



QUICK START GUIDE

# Core Connect<sup>®</sup>

Business Class Data & Voice Services

Now powered by Microsoft<sup>®</sup> Office 365



**CenturyLink<sup>®</sup>**  
**Business**

# Welcome to Core Connect®

Your Core Connect package includes simply everything you need for affordable business-class connectivity.

<b>HIGH-SPEED INTERNET</b>	<b>BUSINESS APPLICATIONS</b>	<b>VOICE SERVICES</b>
<ul style="list-style-type: none"><li>• Speeds up to 20 Mbps included, upgradeable to 100 Mbps (in some areas).</li><li>• 24x7 technical support</li></ul>	<ul style="list-style-type: none"><li>• Microsoft Office 365 Business Essential, with two users standard</li><li>• Includes email, online Office applications and more</li><li>• Domain name registration</li><li>• Website tools and hosting</li><li>• Online data backup</li><li>• Cloud Fax</li></ul>	<ul style="list-style-type: none"><li>• Your phone line</li><li>• Unlimited Local and Domestic Long Distance</li><li>• Business Voice Mail</li><li>• Choice of 15 calling features you can activate anytime</li></ul>

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 800.238.5100, and if you haven't done so already, please take advantage of your FREE Application Activation session ([see page 3](#) to schedule your appointment).

## CORECONNECT

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The best way to get started is with a FREE one-hour Application Activation session with our Technology Support Team. Schedule your appointment at [centurylink.com/activate](http://centurylink.com/activate) or call 1-800-238-5100 for help at any time.

# Getting Started

## Install your High-Speed Internet and Modem

**Your High-Speed Internet service must be connected before you can activate services.**

- **EASY SELF-INSTALLATION**  
Please follow the installation guide included inside your CenturyLink modem kit.
- **TECHNICIAN INSTALL**  
Call 1-800-238-5100 if you'd rather have a CenturyLink technician do it for you.

## Learn how to set up and use your Business Applications

### Schedule your **FREE** Activation Appointment

During this complimentary one-hour consultation, a member of our Technology Support Team will guide you through the activation process and provide invaluable user tips for your Core Connect services. 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.
- Set aside one hour for the appointment, at a time when you can be both on the phone and online at your computer. You and the consultant will walk through each step together, right on your computer screen.
- If you prefer to set up your services on your own, use the following pages as a guide. For in-depth instructions, refer to the Do-It-Yourself section at [centurylink.com/apps/knowledge-base](http://centurylink.com/apps/knowledge-base).

## Activation Checklist

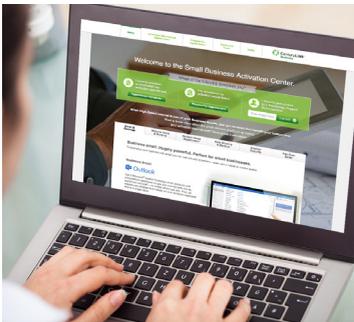
### What to prepare before you start

Whether you choose the guided activation, or prefer to handle it on your own, there are a few things you should have prepared ahead of time:

- Decide who will be the primary Administrator of your account. Administrator functions are indicated with this icon 🌟.
- Consider what users and email addresses you need.
- 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). You may also need the login credentials for your current domain registrar (such as GoDaddy), if any.
- Determine which computers and/or devices you would like to set for backup.
- Coordinate with your company's IT department, if any, to ensure systems access.
- You will need a **CenturyLink ID**, which is the same user name and password you use to access your CenturyLink account online. If you don't already have a CenturyLink ID, choose the Get Help button on the first CenturyLink login screen. You'll be redirected to a page where you can Create New Account.

Or, you can go to [sbcontrolcenter.centurylink.com](http://sbcontrolcenter.centurylink.com) now and click the Register button.

- You'll also need the **Office 365 Administrative ID** you should receive in a separate welcome email from CenturyLink. If you do not receive the email, call 1-855-459-6121.



# Log in via the CenturyLink Portal

## Go to [centurylink.com/apps/login](http://centurylink.com/apps/login)

- You'll always access your features using this same URL, so you may want to bookmark this page.
- Click the **[LOGIN]** button and enter your **CenturyLink ID**.

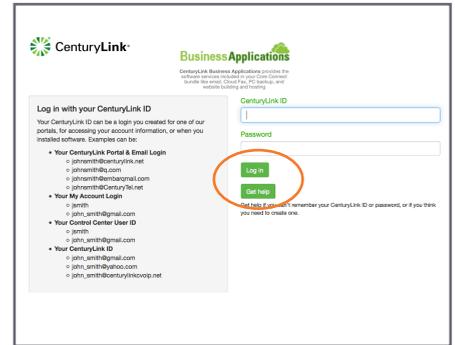
**Bookmark** your portal page at [centurylink.com/apps/login](http://centurylink.com/apps/login) so you can easily get to it again.

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.



CENTURYLINK PORTAL



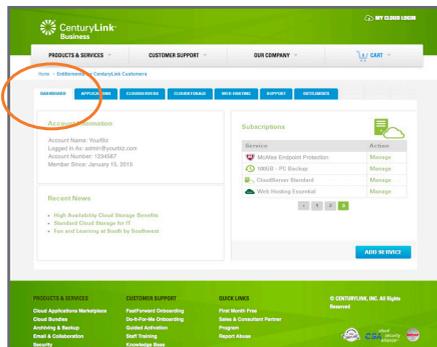
LOGIN SCREEN

## Get acquainted with your Management Console

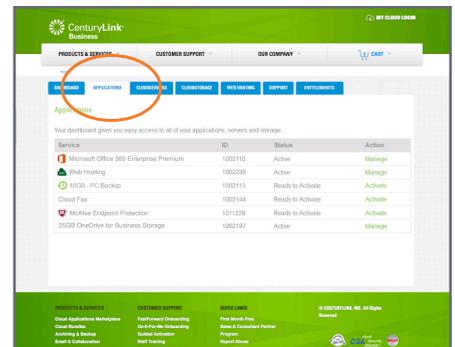
After you log in, you will be at your **Management Console**. Let's take a look at the sections:

- 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.
- Choose any **individual tab**, such as Web Hosting, to access that particular service.
- Under **MyCloud** in the upper right corner, pull down for convenient links to your Dashboard and Account.

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

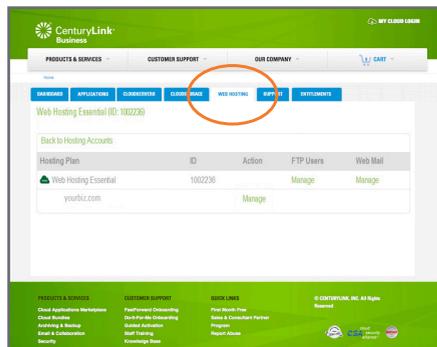


DASHBOARD TAB

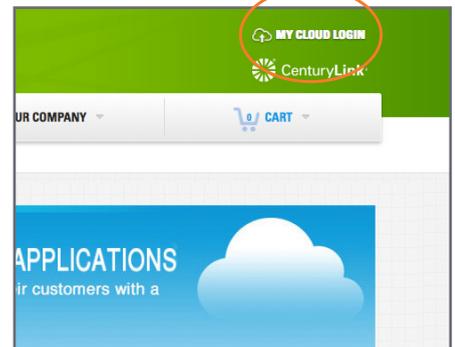


APPLICATIONS TAB

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



INDIVIDUAL SERVICE TAB



MY CLOUD

# Activate Entitlements

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

- **Log in to your Management Console:** [centurylink.com/apps/login](http://centurylink.com/apps/login) as described on the previous page.
- You will be presented with the **Entitlements** screen, which lists all the services included in your package.

## ★ Activate your Domain

Before you can set up any of your business applications, you need to tell Core Connect the domain name you want to use. You may register a new name if you don't have one yet, transfer an existing name to your CenturyLink account, or continue to use a name you already own. Locate the **Add Your Domain** section, then:

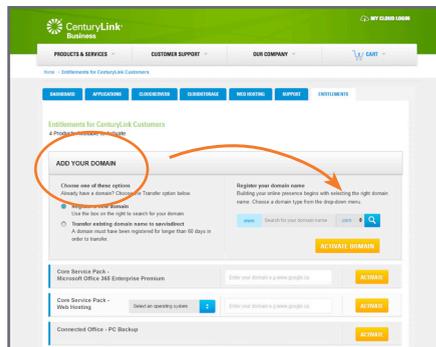
- **To register a new name**, click the Register New button, then enter your desired Domain Name in the box on the right. Click [**ACTIVATE DOMAIN**]. You'll be taken to a screen where you can "purchase" the domain name included in your package for \$0.00. Follow the instructions, then return to your Entitlements list.
- **To transfer an existing name**, click the Transfer button, then [**ACTIVATE DOMAIN**]. Follow the instructions given on the next screen. You will need to contact your current registrar for an authorization code to complete the transfer.
- **To keep an existing name with your current provider**, it should already be listed on your account when you purchased Core Connect. If not, go to the Web Hosting tab, Configure & Buy page. Click the Use Existing button, and enter your current domain name. This tells Core Connect to make that domain name available for your email, website and other included services.

Your company's designated Account Administrator should perform the functions indicated by this icon 🛠️.

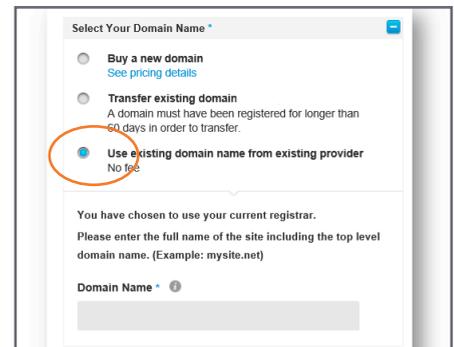
Registration of one domain is included in your Core Connect bundle. If a new name you want isn't available, you'll be given some alternate suggestions, or you can try again with another name.

You may register and purchase any number of domain names through CenturyLink, however only the first one included in your CenturyLink package is free of charge.

Transfer a domain name from another provider to CenturyLink in order to save money or to keep all your services together in one place.



ENTITLEMENTS / ADD YOUR DOMAIN



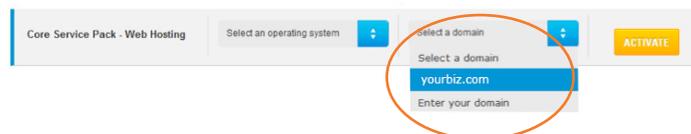
CONFIGURE & BUY OPTIONS

## ★ Activate other Entitlements

After you choose your Domain Name, return to the **Entitlements** tab.

- If you're ready to activate more of your Entitlements, select any of the others you want to use EXCEPT for Microsoft Office 365, 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 right now.
- Some of the Entitlements, such as Web Hosting, will have a dropdown menu where you can select which domain you intend to use for that service. The dropdown should already list the domain name(s) you registered in the steps above.

If your domain name(s) don't appear in the dropdown, try refreshing your screen. Or, pull down to Enter your Domain and follow the instructions.



- If you activate all the Entitlements, you'll see the message: "You have no Entitlements that require activation."
- **Follow the special instructions to activate Office 365 on the following page.**

Activating Office 365 requires a different activation procedure from the other Entitlements.

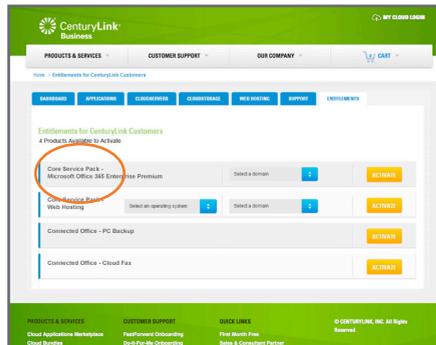
- **Log in to your Management Console:** [centurylink.com/apps/login](http://centurylink.com/apps/login)

## ★ Activate Office 365

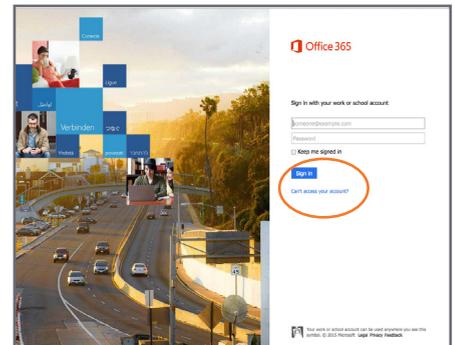
- **From the Entitlements screen**, select the **Microsoft Office 365** line item. Choose your domain name from the pulldown menu, or enter a new one now. Click **[ACTIVATE]**.
- You will be redirected to the **Office 365** login page to establish a master Admin password.
- Enter the Office Administrative ID you received in your Office 365 welcome email (NOT your CenturyLink ID). Click the **Can't Access Your Account** link, enter your desired password, then click NEXT to return to the Office 365 login screen and continue.

Your Core Connect package includes Microsoft Office 365 Business Essential.

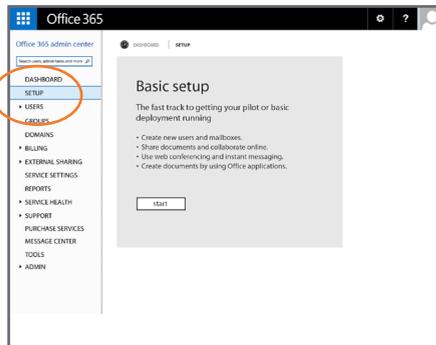
Make a note of your new password. You will need it each time you log in to Office 365.



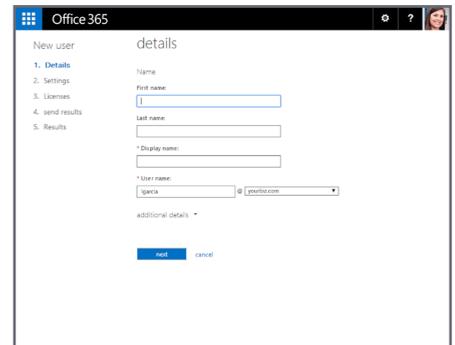
ENTITLEMENTS



OFFICE 365 LOGIN



OFFICE 365 ADMIN CENTER / DASHBOARD



OFFICE 365 SET UP USERS

## ★ Set up Office 365 Users

Once you get logged in, you'll be at the **Office 365 Admin Center**. Click **SETUP** in the left sidebar and follow the Basic Setup wizard. You will be guided to:

- **Verify your Domain**  
Tell Office 365 what domain you'll be using for your email. Take your time and follow the instructions carefully. Be sure to wait for confirmation at each step. Call for assistance if you need help.
- **Add Users and Assign Licenses**  
Add Users one at a time, establishing each email address (jgarcia@yourbiz.com) you need for your staff. A password will be automatically generated for each person, or you can type in your own. Keep in mind that the same user will be enabled on every Office 365 feature, so make sure to assign your users wisely. You will receive an email to confirm that each user has been set up. Make sure to provide them with their passwords.
- **Update DNS Records** to switch your email from your current provider to flow through CenturyLink / Office 365. *Once you complete this step, your email will no longer go to your previous provider. All of your email will start to appear in Office 365 / Outlook instead. See page 8.*

**Now you are ready to start using the Office 365 features.**

Core Connect with Office 365 Business Essential includes 2 users. Additional users are available for a small fee per user.

If you're switching existing email addresses over to Office 365, make sure they are typed out **exactly** the same when you Add Users.

**IMPORTANT:** All existing users need to be set up in Office 365 **BEFORE** you update your DNS records, or their email could disappear.

★ Admins: Make sure to provide your individual users with the email addresses and passwords you set up for them.

Now that your Office 365 users are set up, each individual can access their own services.

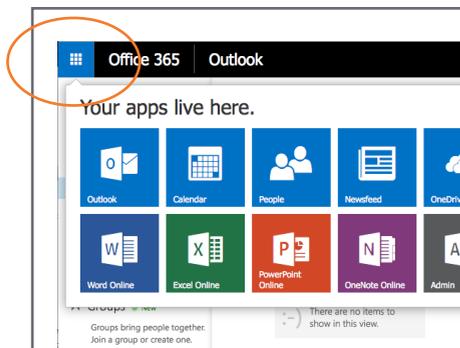
- **Log in to the CenturyLink Management Console:** [centurylink.com/apps/login](http://centurylink.com/apps/login) with your CenturyLink user name and password. From the APPLICATIONS tab, choose Office 365 and Manage. **OR**
- **Log in to Office 365 directly at:** [portal.office.com](http://portal.office.com) with your Office 365 email / user name and password.

## Office Applications

Core Connect includes online versions of the Office application suite. Every time you're online, your files are being continuously saved, and software updates happen automatically. You no longer have to worry about buying the most current version of Office.

### OFFICE ONLINE SOFTWARE

- To use Online versions, click on the **Application Launcher** grid  in the upper left corner. Choose the application you'd like to use, and start working. See page 8 for more information.



APPLICATION LAUNCHER

Skype for Business and OneDrive applications need to be installed individually and will be covered later.

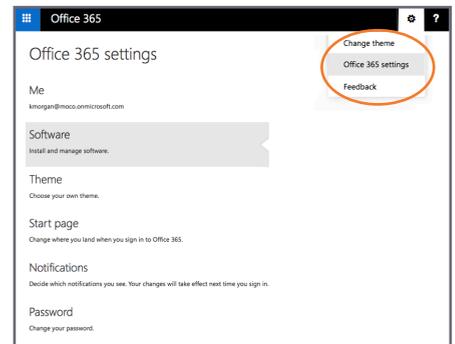
To get desktop and mobile versions of the Office applications, ask us about upgrading the standard Office 365 Business Essential subscription included with Core Connect to Business Premium or Enterprise Premium instead. Premium-level functions are indicated by this icon .

### DESKTOP SOFTWARE

- Go to your **Office 365 Admin Center** page. If you aren't automatically presented with the Install screen shown below, go to the Settings icon  upper right, and pull down to Office 365 Settings. Choose Software.
- Choose your language, then click [ **INSTALL NOW** ] and run the installer.
- This will install **Office, PowerPoint, Excel, OneNote** and **Outlook** onto your computer. If you're using a Mac, follow the instructions to get the Mac versions instead.



INSTALL OFFICE DESKTOP APPLICATIONS



SETTINGS / SOFTWARE

### OFFICE MOBILE

- Go to Google Play or the App Store and locate the **Office Mobile** application.
- Install the App on your mobile phone or tablet.
- Open the Office App and sign in with your user name and password. Enjoy anywhere, anytime access to your synchronized Word, Excel and PowerPoint documents.



Only Word, Excel, and PowerPoint are included in this version of Office Mobile. You may be able to purchase apps for the other applications separately.

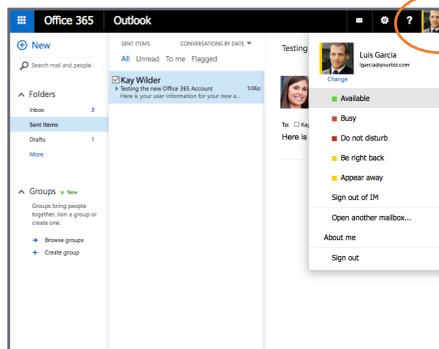
If you are not already at the Office 365 Admin Center:

- **Log in to the CenturyLink Management Console:** [centurylink.com/apps/login](http://centurylink.com/apps/login) with your CenturyLink user name and password. From the APPLICATIONS tab, choose Office 365 and Manage.
- **Log in to Office 365 directly at:** [portal.office.com](http://portal.office.com) with your Office 365 email / user name and password.

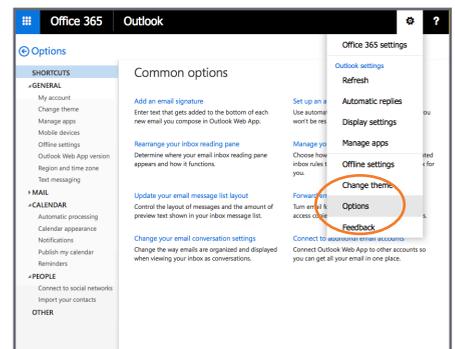
## Outlook Setup • Email • Contacts • Calendar

- Open the Outlook application, either from the launcher or on your computer.
- The first time you open Outlook, you'll be prompted through an Auto Account Setup. Enter your own user name and password, then click NEXT. It may take a few moments for your account to be provisioned.
- Reopen Outlook and you will see a familiar email interface. Check your Inbox and send mail as always.
- From the launcher , choose **People** to build or import your contact list. You'll also find an integrated Calendar and Tasks in the launcher.
- Modify your profile and account settings in Options under the Settings icon .

HINT: Click on the avatar (person icon) in the upper right corner and add your own photo so you and your colleagues can easily recognize each other. You can also choose your visibility to show others if you're Available for messaging or meetings whenever you're in any of the Office 365 online applications.



OUTLOOK INBOX

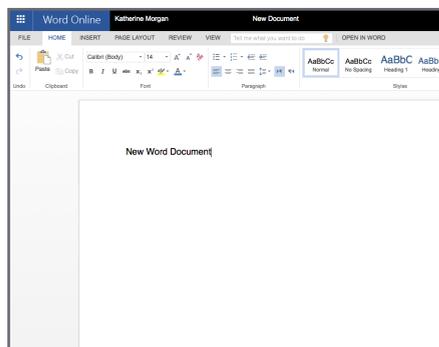


OUTLOOK SETTINGS

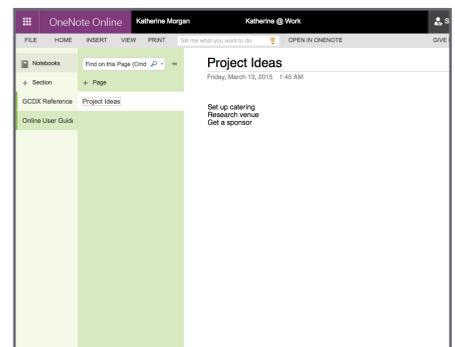
## Microsoft Office • Excel • PowerPoint • OneNote Online

- Open your online Office applications from the launcher .
- Each application looks just like the desktop software you're used to, with familiar tools and commands. As you create new documents, they are continuously saved to OneDrive storage (see next page).
- You can always choose Save As to save a copy of your document to your hard drive.
- Access any of your documents anytime you have access to a Web browser, or via the Office Mobile App.

Create Notebooks in OneNote to store ideas, text, pictures and more.



OFFICE ONLINE / NEW DOCUMENT



ONENOTE ONLINE

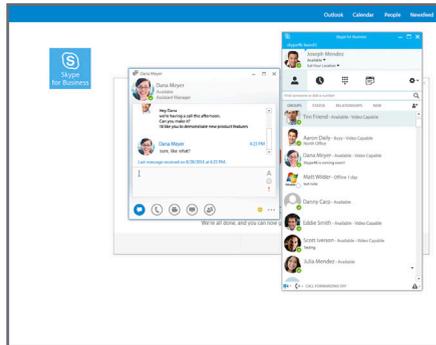
- **Log in to the CenturyLink Management Console:** [centurylink.com/apps/login](http://centurylink.com/apps/login) with your CenturyLink user name and password. From the APPLICATIONS tab, choose Office 365 and Manage. **or**
- **Log in to Office 365 directly at:** [portal.office.com](http://portal.office.com) with your Office 365 email / user name and password.

## Skype for Business (formerly Lync Online)

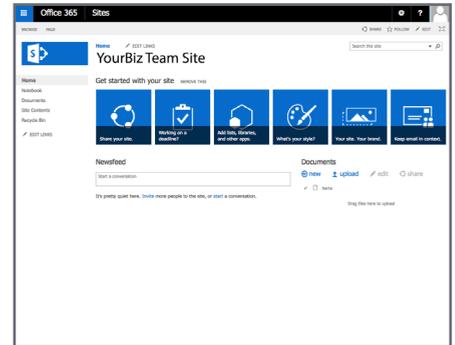
With Web and video conferencing, desktop sharing, and instant messaging, Skype for Business gives you the most up-to-date tools to work as a team, all within a secure, private and compliant space.

Watch more about Skype for Business [centurylink.com/apps/support/knowledge-base/skype-new-uses-guide](http://centurylink.com/apps/support/knowledge-base/skype-new-uses-guide)

- Before you can use Skype, you will need to install the application. From the Office 365 Admin Center page, go to the Settings icon upper right, and pull down to Office 365 Settings. Choose Software. Follow the instructions to install Skype.
- Now you can open the Skype application. Enter your email address and password, then choose a status from the pulldown menu: Available, Busy, Do No Disturb, Be Right Back, or Away. Click SIGN IN.
- Start by building your Contact List. You may build your list manually or import a contacts list. You'll only be able to use Skype with others who also have Skype accounts.
- To initiate a session, double-click on the Contact(s) you want to collaborate with. Choose Instant Messaging (IM), place a Call from your computer, conduct a Video Conference, Share Files, and more.



SKYPE COLLABORATION



SHAREPOINT SITE

## SharePoint

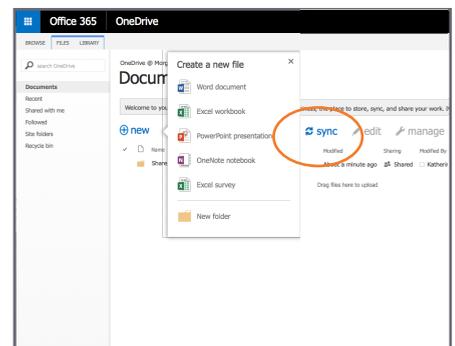
SharePoint is used to create private project-specific "sites" where your teams can interact.

- From the launcher , choose **SITES** to open the SharePoint environment.
- Choose **+new** to create and name a new site for your Project or Department. You can even customize each site with a different brand and description for easy recognition.
- Continue to build your project by inviting contacts, establishing deadlines and tasks, and including corresponding documents and email from Outlook.
- Install the Yammer app to create a custom social network within your SharePoint workspace.

## OneDrive

OneDrive is where all the documents you create are stored. You can also create new documents from inside OneDrive and may find it convenient to do most of your work from this workspace.

- From the launcher , open **OneDrive**.
- The first time, you may be asked to download the software. Follow the instructions given.
- Get in the habit of using the **Sync** button. This will ensure that any of the documents you create online are automatically updated with the documents you have on your computer.
- Files that have been synced will display a green checkmark beside the file name.



ONEDRIVE DOCUMENT STORAGE / MANAGEMENT

- If you're not already logged in, go to [centurylink.com/apps/login](http://centurylink.com/apps/login)  
For more detailed instructions, go to [centurylink.com/apps/knowledge-base](http://centurylink.com/apps/knowledge-base)

## ★ Secure Online Backup

Secure all of your important files with external backup and cloud-based storage. Automatic backup provides peace of mind anytime, anywhere.

- From the CenturyLink 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.

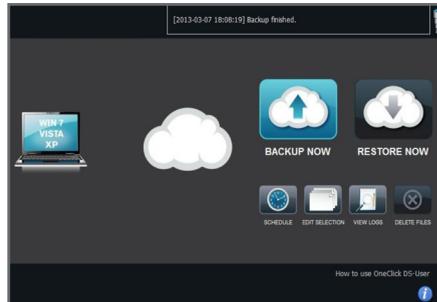
### INDIVIDUAL USERS

- 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 create 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.

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. Online backup users can be different from the people who were set up as users in the Office 365 applications.

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



ONLINE BACKUP

\* Secure Online Backup systems requirements: Windows XP, Vista, Windows 7. Not compatible with Macintosh computers. Backup of mobile devices is not supported in Core Connect.

- If you're not already logged in, go to [centurylink.com/apps/login](http://centurylink.com/apps/login)

## 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

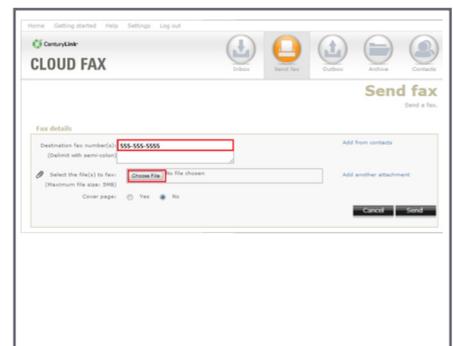
- On the WEB HOSTING tab, locate your domain name and click **Manage**, then **Manage** again after Applications.
- At the Webhosting Control Panel, click on the Applications icon in the left column.
- Locate Attracta SEO and click INSTALL. Fill out the account information and click INSTALL.
- Back at 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.

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.



SITEBUILDER TEMPLATE



CLOUD FAX

## Cloud Fax

- From the Management Console, click the APPLICATIONS tab, locate **Cloud Fax** 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 Cloud Fax 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.
- Cloud Fax includes an Inbox and Outbox so you can keep a record of all your outgoing and incoming faxes.

\* SiteBuilder subject to browser compatibility.

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 Cloud Fax, please contact CenturyLink at 1-855-459-6121.

Your Core Connect package includes your telephone line, unlimited local and nationwide long-distance calls, and your choice of up to 15 calling features. Add or change features anytime at no additional charge. This Quick Start Guide includes brief instructions for the features our customers choose most often. To download in-depth instructions for all CenturyLink features, go to [centurylink.com/userguides](http://centurylink.com/userguides).

## BUSINESS VOICE MAIL

You must set up your voice mailbox before you can receive or listen to messages.

- 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, as a 4-15 digit number.
- Record a name to identify your Mailbox.
- Choose a Standard Greeting with your phone number or name, or record your own.

### To listen to your messages:

- Call your voice mailbox (see left).
- You'll hear how many messages you have. Follow the prompts to listen to your messages. You must erase, save or skip each one before the next message will play.
- For more complete instructions and more advanced features, refer to the separate Business Voice Mail guide included with your welcome materials, or find it at [centurylink.com/userguides](http://centurylink.com/userguides).

Three ways to access your mailbox:

From your business phone only:

- Call **\*98\***

From any touch-tone phone:

- Call your own phone number, press **7** when the greeting starts
- Call your Retrieval Number

When Unknown, Unavailable or Out of Area is displayed, it means the call is from an area where Caller ID is not available. Private or Anonymous indicate that the caller has blocked the number.

## CALLER ID

See who's calling before you pick up the phone. Your phone display shows the caller's listed name and number after the first complete ring (if available). Caller ID includes Anonymous Call Rejection to reject calls from people who block their numbers. To turn it on:

- 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.
- To turn off Anonymous Call Rejection and allow all calls to come through, press **\*87**.

## CALL FORWARDING

When you want all of your incoming calls to go to a different phone number:

- Pick up the receiver and press **\*72**. You must be using the phone at your business.
- When the normal dial tone resumes, dial the number you want your calls forwarded to.\*\*
- When answered, hang up. If it's busy, or no one answers, repeat the first two steps.
- To turn off Call Forwarding, press **\*73**.

### To set up Remote Access Forwarding:

- Call the Update Center (see page 9), choose Remote Access Forwarding from the Main Menu and follow the prompts to enter the number\*\* to which calls will be forwarded.
- To turn off Remote Access Forwarding, call the Update Center again and follow the prompts.

Call Forwarding can only be turned on from your business phone. If you are frequently away, and want to be able to turn forwarding on and off from any touch-tone phone, choose Remote Access Forwarding instead.

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 it is.

## CALL WAITING

- When another call is coming in, you'll hear a special tone, and/or you'll see the second caller's name on Caller ID. To answer the second call, press **FLASH**. Press **FLASH** again to switch back.

### To temporarily turn off Call Waiting when you don't want to be interrupted:

- Before you dial: press **\*70** and listen for three brief tones, then a normal dial tone.
- During a call: press **FLASH**, listen for a normal dial tone, then press **\*70**, then **FLASH** again to continue talking. Call Waiting will be restored when you hang up.

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

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

# Business Voice Services

Any of these calling features are available as part of your phone plan. Change or add features anytime at no additional charge. **Download in-depth instructions for all Business Voice Services at [centurylink.com/userguides](http://centurylink.com/userguides).**

## SELECTIVE CALL WAITING/ID

When you need to know only when certain callers are waiting, choose Selective Call Waiting/ID. Call the Update Center (see below) to set up your list of up to 25 phone numbers for your privileged callers.

## LAST CALL RETURN

To find out the number who just called, press **(\*)69**. Press **1** to automatically redial the number. Blocked numbers are not available.

## CENTURYLINK 411™ DIRECTORY ASSISTANCE

Dial **411** to locate a phone number and/or address in the U.S. and Canada. Two requests per call, six calls per month included.

## CALL TRANSFER

To redirect a call to another number, click the receiver button or **(FLASH)** and listen for a new dial tone. Dial the other number, and when it's answered, either hang up or stay on the line to announce the call. If the number is busy, unanswered, or the wrong number, press the **(FLASH)** button twice (pausing between) to return to the original call.

## CUSTOM RINGING

Identify certain incoming calls with a unique ring pattern. Call us to set this up.

## DIAL LOCK®

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

## UNISTAR®

Repairs to your inside telephone wire and jacks, handled by a skilled CenturyLink technician — at no extra cost to you. For service, call 1-800-573-1311.

## UNLIMITED CALLING

Your best-in-class telephone service includes unlimited\* local and nationwide long-distance calls. Economical long-distance plans for other countries and optional toll free service are available. Call for details.

If you often use pay-per-use features such as Last Call Return and Directory Assistance, include them in your package and save.

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 = Switchhook



Need more phone lines? Add more unlimited voice lines at a special Core Connect price.

## CALLING THE CENTURYLINK UPDATE CENTER

Some calling features must be set up in the Update Center before you can use them.

- Call **(\*)78** from your business phone.
- The first time you call, enter the temporary security code **1234**, then follow the prompts to set up your own 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 security code in the Update Center, you can use the same code for any CenturyLink feature on your account.
- After your security code is set, reach the Update Center either by calling **(\*)78** from your business phone or 1-888-(Your Area Code)-8052\*\* from any phone.
- From the Main Menu, listen for the prompts and choose the feature you want to manage.

\* Plus taxes, surcharges and fees, certain restrictions apply. Refer to the Terms and Conditions on page 14.

\*\* In Minnesota area codes 763 & 952, call 1-888-612-8052. 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.

# Resources

## MANAGE YOUR BUSINESS APPLICATIONS

[centurylink.com/apps/login](http://centurylink.com/apps/login)

## SCHEDULE AN ACTIVATION APPLICATION APPOINTMENT

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

## HELP AND TUTORIALS FOR BUSINESS APPLICATIONS

[centurylink.com/apps/knowledge-base](http://centurylink.com/apps/knowledge-base) in the Do It Yourself section

[support.office.com](http://support.office.com)

## BUSINESS VOICE SERVICES USER GUIDES

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

## MANAGE YOUR CENTURYLINK ACCOUNT ONLINE

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

## CUSTOMER ASSISTANCE / TECHNICAL SUPPORT

<b>Voice Services</b>	<b>800.238.5100</b>
<b>Internet Services</b>	<b>800.247.7285</b>
<b>Email, Hosting, Cloud Fax, Online Backup</b>	<b>855.459.6121</b>



**Bookmark** the business applications portal at [centurylink.com/apps/login](http://centurylink.com/apps/login) along with the others you will use most often.

## TERMS AND CONDITIONS

**Core Connect®:** Core Connect includes the following, required component services: CenturyLink® High-Speed Internet, Core Connect CenturyLink Choice® Business Plus, and CenturyLink® Core Connect Unlimited Long Distance. Customer must retain all of these component services for the term commitment period listed on the order confirmation letter in order to maintain eligibility for Core Connect discounted monthly recurring charges and applicable discounts. If you fail to maintain all services for the listed term commitment period or choose to terminate any of the required services before the conclusion of the listed term commitment period, you will be required to pay an early termination charge, and the remaining services will be converted to CenturyLink's then-current, stand-alone monthly recurring charges, which may be a higher monthly rate. The monthly rates, fees, discounts, and savings in effect when you subscribe to CenturyLink Core Connect will apply until expiration of the applicable term commitment period. 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. Lines of service later added to CenturyLink Core Connect will be subject to additional term commitment periods and the then-prevailing monthly rates, fees, discounts, and savings.

**CenturyLink High-Speed Internet:** Your CenturyLink High-Speed Internet Service and related services are offered under the High-Speed Internet Subscriber Agreement terms, which are located at [centurylink.com/legal/highspeedinternetsubscriberagreement](http://centurylink.com/legal/highspeedinternetsubscriberagreement), and must be accepted prior to using the services. CenturyLink updates the High-Speed Internet Subscriber Agreement from time to time and your continued use of the service(s) constitutes your acceptance of any changes.

**Office 365:** Office 365 is not sold separately. Must be bundled with qualifying CenturyLink service. Customer must accept CenturyLink terms and conditions located at [centurylink.com/apps/terms-conditions](http://centurylink.com/apps/terms-conditions), and all applicable third party terms and conditions, as required. Service level agreements (SLAs) in the terms and conditions describe customer's sole remedy for service quality or performance issues of any kind. Features may be added, modified, or removed during the service period and customer should install updates when they become available. Office 365 is designed to work with the current or immediately previous version of Internet Explorer or Firefox, or the latest version of Chrome or Safari.

**Core Connect CenturyLink Choice® Business Plus:** CenturyLink Choice Business Plus is provided under CenturyLink tariffs, price lists, price schedules and catalogs posted to: [centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html](http://centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html). Service limitations may exist by location.

**Core Connect Unlimited Long Distance:** Core Connect Unlimited Long Distance services are provided under CenturyLink tariffs, price lists, price schedules and catalogs, posted to: [centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html](http://centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html). These services are only available to CenturyLink business customers subscribing to a qualifying CenturyLink local service package. Core Connect Unlimited Long Distance provides unlimited domestic long-distance voice services. Certain restrictions apply to calling plan, including limitations against using the services for connection to data service or any use other than domestic direct-dialed voice calls. If the Core Connect services are terminated, the Core Connect Unlimited Long Distance service will be converted to the CenturyLink Choice® Unlimited calling plan that may have a higher monthly charge.

**Unlimited Business Voice and Voice Line:** Unlimited Business Voice services are provided under CenturyLink tariffs, price lists, price schedules and catalogs, posted to: [centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html](http://centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html). Unlimited Business Voice requires Business customer to have at least one Core Connect bundle on their account. A customer may select any combination of Core Connect and Unlimited Business Voice packages not to exceed 10 per account. Service limitations may exist by location.

**Unlimited Business Voice Long Distance:** These services are only available to CenturyLink business customers subscribing to a qualifying CenturyLink local service package. Unlimited Business Voice Long Distance provides unlimited domestic long distance. Certain restrictions apply to calling plan, including limitations against using the services for connection to data service or any use other than domestic direct-dialed voice calls. Long Distance services provided by CenturyLink Communications, LLC.

Usage may be monitored and if use indicates non-compliance, the Customer's long-distance service may be suspended.

In addition to what is listed above, these terms and conditions contain additional provisions that apply to CenturyLink Core Connect, 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.

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