QUICK START GUIDE

Business Voice Services

- Call Waiting
- Call Forwarding
- Caller ID
- 3-Way Calling
- Call Transfer
- Last Call Return
- Dial Lock®
- Unistar®

Click a feature to learn more.

CenturyLink™
Business

Welcome

This booklet includes instructions for features most often selected on our CenturyLink Business packages. In-depth instructions for every CenturyLink product and service are available at **centurylink.com/userguides**.

Use downloadable user guides to:
- Print out as many copies as you need
- E-mail PDFs to others
- Save guides to your own computer for reference

Call Waiting Features

Don't miss important calls while you're on the phone. Call Waiting features let you switch to the second call without losing the first one.

Call Waiting options are:
- Call Waiting – signal tone only
- Call Waiting ID* – signal tone, plus Caller ID display that identifies the second caller
- Selective Call Waiting and Selective Call Waiting ID* – alert you only when the second caller is someone on your privileged caller list

* Must also select Caller ID to enjoy full functionality of this feature.

(back to feature list)

- When you're on a call, and someone else is trying to reach you, (depending on your service) you'll hear a special Call Waiting tone, and you'll see the second caller's name on your Caller ID display. Only you will hear the signals.
- If you want to answer the second call, (FLASH) to answer. Press (FLASH) again to switch back.

To temporarily turn off Call Waiting so the call you're about to make isn't interrupted:
- Press ⊛⑦⓪ and listen for three brief tones, then a normal dial tone.
- Dial the number you wish to call. Anyone who tries to reach you during this call, even privileged Selective Call Waiting callers, will hear a busy announcement or be sent to your voice mail service. Call Waiting is restored automatically when you hang up.

To temporarily turn off Call Waiting during a call:
- Press (FLASH) to put your current call on hold, listen for a normal dial tone, then press ⊛⑦⓪.
- Press (FLASH) again and resume your call without further interruption. Call Waiting will be restored when you hang up.

How to set up Selective Call Waiting and Selective Call Waiting ID:
- From your business line, call the Update Center at ⊛⑦⑧ to set up your list of privileged callers that can alert you during a call. See the Helpful Hints section for more information about calling the Update Center.
- Choose Selective Call Waiting/ID from the Menu and follow the prompts. You can enter up to 25 privileged telephone numbers (or area codes or area codes + prefixes).

Caller ID

Know who's calling before you pick up the phone. Return important calls when you have time, or simply ignore calls you don't want.

- When someone calls, the display shows the caller's listed name and number after the first complete ring.
- The name, number, date and time of most calls are automatically stored, even if you don't answer.
- UNKNOWN, UNAVAILABLE or OUT OF AREA indicate the call is from an area where Caller ID is not available.
- PRIVATE or ANONYMOUS means that caller has chosen to block his/her line. You can reject these calls with Anonymous Call Rejection.

Turn on Anonymous Call Rejection to automatically reject calls from blocked numbers:

- 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, and that they can get through on a per-call basis by dialing ✴⑧② before placing the call.
- To turn off Anonymous Call Rejection, press ✴⑧⑦.

3-Way Calling

Hold conference calls with two other people at the same time.

To make a three-way connection:

- Place a call to the first person. Press (FLASH) to put that call on hold.
- At the normal dial tone, call the second person.
- Press (FLASH) again to connect all three of you.
- If there's no answer, press (FLASH) twice to cancel and keep talking to the first person.
- To hang up the second call, press (FLASH) again. The original call ends when the first person hangs up.
- If 3-Way Calling is not one of your package selections, use it anytime for an additional pay-per-use charge.

Call Transfer

Redirect a call to another number, inside or outside your business, or set up a conference call.

To transfer a call:

- Click the receiver button or (FLASH) and listen for a new dial tone.
- Dial the number to which the call will be transferred.
- When the number rings, either hang up or stay on the line to announce the call.
- If the number is busy, unanswered, or the wrong number, press the button twice (pausing between) to back to the original call.

Last Call Return

The phone stops ringing before you reach it. Find out who called, then automatically redial the number.

- To find out the number of your last caller, press $\circledast\,\circled600\,\circled9$. Blocked numbers are not available.
- If you want to return this call, simply press $\circled1$. If the returned call is long distance, long-distance charges will apply.
- If Last Call Return is not one of your package selections, use it anytime for an additional pay-per-use charge.

Not all calls will be identified, and some calls may be identified but may not be able to be returned. If this feature is not included in a package, charges for the feature apply if the call is identified, even if it is not or cannot be returned.

Dial Lock®

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

To set up Dial Lock:

- From your business line, press $\circledast\,\circled7\,\circled8$ or dial 1 888-(your area code)-8052[†] to call the Update Center. See the Helpful Hints section for more information about calling the Update Center.
- Enter your business phone number (if asked) and the temporary security code $\circled1\,\circled2\,\circled3\,\circled4\,\circled5\,\circled6$. Follow the instructions to set up your permanent security code.
- Select **Dial Lock** from the Main Menu and follow the prompts to turn on Dial Lock, set up or change your blocked numbers and bypass codes.
- For further instructions, go to centurylink.com/userguides to view an in-depth user guide.

Unistar®

Repairs to your inside telephone wire and jacks, handled by a skilled CenturyLink technician — at no extra cost to you.

- Your assurance of high-quality repair service, with a 30-day limited warranty.
- Provides trouble location to telephone equipment, simple inside telephone wire and the CenturyLink network, and repair of your simple inside telephone wire and jacks providing CenturyLink telephone and Internet service.
- For service, just call 1 800-954-1211.

1 800-238-5100 for customer assistance
centurylink.com/bizwelcome

Call Forwarding Features

Don't miss important calls when you're away from the office – have them routed to your wireless phone, an attendant or any other local or long-distance number.

Call Forwarding options are:
- Call Forwarding
  Forward calls from your office to another number.
- Remote Access Forwarding
  Forward your business lines to another location from any touch-tone phone. Now you don't have to go back to the office to turn your forwarding ON or OFF, or to change your forwarding number. You can do it from wherever you are.

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

How to use Call Forwarding
- Pick up the receiver and press ✱⑦② from your office phone.
- When the normal dial tone resumes, dial the number you want your calls forwarded to.** When the phone is answered, hang up.
- If the phone is busy, or no one answers, repeat the first two steps. You'll hear two quick tones.
- Call Forwarding is then activated. 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 Call Forwarding is on.
- To turn off Call Forwarding, press ✱⑦③.

To set up Remote Access Forwarding
- From your business line, press ✱⑦⑧ or dial 1 888-(your area code)-8052[†] to call the Update Center.
- Enter the temporary security code ①②③④, then follow the instructions to set up your permanent security code.
- Select **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.

IMPORTANT: Please check the confirmation letter you received with this guide to see if Remote Access Forwarding has been ordered for your account. If you did not intend to order this feature, please contact us immediately. Otherwise, unauthorized parties could use your service, resulting in long-distance charges being added to your bill.

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Helpful Hints

Calling the CenturyLink Update Center

Some features require a short setup through the Update Center before you can use them. (See IMPORTANT note inside about Remote Access Forwarding.)

- Call ✳⑦⑧ from your business phone.
- You'll be asked for a security code. The first time you call, enter the temporary security code shown inside, then follow the prompts to set up your own security 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 code in the Update Center, you can use the same security code for all your features.
- 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.

 † 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.

Using the FLASH command

(FLASH) FLASH key = Switchhook Button

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 3 short tones, followed by a continuous dial tone before proceeding to the next step.

Quick Reference

Your CenturyLink calling features are easy to use with these simple commands and your touch-tone phone. For details on other CenturyLink features, go to centurylink.com/userguides.

	Activate	Deactivate
Call Forwarding	✳⑦②	✳⑦③
Call Transfer	(FLASH)	--
Call Waiting	(FLASH)	✳⑦⓪
Dial Lock®	✳⑦⑧	✳⑦⑧
Last Call Return	✳⑥⑨	✳⑧⑨
Remote Access Forwarding	✳⑦⑧	✳⑦⑧
Selective Call Waiting/ID	✳⑦⑧	✳⑦⑧
3-Way Calling	(FLASH)	--
Business Voice Mail Easy Access***	✳⑨⑧	--

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