



## USER GUIDE

**Voice Pack**  
with Call Manager



**CenturyLink®**  
**Business**

# Welcome to Voice Pack

CenturyLink Voice Pack keeps your entire company connected with all your business communications whenever and wherever you have Internet access.

Through the convenient Call Manager portal, any authorized User can see who's called your business, review Voicemail, access a master Contacts list and use the convenient Quick Dial function to initiate a phone call — all from a computer.

Plus, the included Virtual Receptionist feature can answer and route your calls, freeing up your staff and giving your company a professional image.

## Voice Pack System Requirements

- A computer with one of the following browsers: Internet Explorer 7.0 and above; Firefox 2.0 and above; Chrome 8.0 and above; Safari 4.0 and above; and MSN Explorer 9.0 and above.
- A computer that supports one of the above browsers and has the sound card, speakers and software that can play audio files such as Windows Media Player or Apple QuickTime.
- A Small Business Control Center Username and Password (go to [sbcontrolcenter.centurylink.com](http://sbcontrolcenter.centurylink.com) to register).
- High-speed Internet connectivity. CenturyLink Business High-Speed Internet with 1.5 Mbps or higher is recommended.

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**Be sure to look for this symbol throughout this guide and online for pop-up tips and information.**

Voice Mail and Caller ID are required for full Voice Pack functionality. Service not available everywhere. CenturyLink may change or cancel services or substitute similar services at its sole discretion without notice. Subject to applicable restrictions, tariffs and service agreements. Contact CenturyLink for details. **CenturyLink™ Voice Pack:** Requires CenturyLink local phone service and acceptance of CenturyLink Call Manager terms and conditions. Also requires a CenturyLink Small Business Control Center User ID and password. Managing voicemails in Call Manager requires subscription to CenturyLink Business Voice Mail Service. Requires a computer with Internet Explorer 7.0 and above, Firefox 2.0 and above, Google Chrome 8.0 and above, Safari 4.0 and above, or MSN Explorer 9.0 and above. Sound card, speakers and software required to play audio files (voicemails). Not compatible with Hunting.

# Login to Control Center


- How to get to the Call Manager Home Page to access and manage Voice Pack

## Let's get started:

- Go to <http://sbcontrolcenter.centurylink.com>
- Sign in with your Small Business Control Center User ID and Password.

If you are the **Administrator** for the business, and don't already have a Small Business Control Center User ID and Password, click the [Register](#) button to sign up.

If you are an **Individual User**, ask your Administrator to set up your User Profile and provide you with a User ID and Password.

 The person who is the designated Administrator for your CenturyLink account should initiate the Voice Pack service and set up User Profiles for each person who will be given access to Call Manager. After that, individual users may log in to manage their own lines. See page 4.

Login to Control Center	Register
<b>Already registered for Control Center?</b> Enter your User ID and Password to securely manage your accounts User ID <input type="text"/> <a href="#">I forgot my User ID</a> Password <input type="password"/> <a href="#">I forgot my password</a> <input type="button" value="Login"/>	<b>Not yet registered for Control Center?</b> Start using Control Center to securely manage your small-business accounts online today! Get 24/7 access to your CenturyLink small-business accounts to view/pay bills, view products and services on your accounts, or submit online tickets if you are experiencing trouble with one of your services. Have your account number(s) and security codes ready. Note: New accounts may not be available in Control Center for up to 10 days. <input type="button" value="Register"/>

**IMPORTANT:** If you don't already have a Control Center account set up, it may take up to 10 days before your account will be available.

# Setup: Users

- Set up User ID and Passwords for each person or department
- Assign Administrator and User access levels

Before you start using Voice Pack, the designated Administrator for your business must set up User IDs and Passwords for each person who will be authorized to log in to Call Manager. Individual users can be assigned Administrator or Non-Administrator status.

## Administrator Instructions

### Step 1. Add Users to Call Manager

- You should be logged in to the Small Business Control Center.
- Choose **Control Center Admin** at the top, then choose **Manage Users**.
- Click **Add an Authorized User**. You will be asked to assign a unique User ID for each person. Click **Check Availability** to verify that no one else is using that ID. If that ID is available, follow the screen and fill in the rest of that person's information.

**Add a New User**  
To add a user to your Control Center profile, you will

- Create a user ID for the new user.
- Create an initial password for the user (can be changed later).
- Select access privileges.

**Control Center User Information** \* = Required

User ID \*   4 or more characters, only letters and numbers.

- Assign an initial password for this User. Make sure to make a note of it and provide the password to the person who will use it.
- Next, decide whether this User will have Administrator or Non-Administrator privileges, and whether they will be able to access Call Manager to use the Voice Pack features.
- Click **Save** when you are finished with this User.
- Continue adding all your other individual Users.
- Return to this screen at any time to add, edit or delete Users.

CenturyLink<sup>™</sup> Business Log Out

Residential | Small Business | Large Business

Control Center Home | Your Services | Billing | Shop | **Control Center Admin** | Support

Control Center Help: 800-350-1044  
7am-8pm MT M-F, 10am-2pm Sat

**Control Center Admin**

Overview | Manage Accounts | **Manage Users** | Product Recommendation Preferences | Call Manager Settings

**Manage Users**

First Name	Last Name	Access	
Richard	User		Delete User
Jason	Admin	Admin	Delete User
Patty	User		Delete User

[Add an authorized user](#)

**Control Center User Information**

User ID \*

Date Created : 04/11/2012

First Name \*

Last Name \*

**Control Center Password**

New Password

Confirm New Password

Passwords must contain 8 or more characters, must include at least one number and one letter, must not contain any part of your user ID, and must be different from any previous Control Center password you may have had.

**Control Center Access**

User Role \* ☐ Administrator ☒ Non-Administrator

**At least one role must be selected**

☐ Account Management  
Access to all account management features

☒ Call Manager  
Access to Voice Pack, Virtual Receptionist and One Number Service features

Call Manager phone number assignments: None



# Setup: Users (continued)

- Assign Users to phone lines

After all the Individual Users have been established with their User IDs, passwords and privileges, now the Administrator assigns Users to the phone lines they will be accessing and managing. Several Users can be assigned to the same phone number. Users that are not assigned to specific numbers will be able to log in and view information in Call Manager, but will only have Read Only privileges.

## Administrator Instructions

### Step 2. Assign Users to the line(s) they will access

- Log in to the Small Business Control Center.
- Choose **Control Center Admin** at the top, then choose **Call Manager Settings**.
- You will see a list of all your CenturyLink accounts with the phone numbers that belong to each. The business in this example screen has two locations. In the Features column, you can see which Voice Pack features have been assigned to each line.
- Click **Edit** next to the number you want to assign Users to.
- From the **Edit Assigned Users** pop-up list, choose the individuals who will be using this number. The list should already include all the available Users that you set up in Step 1 on page 4.
- If you need to add another User at this point, you can also click the **Add a New User** link on this page and it will take you back to the steps outlined on page 4.
- Return to Call Manager Settings at any time to add, edit or delete Users from each line.
- Hint: You can also get to this Call Manager Settings screen via the link on the Call Manager Home Page.

The screenshot shows the CenturyLink Business Control Center Admin interface. At the top, there are tabs for Residential, Small Business, and Large Business. The 'Control Center Admin' link is circled in red. Below this, there are tabs for Overview, Manage Accounts, Manage Users, Product Recommendation Preferences, and Call Manager Settings (also circled in red). The main section is titled 'Call Manager Phone Number Assignments' and contains a table with columns for Number, Features, and Assigned To. The table lists phone numbers for Central Office and East Side. The 'Edit' link next to the first number is highlighted with a mouse cursor. A pop-up window titled 'Edit Assigned Users' is open, showing a list of users to assign to the selected number.

Number	Features	Assigned To	Action
<b>Central Office</b>			
(303) 000-0000	Call Log, Voicemail, Virtual Receptionist, One Number Service	Jason Admin, Thomas User, Angela User, Susan User, Sherry User	Edit
(303) 000-0001	Call Log, Voicemail, Virtual Receptionist, One Number Service	Jason Admin, Patty User, Jeff User, Angela User	Edit
<b>East Side</b>			
(303) 000-0002	Call Log, Voicemail, Virtual Receptionist, One Number Service	Jason Admin, Patty User, Soc, Katherine User	Edit
(303) 000-0003	Call Log, Voicemail, Virtual Receptionist, One Number Service	Jason Admin, Jessica User, Carol User, Randy User	Edit

The screenshot shows the 'Your Services' section of the CenturyLink Business Control Center Admin interface. It has tabs for View and Manage, Call Manager, and Order Tracking. The 'Call Manager' tab is selected. The main section is titled '(303) 000-0000' and contains a checkbox labeled 'When I log into Control Center, take me directly to Call Manager'. The 'Call Manager Settings' link is circled in red. A list of phone numbers is shown on the right, including (303) 000-0000, (480) 000-0000, and (801) 000-0000 (Read Only).


# Call Manager Home Page

- Get acquainted with the Call Manager home page

## Once your Users are set up:


- Click **Your Services** in the top menu bar, then pull down and select **Call Manager**.

This will open up the Call Manager Home Page, which is the administrative portal you use to access all your Voice Pack features.

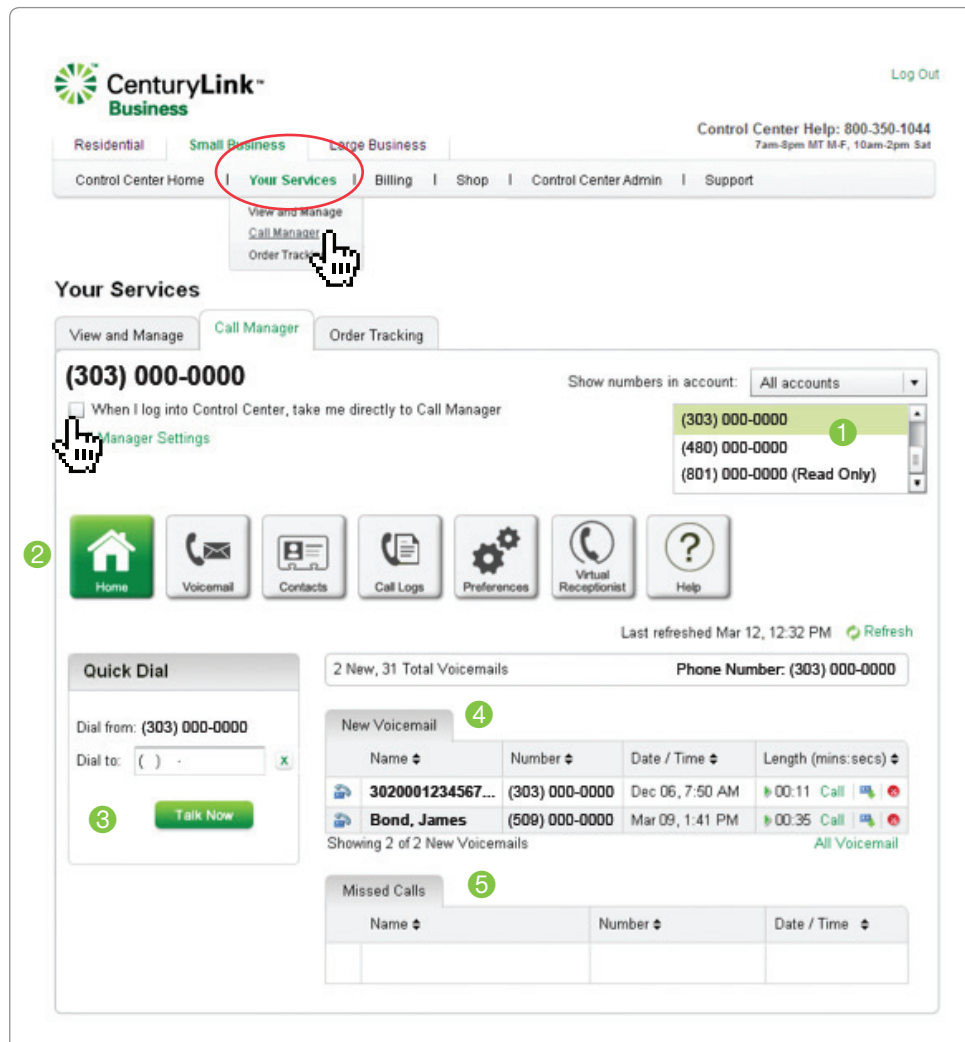
-  Click the checkbox under your phone number if you want to be taken directly to this Call Manager home page whenever you log in.

## Take a moment to locate these sections of the Call Manager home page:

- 1 A list of all the phone lines associated with your account. The account Administrator will need to set up User Profiles for each number (see pages 4-5). The number currently being viewed is highlighted in the list, and shown in bold at the left.
- 2 A row of icons show you which Voice Pack services are installed on each line.
- 3 Quick Dial gadget used to place calls from your computer.
- 4 Visual summary of new Voicemails.
- 5 Quick summary of your Missed Calls.

-  Many people like to log in to Call Manager and leave the home page open all day. It makes it easy to keep tabs on your Voicemail and call activity, and you'll have the handy Quick Dial gadget together with your Contacts, ready to place calls from your computer at any time.

If it appears that you are not getting any new calls or voicemails, you may need to click Refresh periodically.



CenturyLink<sup>®</sup> Business

Log Out

Control Center Help: 800-350-1044  
7am-8pm MT M-F, 10am-2pm Sat

Residential | Small Business | Large Business

Control Center Home | **Your Services** | Billing | Shop | Control Center Admin | Support

View and Manage  
Call Manager  
Order Tracking

**Your Services**

View and Manage | Call Manager | Order Tracking

**(303) 000-0000**

Show numbers in account: All accounts

☐ When I log into Control Center, take me directly to Call Manager

Manager Settings

(303) 000-0000  
(480) 000-0000  
(801) 000-0000 (Read Only)

Home | Voicemail | Contacts | Call Logs | Preferences | Virtual Receptionist | Help

Last refreshed Mar 12, 12:32 PM Refresh

**Quick Dial**

Dial from: (303) 000-0000

Dial to: ( ) - x

Talk Now

2 New, 31 Total Voicemails Phone Number: (303) 000-0000

New Voicemail

Name	Number	Date / Time	Length (mins:secs)
3020001234567...	(303) 000-0000	Dec 06, 7:50 AM	00:11 Call
Bond, James	(500) 000-0000	Mar 09, 1:41 PM	00:35 Call

Showing 2 of 2 New Voicemails All Voicemail


Missed Calls


Name	Number	Date / Time
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# Setup: Contacts

- Set up Contacts for frequently dialed numbers and callers
- Export your list for other applications

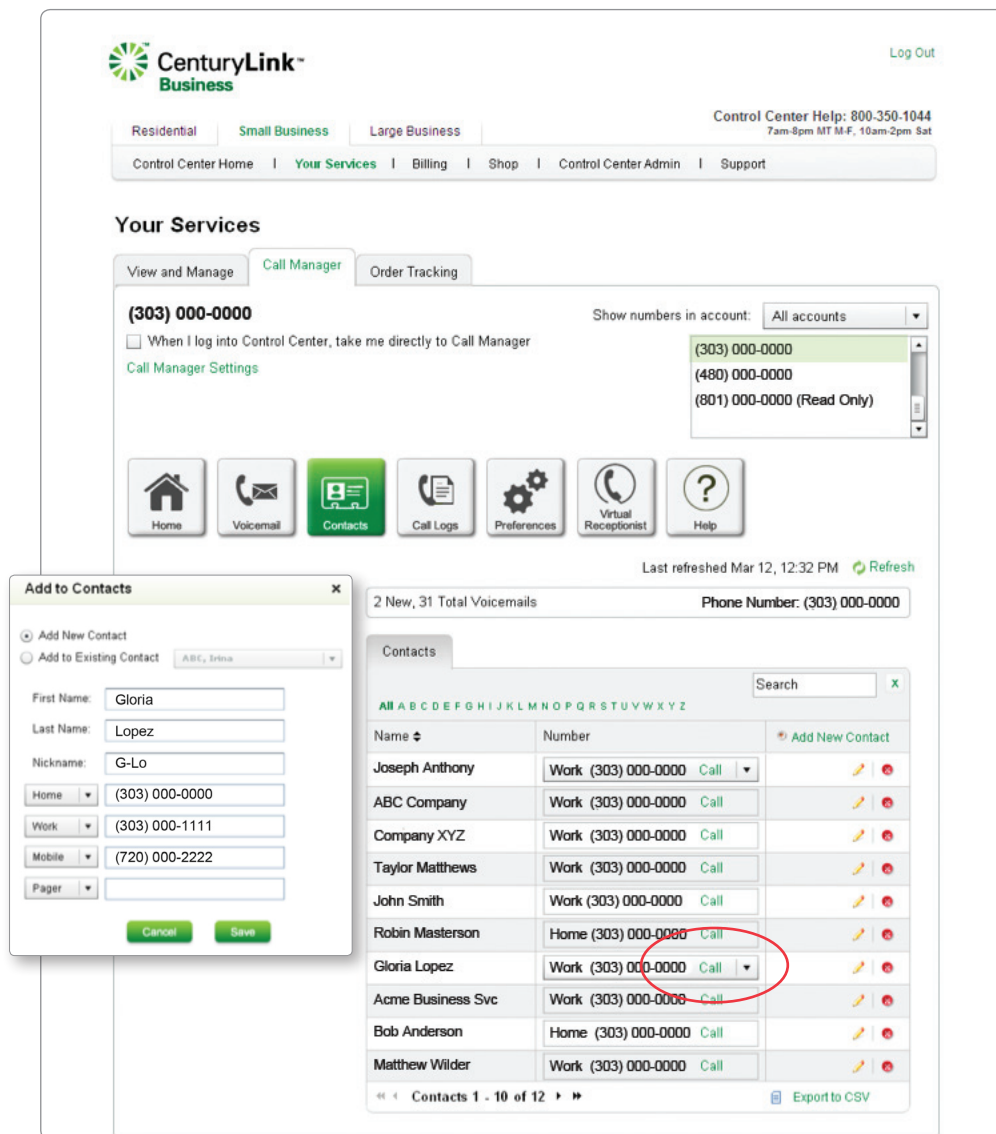
## To build your Contacts list

- From the Call Manager home page, click the **Contacts** icon.
- You will be building this list for the phone line you have selected. Each phone line can have its own Contacts.
- Click **Add New Contact** and fill out the information on the pop-up screen. Choose Add New or Add to Existing. Click Save when you're done.
- Use the Search box to find a Contact on your list.
- To edit an existing Contact, click the pencil icon.
- To delete a Contact, click .

 The names you enter into Contacts will be used to populate your Call Logs and Voicemails. Caller ID will match any incoming numbers with those listed in your Contacts and display whatever name you've entered. You might choose to enter a distinctive nickname such as "Joe's Wife" or "Most Important Customer" to help visually identity certain callers.

## To place a call from your Contacts

- Choose a contact and click on **Call**.
- Your business phone will ring. Pick it up and dial **1** when instructed to place the call. If you initiated this call by mistake, simply hang up; the call will not go through. See page 10 for more about calling functionality.



The screenshot displays the CenturyLink Business Control Center interface. At the top, there's a navigation bar with tabs for Residential, Small Business, and Large Business. Below this, a 'Your Services' section shows 'Call Manager' as the active service. A dropdown menu for '(303) 000-0000' is open, showing options for different phone numbers. A 'Call Manager Settings' link is visible. Below the settings, there's a row of icons for Home, Voicemail, Contacts, Call Logs, Preferences, Virtual Receptionist, and Help. The 'Contacts' icon is highlighted. A 'Last refreshed' timestamp is shown. Below the icons, a '2 New, 31 Total Voicemails' notification is present. The main section is titled 'Contacts' and features a search bar and a table of contacts. The table has columns for Name, Number, and a 'Call' button. A red circle highlights the 'Call' button for 'Gloria Lopez'. Below the table, there's a 'Contacts 1 - 10 of 12' indicator and an 'Export to CSV' link.

Name	Number	Call
Joseph Anthony	Work (303) 000-0000	Call
ABC Company	Work (303) 000-0000	Call
Company XYZ	Work (303) 000-0000	Call
Taylor Matthews	Work (303) 000-0000	Call
John Smith	Work (303) 000-0000	Call
Robin Masterson	Home (303) 000-0000	Call
Gloria Lopez	Work (303) 000-0000	Call
Acme Business Svc	Work (303) 000-0000	Call
Bob Anderson	Home (303) 000-0000	Call
Matthew Wilder	Work (303) 000-0000	Call

# Voicemails

- See who has left a Voicemail message
- Listen to and manage your Voicemails from your computer

## Review your Voicemail messages and listen to them on your computer

- From the Call Manager home page, you can click on either:
  - The **Voicemail** icon, or
  - The [All Voicemail](#) link under the Voicemail summary on the home page.
- You will see a list of all the voice messages that are currently on your business line. Voicemails you have not heard yet are shown in **bold**. If the caller matches someone who is already in your Contact list, the name will be displayed with the number.
- To listen, click the Play ► button. Make sure your speakers are on and not on mute. Control the volume with the speaker slider that pops up.

## Options after listening to each message

- ✗ Delete the voicemail from Call Manager and your phone. This will also clear the message waiting indication (stutter dial tone). If you set up Email Notification (see hint below), voicemails will remain in your email even if you delete them here.

📎 Download an audio copy to your computer.

**Call** the person back.

- ➊ Add the number to your Contacts.

📄 Export the list to a CSV file.

**While it's always easy to view your Voicemail in Call Manager, you may find it more convenient to manage your voice messages in email instead. You'll get an email with an audio attachment each time a voicemail arrives. This also allows you to set up folders to save your voicemails, and gives you an easy way to forward messages to others. See page 11 to set up Email Notification.**

The screenshot shows the CenturyLink Business Control Center interface. At the top, there's a header with the CenturyLink Business logo, a 'Log Out' link, and contact information for the Control Center (800-350-1044). Below the header, there are tabs for 'Residential', 'Small Business', and 'Large Business'. The 'Your Services' section is active, showing 'Call Manager' and 'Order Tracking' tabs. A dropdown menu for '(303) 000-0000' is open, showing a list of numbers: '(303) 000-0000', '(480) 000-0000', and '(801) 000-0000 (Read Only)'. Below this, there are icons for Home, Voicemail, Contacts, Call Logs, Preferences, Virtual Receptionist, and Help. A 'Quick Dial' section on the left allows dialing from '(303) 000-0000' to a specified number. The main area displays '2 New, 31 Total Voicemails' and a 'Phone Number: (303) 000-0000'. A table lists the voicemails with columns for Name, Number, Date / Time, and Length (mins:secs). The table shows several entries, including 'Company XYZ' and 'Matthew Wilder'. At the bottom, there's a 'Voicemail 1 - 10 of 31' indicator and an 'Export to CSV' button.


Name	Number	Date / Time	Length (mins:secs)
Company XYZ	(303) 000-0000	Mar 09, 1:41 PM	00:35 Call
3020001234567...	(303) 000-0000	Dec 06, 7:50 AM	00:11 Call
Matthew Wilder	(303) 000-0000	Dec 06, 7:20 AM	00:11 Call
3020001234567...	(303) 000-0000	Nov 25, 6:27 AM	00:15 Call
3020001234567...	(303) 000-0000	Nov 16, 9:50 AM	00:06 Call
3020001234567...	(303) 000-0000	Nov 16, 9:49 AM	00:07 Call
Acme Business	(303) 000-0000	Nov 16, 9:43 AM	00:07 Call
3020001234567...	(303) 000-0000	Nov 16, 9:43 AM	00:07 Call
3020001234567...	(303) 000-0000	Nov 16, 9:33 AM	00:13 Call
3020001234567...	(303) 000-0000	Nov 16, 6:46 AM	00:09 Call




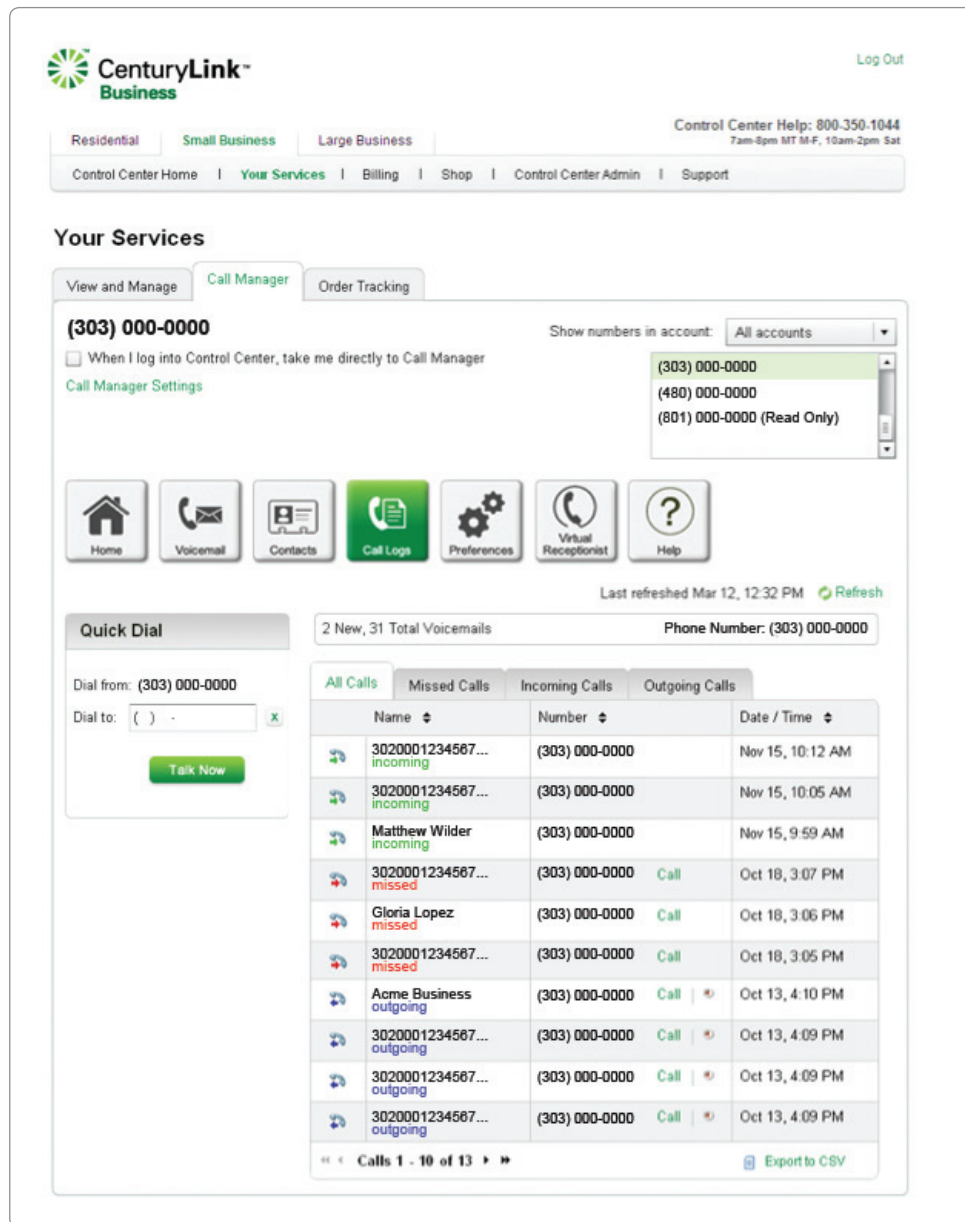
# Call Logs

- Use your computer to monitor the calling activity on your phone
- Keep tabs on your business wherever you have Internet access

## Review Call Logs for your business phone

- At the bottom of the Call Manager home page, you will see a brief overview of your Missed Calls. To see further detail of your call activity, click the **Call Logs** icon.
- Choose the tab you would like to view — All Calls, Missed, Incoming or Outgoing.
- Calls are listed with the most recent at the top, and organized and color-coded according to the type of call log.
- If the caller's number matches one in your Contact list, the name from your contact list will display with the number in the Call Logs.
- Click **Call** to return the call.
- Click  to add the number to your Contacts.

 If you prefer to view your calling activity in your email, you can set up **Email Notification for your Call Logs**. You'll receive an email for each incoming, outgoing and missed call. It's perfect if you need to file a record of your calls and share the information with others. See page 11 to set up Email Notification.



The screenshot shows the CenturyLink Business Control Center interface. At the top, there's a header with the CenturyLink Business logo, a 'Log Out' link, and contact information for the Control Center. Below the header, there are tabs for 'Residential', 'Small Business', and 'Large Business'. A navigation bar includes links for 'Control Center Home', 'Your Services', 'Billing', 'Shop', 'Control Center Admin', and 'Support'. The main section is titled 'Your Services' and has sub-tabs for 'View and Manage', 'Call Manager', and 'Order Tracking'. Under 'Call Manager', there's a section for '(303) 000-0000' with a checkbox for 'When I log into Control Center, take me directly to Call Manager' and a 'Call Manager Settings' link. A dropdown menu shows account numbers: '(303) 000-0000', '(480) 000-0000', and '(801) 000-0000 (Read Only)'. Below this is a row of icons: Home, Voicemail, Contacts, Call Logs (highlighted), Preferences, Virtual Receptionist, and Help. A 'Quick Dial' section on the left allows dialing from '(303) 000-0000' with a 'Talk Now' button. The main area shows '2 New, 31 Total Voicemails' and 'Phone Number: (303) 000-0000'. It features a table with call logs, including columns for Name, Number, and Date / Time. The table is filtered by 'All Calls' and shows a list of incoming, missed, and outgoing calls. At the bottom, it indicates 'Calls 1 - 10 of 13' and has an 'Export to CSV' link.

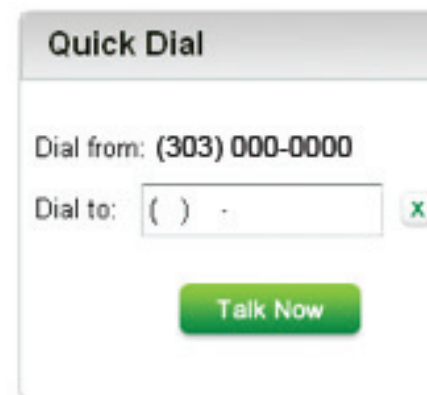
Name	Number	Date / Time
3020001234567... incoming	(303) 000-0000	Nov 15, 10:12 AM
3020001234567... incoming	(303) 000-0000	Nov 15, 10:05 AM
Matthew Wilder incoming	(303) 000-0000	Nov 15, 9:59 AM
3020001234567... missed	(303) 000-0000	Oct 18, 3:07 PM
Gloria Lopez missed	(303) 000-0000	Oct 18, 3:06 PM
3020001234567... missed	(303) 000-0000	Oct 18, 3:05 PM
Acme Business outgoing	(303) 000-0000	Oct 13, 4:10 PM
3020001234567... outgoing	(303) 000-0000	Oct 13, 4:09 PM
3020001234567... outgoing	(303) 000-0000	Oct 13, 4:09 PM
3020001234567... outgoing	(303) 000-0000	Oct 13, 4:09 PM

# Quick Dial

- Place phone calls from your business phone using your computer
- Initiate calls from your Contacts list using Quick Dial functionality

## To place a phone call from Call Manager

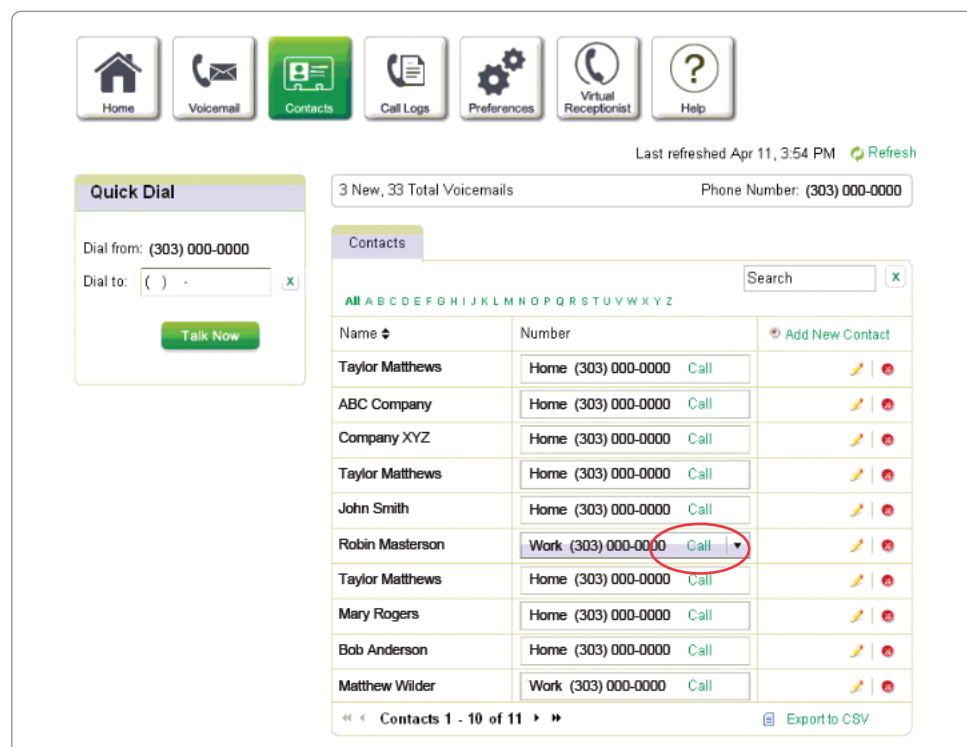
- Locate the **Quick Dial** gadget on the Call Manager home page.
- Enter the number you wish to call. Click the **Talk Now** button.
- You'll see a status message that informs you that you are placing a call.
- Your business phone will ring. Pick it up and dial **1** when instructed to place the call. If you initiated this call by mistake, simply hang up; the call will not go through.
- To cancel the call, click the **X** button.



The Quick Dial gadget is a rectangular box with a grey header. Below the header, it displays 'Dial from: (303) 000-0000'. Underneath is a 'Dial to:' field with a placeholder '( ) -' and a green 'X' button to its right. At the bottom is a large green button labeled 'Talk Now'.

## To place a call from your Contacts list

- Click on the **Contacts** icon in Call Manager.
- Choose a contact and click on the **Call** link that appears next to the number.
- Your business phone will ring. Pick it up and dial **1** when instructed to place the call. If you initiated this call by mistake, simply hang up; the call will not go through.



The screenshot shows the Call Manager interface. At the top is a navigation bar with icons for Home, Voicemail, Contacts (highlighted in green), Call Logs, Preferences, Virtual Receptionist, and Help. Below the navigation bar, there's a status bar showing '3 New, 33 Total Voicemails' and 'Phone Number: (303) 000-0000'. The main content area is titled 'Contacts' and features a search bar and a table of contacts. The table has columns for Name, Number, and a 'Call' link. The 'Call' link for Robin Masterson is circled in red. At the bottom, there's a pagination bar showing 'Contacts 1 - 10 of 11' and an 'Export to CSV' button.

Name	Number	Call
Taylor Matthews	Home (303) 000-0000	Call
ABC Company	Home (303) 000-0000	Call
Company XYZ	Home (303) 000-0000	Call
Taylor Matthews	Home (303) 000-0000	Call
John Smith	Home (303) 000-0000	Call
Robin Masterson	Work (303) 000-0000	Call
Taylor Matthews	Home (303) 000-0000	Call
Mary Rogers	Home (303) 000-0000	Call
Bob Anderson	Home (303) 000-0000	Call
Matthew Wilder	Work (303) 000-0000	Call

# Preferences: Email Notification


- View and listen to Voicemail in your email
- Receive and review Call Logs in your email

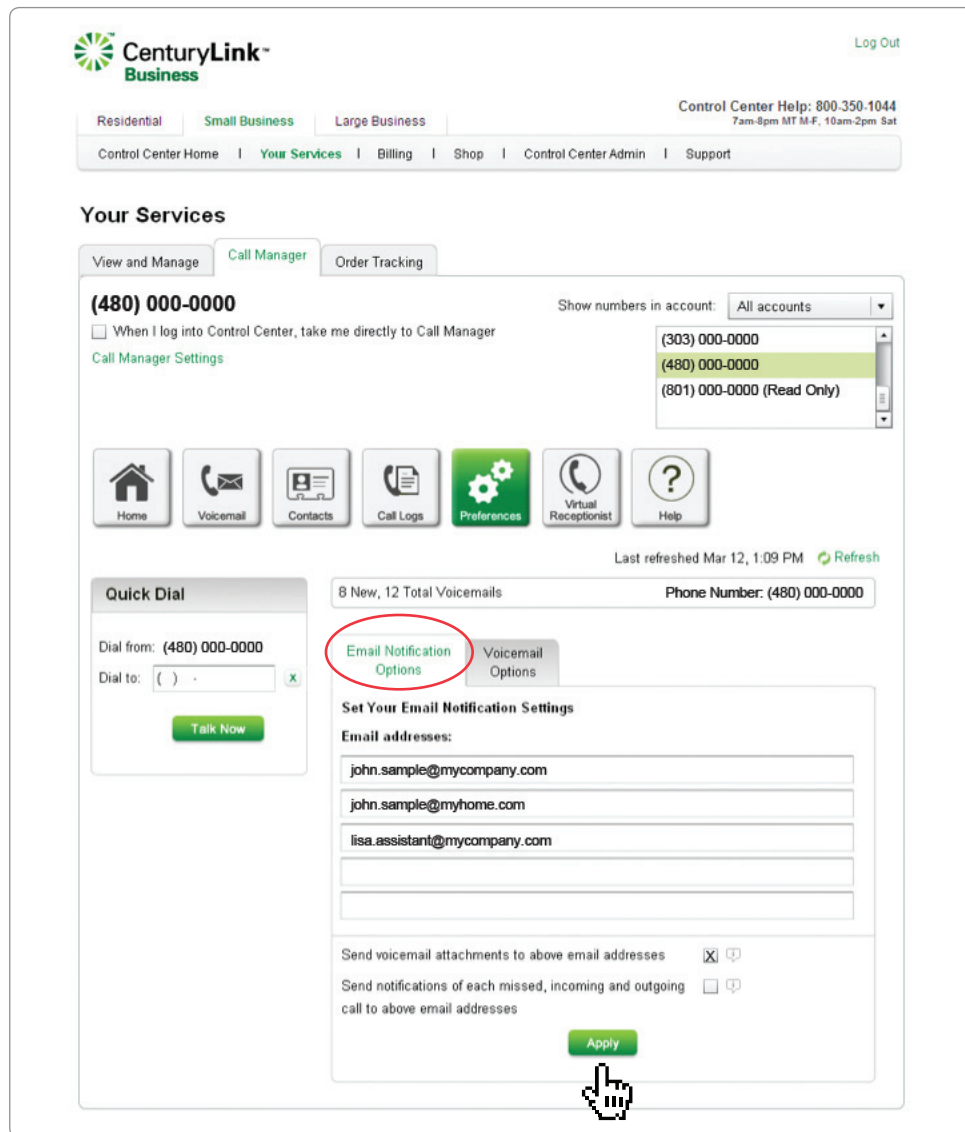
In addition to using the Call Manager portal to keep track of messages and calls, you can also choose to send copies of your Voicemails and Call Logs to up to five different email addresses.

For example, you can send voicemails and call logs to your own email address, to an assistant or other staff members, to another email address you use while traveling, or to your home.

## Set up the email address(es) you want to use

- From the Call Manager home page, click the **Preferences** icon, then choose the **Email Notification Options** tab.
- Enter up to five email addresses, then check the box(es) below to indicate the kind of notifications you want to receive and click **Apply**.
- Call Logs and/or Voicemails will arrive in your email, listed with your regular messages according to date and time.
- The actual voice message will be attached as an audio .wav file. Open the attachment and listen to it however you normally would.
- Each email will include a link to Delete Message from Phone. This only deletes the voicemail from your phone line. The email message and the attached .wav file will remain in your email.
- Delete Message from Phone also clears the message waiting indication (stutter dial tone) from your business phone.
- If you decide you'd rather not get the email notifications, just return to Email Notification Options, and remove the address(es) from your list. Or, you can click the Remove link included in each email message.

 **Make sure you click on the Apply button at the bottom when you are finished making your entries.**



CenturyLink<sup>®</sup> Business

Log Out

Residential Small Business Large Business

Control Center Help: 800-350-1044  
7am-8pm MT M-F, 10am-2pm Sat

Control Center Home | Your Services | Billing | Shop | Control Center Admin | Support

### Your Services

View and Manage Call Manager Order Tracking

(480) 000-0000

Show numbers in account: All accounts

☐ When I log into Control Center, take me directly to Call Manager

Call Manager Settings

(303) 000-0000  
(480) 000-0000  
(801) 000-0000 (Read Only)

Home Voicemail Contacts Call Logs Preferences Virtual Receptionist Help

Last refreshed Mar 12, 1:09 PM Refresh

#### Quick Dial

Dial from: (480) 000-0000

Dial to: ( ) . x

Talk Now

8 New, 12 Total Voicemails Phone Number: (480) 000-0000

Email Notification Options Voicemail Options

#### Set Your Email Notification Settings

Email addresses:

john.sample@mycompany.com

john.sample@myhome.com

lisa.assistant@mycompany.com

Send voicemail attachments to above email addresses ☒

Send notifications of each missed, incoming and outgoing call to above email addresses ☒

Apply

# Preferences: Voicemail Options

- Customize the features of your CenturyLink Voice Mail service

Use Voicemail Options to modify how your CenturyLink Business Voice Mail service works on your business phone.

## To modify your Voice Mail service

- From the Call Manager home page, click the **Preferences** icon, then choose the **Voicemail Options** tab.
- Click the box in front of the feature(s) you want to turn on.
- Make sure to click **Apply** at the bottom to complete your selection.

## CenturyLink Voice Mail settings

- **Skip Password** takes you directly to your messages, without entering a password first. You can only skip your password when you're calling to check messages from your own business line.
- **Auto Play** starts playing messages immediately, without requiring you to press ① to listen.
- **Message Waiting Indicator** plays the "stutter" dial tone when you have a message.
- **Welcome Chimes** is the "ding-dong" that callers hear when they reach your Voice Mail.
- **Short Prompts** lets you shorten the instructions Voice Mail gives you.
- **Play Date & Time** announces when each message is received.

Refer to your CenturyLink Voice Mail user guide for more information about these features.

The screenshot displays the CenturyLink Business Control Center interface. At the top, the CenturyLink Business logo is on the left, and a 'Log Out' link is on the right. Below the logo, there are tabs for 'Residential', 'Small Business', and 'Large Business'. A 'Control Center Help: 800-350-1044' link is also present. A navigation bar includes links for 'Control Center Home', 'Your Services', 'Billing', 'Shop', 'Control Center Admin', and 'Support'. The 'Your Services' section is active, showing 'View and Manage', 'Call Manager', and 'Order Tracking' tabs. Under 'Call Manager', there's a section for '(480) 000-0000' with a checkbox for 'When I log into Control Center, take me directly to Call Manager' and a 'Call Manager Settings' link. A dropdown menu shows account numbers: '(303) 000-0000', '(480) 000-0000' (selected), and '(801) 000-0000 (Read Only)'. Below this is a row of icons: Home, Voicemail, Contacts, Call Logs, Preferences (highlighted with a red circle), Virtual Receptionist, and Help. A 'Last refreshed Mar 12, 1:09 PM' status and a 'Refresh' button are shown. The 'Quick Dial' section has a 'Dial from: (480) 000-0000' and a 'Dial to: { }' field with a 'Talk Now' button. The 'Email Notification Options' section is also visible. The 'Set Your Voicemail Options' section contains several checkboxes: 'Skip Password', 'Auto Play Messages', 'Display Message Waiting Indicator', 'Play Welcome Chimes', 'Short Prompts', and 'Play Date and Time'. An 'Apply' button is at the bottom right, with a hand cursor pointing to it.



# Virtual Receptionist

- Set up phone menus, announcements and call routing
- Use Virtual Receptionist to free up staff and be sure calls are always greeted and routed professionally and efficiently.

## Setting up Virtual Receptionist

**Before you can use Virtual Receptionist, the person designated as the account Administrator will need to set up Users for each of the numbers listed on your account. See pages 4-5 for details.**

- From the Call Manager home page, click the **Virtual Receptionist** icon, then choose the **Virtual Receptionist** tab.
- Choose the first phone number in your account list that you want to set up. Depending on your service, you may have Virtual Receptionist available on your main phone number only, or you may have it installed on every number on your account. Each number can have its own set of Virtual Receptionist settings.
- Follow the row of horizontal tabs, or the handy links in the right column to set up your business hours, menus, announcements, extensions and more.
- Once you have completed the setup for each of the numbers in your account, make sure to **Turn ON** Virtual Receptionist using the button in the left column.

**IMPORTANT: Do not turn Virtual Receptionist ON until you have completed the setup! If you turn on Virtual Receptionist and your setup is incomplete, callers to your business will hear a message that the number is unreachable.**

Refer to the Virtual Receptionist User Guide for detailed instructions or click the (?) Help icon to view tutorials and helpful hints.

**View and download the Virtual Receptionist User Guide at:**

<http://centurylink.com/userguides> (Business Solutions section)

The screenshot displays the CenturyLink Business Control Center interface. At the top, the CenturyLink Business logo is visible. Below it, there are tabs for Residential, Small Business, and Large Business. The Small Business tab is selected. A navigation bar includes links for Control Center Home, Your Services, Billing, Shop, Control Center Admin, and Support. The Your Services section is highlighted, and a red box is drawn around the 'Call Manager' link. Below this, there are tabs for View and Manage, Call Manager, and Order Tracking. The Call Manager tab is selected. The main content area shows the 'Virtual Receptionist' setup for the number (303) 000-0000. A dropdown menu shows a list of numbers: (303) 000-0000, (480) 000-0000, and (801) 000-0000 (Res. Only). A hand cursor is pointing at the first number. Below the dropdown, there are icons for Home, Voicemail, Contacts, Call Logs, Preferences, Virtual Receptionist, and Help. The Virtual Receptionist icon is highlighted with a red circle. The 'Virtual Receptionist' section shows the 'Activation Status' as 'OFF' and a 'Turn ON' button. A hand cursor is pointing at the 'Turn ON' button. The 'Service Status' section shows a message: 'No menus are currently being played to callers, as your Virtual Receptionist is turned off.' and a green checkmark icon. The right side of the interface has a 'Settings' section with tabs for Main, Schedule, Menus, Announcements, Extensions, and Advanced. The 'Main' tab is selected, showing instructions for configuring the weekly schedule and holidays, defining menus, recording announcements, managing extensions, and configuring advanced settings.

# Troubleshooting

## Can't login to Call Manager

- Make sure you are using your Small Business Control Center User ID and Password to log in to Call Manager.
- If you are an Individual User, your User ID and Password may not have been set up yet (see page 4). Ask your business's Administrator for that information.
- You must be using a computer with a compatible browser.
  - Internet Explorer 7.0 and above
  - Firefox 2.0 and above
  - Google Chrome 8.0 and above
  - Safari 4.0 and above
  - MSN Explorer 9.0 and above
- Your service may not be activated yet. Voice Pack should be available between 7:00 p.m. and 11:00 p.m. on the next business day after your order is due.

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## Contacts missing or information not current

- Refresh your screen using the  Refresh button in Call Manager, or your browser's Refresh button.
- Log out and in again.

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## Can't hear voicemail messages

- Make sure speakers are turned on, or headphones plugged in and volume is high enough to hear.

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## Voicemail and/or Call Logs don't show up in email

- In Call Manager, click on the Preferences icon, then go to the Email Notification Options tab. Make sure that the boxes for "Send Voice Mail attachments to above email addresses" and/or "Send notifications of each missed, incoming, and outgoing call to above email addresses" are checked (see page 11).
- Your junk mail filter may be blocking the messages. Add CallManager@centurylink.com to your safe senders list.
- Your email provider, email software or security software could be blocking the messages. Contact your provider directly for help.

**For more help with Voice Pack,  
call 1 800-247-7285**



**CenturyLink®**  
**Voice Business**