

QUICK START GUIDE

CONNECTED**BACKUP**



Connected Backup
Business-Class Backup & Data



CenturyLink®
Business

Welcome to Connected Backup

This Quick Start Guide is a brief outline for getting your new Connected Backup services up and running. The best way to get started with your Data Backup and other services is with a FREE Application Activation session with our Technology Support Team. Please visit centurylink.com/activate to schedule your appointment, or call 888.712.1406 for help at any time.

Your CenturyLink® Connected Backup bundle provides everything you need for dependable online access and peace of mind, including:

DATA SERVICES

- Secure Online Data Backup
- Microsoft® Hosted Exchange email, Web mail, calendars and more
- Domain name registration for one name
- Website hosting and design templates
- Search engine submission and marketing tools
- Internet security tools and filters
- CloudFax (Fax Over Email)
- Complimentary Activation Appointment with Tech Support Team

HIGH-SPEED INTERNET

- Connection speeds up to 40 Mbps, depending on the level of Connected Backup you selected
- 24x7 technical support

CONNECTEDBACKUP

TABLE OF CONTENTS

Click the page number to learn more:

High-Speed Internet Setup	3
Complimentary Activation Appointment.....	3
Connected Backup Services	
Activating your services	4
Domain Name Registration	4
About the Management Console	5
Online Help	5
Secure Online Backup.....	6
Microsoft Hosted Exchange Email	7
Website and SEO Tools	7
Web Mail	7
CloudFax	8
Resources and Help	9
Terms & Conditions	9

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 Connected Backup 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.

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 services included with Connected Backup. 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 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.

HELPFUL HINTS

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

- Decide who will be the primary Administrator of your account.
- Determine which computers you would like to set for backup. Refer to your order confirmation to see how much storage space and how many devices are included in your Connected Backup bundle.
- 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).
- Consider what email addresses you need.
- You will need a CenturyLink ID, which is the same user name and password you use to access your CenturyLink account. If you do not have a CenturyLink ID yet, go to centurylink.com/myaccount and click the Enroll Now button.

3

ACTIVATE AND
SET UP YOUR
ONLINE SERVICES

Online Services

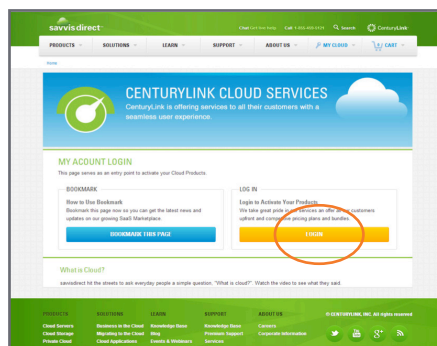
Activate your available Online Services

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

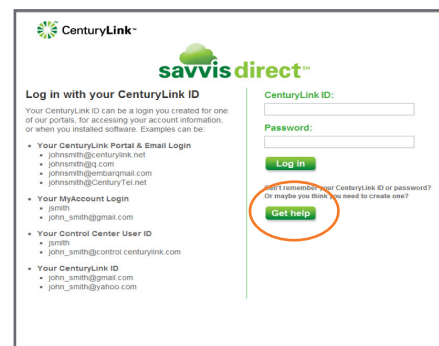
- **Start by going to:** <http://savvisdirect.com/CenturyLink/>

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.

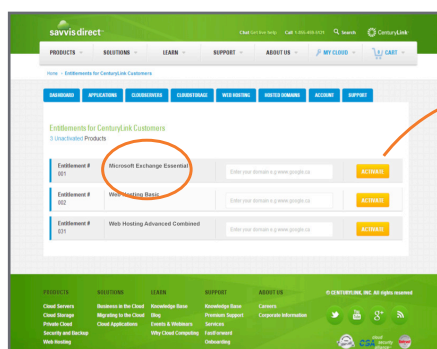
- Click the **[LOGIN]** button and enter your **CenturyLink ID**.



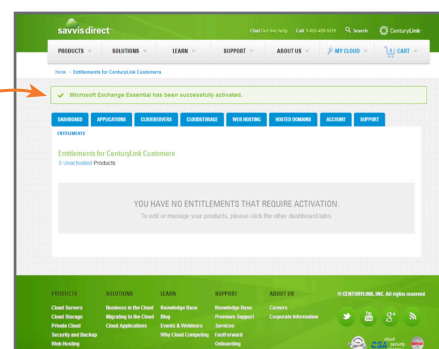
CENTURYLINK PORTAL



LOGIN SCREEN



ENTITLEMENTS



CONFIRMATION MESSAGE

- At the **Entitlements** screen, you'll see a list of all the services included in your Connected Backup bundle.
- You will need an email address to use many of the Connected Backup services. If you don't already have email established for your business, go ahead and click on the line item for **Microsoft Exchange** now. 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).
- If you're not planning to use the email and domain name included with Connected Backup, you can skip directly to the Applications tab to access your other services (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 Connected Backup bundle. 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
SERVICES

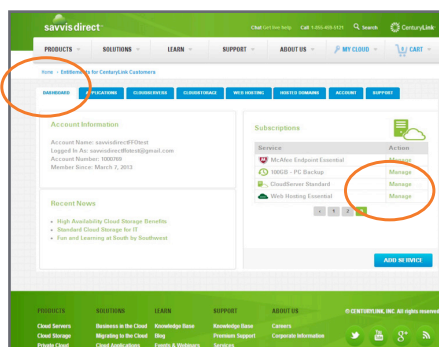
Online Services

Navigating your Management Console

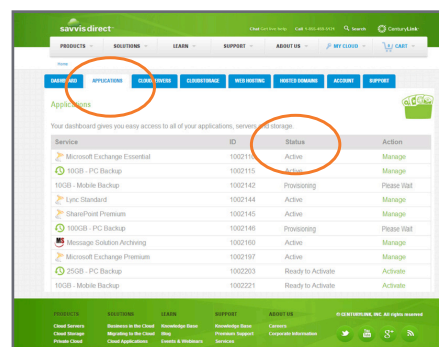
Now that you're logged in, you can start setting up and managing your Connected Backup services. Convenient tabs in your **Management Console** let you access your services in several ways:

- 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 your Data Backup and get your email established in Microsoft Exchange.
- 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.

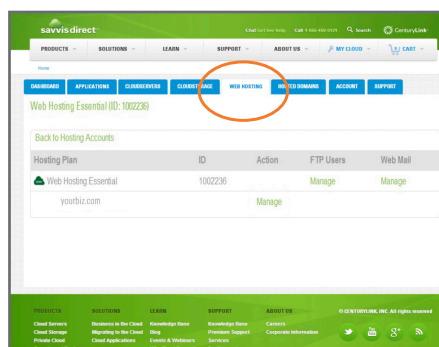
Although most features can be found in several places, the instructions for certain services may recommend that you access them through a particular screen.



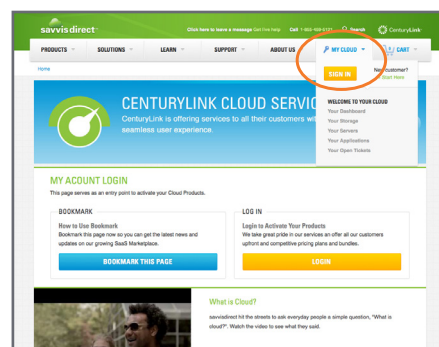
DASHBOARD TAB



APPLICATIONS TAB



INDIVIDUAL SERVICE TAB

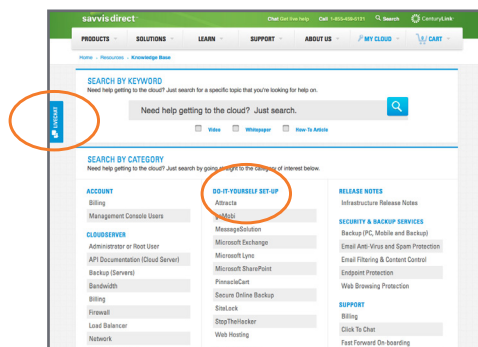


MY CLOUD

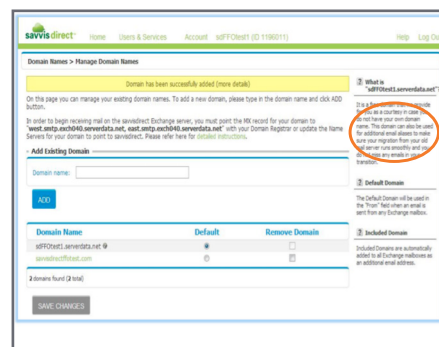
Where to find help

Look for more complete instructions in the Do-It-Yourself section at savvisdirect.com/knowledge-base. 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
SERVICES

Backup your important data to a remote location online. Retrieve and restore files at any time.

Each device to be backed up requires a unique email address and user name.

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

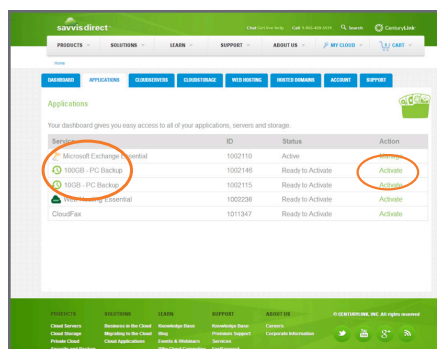
Online Services

- 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 on your account.
- 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. Each user needs to be unique to the device that will be backed up.
- Check your email for a message from Online Backup. Click the link to download 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 an Account Key common to your Connected Backup account, plus a Private Key specific to each device. **Keep this information in a safe place! You will need it if you ever need to recover your data. This information cannot be recovered if you lose it.** Click YES at the encryption screen.
- Secure Online Backup will now install on your device and automatically initiate a full file backup.
- To configure your Backup schedule, determine the types of files you want to back up, 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.
- For more detailed instructions, please visit: <http://www.savvisdirect.com/support/knowledgebase/how-install-and-configure-secure-online-backup>



APPLICATIONS TAB



ONLINE BACKUP CONTROL SCREEN

* Secure Online Backup systems requirements: Windows XP, Vista, Windows 7. Not compatible with Macintosh computers. Mobile devices are not supported in the Connected Backup bundle.

3

ACTIVATE AND
SET UP YOUR
SERVICES

Two vanity Exchange mailboxes that use your domain name (you@yourbiz.com) are included in your Connected Backup bundle.

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

Connected Backup includes hosting for a website with up to 5GB of storage. Already paying to have a site hosted elsewhere? Ask how to transfer the hosting to your Connected Backup 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 (e.g. you@imp.yourbiz.com) are included.

Online Services

Now you can start setting up your individual Connected Backup 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.
 1. Primary Set Up
 - Domain
 - Users
 - Account Contacts
 2. 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.
 3. Set Up Company Information
 4. Set Up Messaging, Wireless and Compliance
 5. 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 Web Mail addresses, choose the WEB HOSTING tab, then 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 SERVICES



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>

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, Outbox and Archive so you can keep a record of your outgoing and incoming faxes.

CLOUDFAX

Resources



Bookmark the online services page <http://savvisdirect.com/CenturyLink/> along with the others you will use most often.

MANAGE YOUR CONNECTED BACKUP SERVICES

savvisdirect.com/CenturyLink/

SCHEDULE AN ACTIVATION APPLICATION APPOINTMENT

centurylink.com/activate

HELP AND TUTORIALS FOR ONLINE SERVICES

savvisdirect.com/knowledge-base in the Do-It-Yourself section

ACCESS WEB MAIL

[http://imp.\(your domain name\)](http://imp.(your domain name))

CONNECTED BACKUP 24/7 TECHNICAL SUPPORT

Internet Services 800.786.6272

Email, Hosting, CloudFax, Online Backup 855.459.6121

REQUEST ON-SITE MODEM INSTALLATION

888.712.1406

MANAGE YOUR CENTURYLINK ACCOUNT ONLINE

centurylink.com/myaccount

TERMS AND CONDITIONS

CenturyLink Connected Backup is a bundle of services, including CenturyLink Business-Class High-Speed Internet services and backup application services. The terms and conditions for each service are listed below.

- **High-Speed Internet Services.** High-Speed Internet Services are a required component of the CenturyLink Connected Backup 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 <http://www.centurylink.com/Pages/AboutUs/Legal/TermsAndConditions/business.html>. You must accept these terms and conditions prior to using the services.
- **Backup Services.** Backup application services are a required component of the CenturyLink Connected Backup bundle. CenturyLink provides these third-party services under the terms and conditions available at <https://www.savvisdirect.com/terms-conditions>.

These terms and conditions contain additional provisions that apply to the CenturyLink Connected Backup 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 Connected Backup 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 Connected Backup Bundle will apply until expiration of the applicable term commitment period.

Important CenturyLink Connected Backup and related bundle components term commitment period and early termination information: You are required to maintain service for the term commitment period listed on your order confirmation letter. If you do not, you will be required to pay an early termination charge of \$200 for a 2-year term commitment or \$300 for a 3-year term commitment, prorated for the number of months remaining in the term. If you do not agree with these terms, call CenturyLink to cancel your service within 30 days. If you decide to remove any of the required components of CenturyLink Connected Backup, the standard monthly rates will apply for any remaining applications or services.

Product and service limitations may exist. If a product or service insert or specific instructions to obtain additional information were not provided for your product or service, please contact your CenturyLink Representative or call 1-888-712-1406 referring to your order date and order number, for product or service details, plan and feature restrictions and limitations. Conditions encountered at installation may require additional labor and equipment charges, which will be listed on your CenturyLink bill.

©2014 CenturyLink. All Rights Reserved. The CenturyLink mark, pathways logo and certain CenturyLink product names are the property of CenturyLink. All other marks are the property of their respective owners. ECBOSG_BE 5/1/14