log into your Hosted VoIP End User portal.
2) Define your preferred settings for Showing Password, Remember Password or Sign in Automatically.
3) Tap the Sign In button.

3.2 E911 Disclosure

Review the E911 disclosure for regarding use of 911 on your mobile app.
1) Tap the OK or Cancel button to sign in.
3.3 Main Screen

This version of the CenturyLink Business Communicator allows you to communicate via Voice and Video. An enhanced version will be available soon and will include Instant Messaging and Presence. The following is an overview of the Business Communicator tool bars and functional icons. Specific details of these features will be outlined within this user guide.

Search Field

Left to Right:
Corporate Directory
Local Directory
Add Contacts

Contacts
Keypad
Call History
Settings
Left to Right:

3.4 Search for Contacts

Search for contacts in All Directories, your Directory or your Local Directory.
1) Tap the Search Field and enter search or partial search criteria for the contact you wish to find.
2) Will “All” selected, search will use that criteria to search all directories.
3) If selecting “Directory” or “Local”, the search will only be conducted in those directories.
4) Tap the Information icon “i” to call that contact or to review/edit information for that contact.
3.5 Contact Screen
You can make a voice or video call to your contact, add this contact to your local directory.

1) To make a call, tap the Handset or Video Camera icon.
2) This selection will determine if you are calling with voice only, or voice and video.
3) The call will be sent – click the End Call icon to disconnect your call
4) Tap the “+” icon to add this contact to your local directory, if they are currently in your Corporate Directory only.
5) Tap the Personal SMS icon to send a text message***
6) Review First Name/Last Name and email address.

*** If you attempt to use this feature with a land line, you will receive a text notification that if you answer Y, messages will be sent to that number as a voice message, and your service will be charged $0.25/message + standard messaging fees.

3.6 Dial Pad
Make voice or video calls using the Dial Pad.

1) Tap the Dial Pad icon at the bottom of the display.
2) On the key pad, enter the 10-digit number you wish to dial.
3) Tap the Video Camera icon to send your call as a Voice/Video call.
4) Tap the green Handset icon to send a standard Voice call.
3.7 Call History Logs
The Call History Log will capture information on all Incoming, Outgoing and Missed calls.

1) Tap the History icon at the bottom of the display.
2) Tap the All icon at the top of the display to display all call history types.
3) Tap the Missed icon at the top of the display to filter your search to only Missed calls.
4) To delete an entry, tap the entry and tap the Trash icon.
5) Call types are defined by the following direction arrows:

```
Missed
<--
Outgoing

```

Incoming

<-->
3.8 Mobile App Settings
Tap the Settings icon at the bottom of the display to enable/disable settings such as Call Forwarding, block Calling Line ID, etc.
1) Toggle on/off feature such as Remember Password, Automatic Sign-In and Caller ID Lookup by activating the corresponding button.
2) To turn off your mobile app, scroll to the bottom.
3) Tap the Sign Out button, or close your apps in the manner that you close all other apps on your specific mobile device.

4 Making and Receiving Calls
With your Business Communicator Mobile App, you have several ways to make calls and receive call, in addition to basic and advanced Call Setting options.

4.1 Answering Incoming Calls
1) Tap the Answer button to answer the call.
2) Tap the Decline button to disregard the call.
4.2 Disconnecting Your Calls
   1) With a call in progress, tap the End Call button to disconnect from your call.
   2) Tap the Decline button to disregard the call.

4.3 Call Processing Features
   While on an active call, you will have access to the following call processing options:
   - Mute
   - Hold
   - Speaker (Handsfree)
   - Keypad
   - Add Video
   - More – for additional features

   Tap the More button for additional features:
   - New Call
   - Transfer
   - Conference
4.4 **Mute**

1) Enable and disable mute by tapping the **Mute** button.

4.5 **Hold**

1) Enable and disable hold by tapping the **Hold** button.

4.6 **Speaker**

1) Enable and disable speaker phone by tapping the **Speaker** button.
4.7 Outbound Calls using Dial Pad
1) Tap the Dial Pad icon at the bottom of the display.
2) On the Dial Pad, enter the number you wish to dial.
3) To send the call, tap the Video Camera icon to send a video call, or tap the green Handset icon to send an audio only call.

4.8 Outbound Calls using Directories
1) Tap the Search field.
2) You can choose to search All directories with your search or partial search, or can specifically search by Directory (corporate directory) or Local (local to your mobile device) directory.
3) Enter your search or partial search criteria in the Search field.
4) Contacts will be filtered based on the directory(ies) you chose to search from.
5) To make an outbound call to any of your contacts, tap the information icon “i” next to the person you wish to dial.
6) To cancel a search at any time and begin a new search, tap Cancel next to your search field.
7) To send a standard audio only call, tap the Handset icon.
8) Tap the Video Camera icon to send a video call

4.9 Outbound Calls using Call History Logs
1) Tap the Call History icon at the bottom of your display.
2) The number indicated next to your Call History icon, is the number of Missed Calls that have logged since last reviewing your Call History.
3) The default for displaying your call history is All calls – if you wish to review missed calls only, tap the Missed button.
4) To dial any entry from your Call History logs, tap the information icon “i”.

5) To send a standard audio only call, tap the Handset icon.
6) Tap the Video Camera icon to send a video call
4   Contacts

Contacts can be added from your Local directory to your Mobile App directory, from Call History logs, or can be added manually. Once contacts have been added, they can be searched for easily and dialed by tapping a few buttons, versus manually dialing a 10-digit phone number.

4.1 Manually Adding a Contact
Tap the “+” icon to add a new contact to your Local Directory.
1) Enter your contact information such as First Name, Last Name.
2) Content options contained in your contacts will depend on your mobile device; i.e., adding multiple phone numbers, ring tone capabilities, picture, etc.
3) These contacts will be added to your Local Directory and can be used with your standard mobile device.
4) Tap the Done key when all information is entered to save your contact.

4.2 Adding a Contact from your Call History Logs
1) Tap the information icon “i” next to any entry in your Call History log.
2) Enter your contact information such as First Name, Last Name.
3) Tap the “+” button next to Add To Local Contacts.
4) Tap the “+” button next to Add To Local Contacts.
5) Tap the Close button to close the contact.
6) If you need to edit that contact, search in your mobile devices Local Contact directory, and follow your standard practice for editing or deleting contacts.

5 Settings

With your Business Communicator Mobile App, you have access to the same advanced settings and features that you have from your desktop softphone, such as Call Forwarding, Do Not Disturb and Simultaneous Ring.

5.1 Call Settings

1) Tap the Settings button at the bottom of the Business Communicator app.
2) Tap Call Settings to access advanced features.
5.2 Caller ID Blocking
1) Tap **Caller ID Blocking**.
2) Move the **Active** toggle button to enable or disable Blocking of Caller ID.
3) Tap **Save** to save the setting.

5.3 Call Forwarding
1) Tap **No Answer**.
2) Toggle the **Active** button to the **ON** position
3) Tap the **Forward to #** field and enter the number you wish to forward to on the keypad.
4) Tap **Number of Rings** to change the number of rings before your call rolls to that number.
5) Tap **Done** when the number has been entered.
6) Tap **Save** to save your Call Forwarding settings.
7) Tap **Settings** to return to the previous screen.

8) Call **Forwarding No Answer** now indicates that it is **Enabled**.
9) To Disable Call Forwarding, tap **No Answer**.
10) Toggle the **Active** button to the **OFF** position.
11) **Save** your settings.
5.4 Call Forwarding – Busy – Simultaneous Ring

1) The remaining features are enabled and disabled in the same manner.
2) Tap the feature you wish to manage, and follow the screen.

**Feature Description**

**Call Forwarding**
- **No Answer** – where calls forward to when you do not answer
- **Always** – where all calls forward to until that feature is disabled
- **Not Reachable** – where all calls will forward to if your app is unreachable
- **Busy** – where calls will forward to if your app is busy

**Do Not Disturb**
- When enabled, all calls roll directly to voicemail

**Simultaneous Ring**
- Define multiple devices that will ring when your mobile app rings

Swipe the Call Settings screen to access additional features:

- **CenturyLink Anywhere**
- **CenturyLink Mobility**
- **CenturyLink Remote Office**

**Note:** It is recommended that if you are using your Business Communicator Mobile App, do not define your cell phone number as a destination for **Anywhere**, **Mobility** or **Remote Office**, as this will present two incoming calls to one device.