

Call Queuing™

Now you can keep multiple incoming calls in queue without purchasing special phone equipment or additional lines. The next waiting caller will automatically be connected after you hang up your current call. You'll be able to handle calls as they come in, reducing the number of messages and eliminating the need to call people back.

With Call Queuing you can:

- Give callers the option to hold or leave a message on your voice mail or telephone answering service.
- Know when an incoming call has entered the queue with a signal sent to your pager or phone device.
- View an incoming call's Caller ID information on your pager or phone device when a new call enters the queue.
- Use a standard greeting or a custom greeting with your business name, given in a female or male voice.
- Turn the service ON or OFF at any time.

While callers are holding, they will hear a pleasant chime every five seconds that lets them know the call is still on hold. Every 25 to 30 seconds, one of four different greetings will play in rotation and thank them for waiting. If you subscribe to a voice mail or telephone answering service, callers will also be reminded that they may leave a message if they like. Example:

"Thank you for your patience. Please continue to hold. If you are unable to wait and would like to leave a message, press [1] at any time."

Once a call has been in queue for 20 minutes, the caller will be asked to press any key to continue to hold. This prevents your queue from filling with unattended calls.

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



CenturyLink™
Business

Getting started

From the moment CenturyLink activates your Call Queuing service, it is automatically set to be ON, to play a standard greeting in a female voice, and to notify you if each call you answer has been waiting on hold (Answer Notification).

To turn Call Queuing OFF, customize your greeting, add Pager Notification, or remove Answer Notification, simply call the CenturyLink Update Center to make changes and customize your service.

To update your Call Queuing settings

1. **Dial 1 888-(your area code)-8052*** from any touch-tone phone and enter your phone number when prompted.
Or simply dial *78 from your main basic business phone line (line 1) or your lead Centrex 21 line. From other Centrex or PBX systems, you must dial 1 888-(your area code)-8052.*
2. You will be asked for a security code. If it's the first time you've called the Update Center, enter the temporary code **1234**.

Note: If you've already set up another service through the Update Center, such as Remote Access Forwarding, you can use the same security code for Call Queuing too. Enter your existing code instead of 1-2-3-4. You do not need to set up a new code.

Be sure to remember your new security code, because you will need it whenever you call the Update Center to modify your service. You can always change your code later if you want.

3. Select **Call Queuing** from the Main Menu.
4. Recorded instructions will then guide you through the menu options shown at right.

At the Call Queuing Main Menu

Select a menu option and follow the recorded instructions.

Press 1	ON/OFF	Turn Call Queuing ON or OFF.
Press 2	Greetings or Recorded Name	Change the standard greeting, custom greeting, or the voice that your callers hear.
Press 3	Notification	Change settings for Pager Notification and Answer Notification.
Press 0	Help	Get help on using the Call Queuing main menu.

About Greetings

Even though CenturyLink provides a standard greeting, personalizing the greeting with the name of your business may encourage callers to stay on the line or leave you a message.

The standard greeting that your callers hear is:

"Thank you for calling. All of our lines are busy at this time. It is important to us to answer your call in person. Your call will be answered in the order it was received."

If you subscribe to a voice mail or telephone answering service, callers will then hear:

"If you are calling from a touch-tone telephone, you may press [1] at any time to leave a message."

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* In Minnesota area codes 763 and 952, call 1 888-612-8052 to reach the Update Center. 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.

► more about Call Queuing™

To change your greeting

Call the Update Center and select **Greetings** from the Main Menu. Recorded instructions will guide you through the following steps:

- To change the voice that your callers hear between male and female, press **1**.
- To add your business name to the standard greeting, press **2** to choose Custom Greeting, then record your business name (in up to six seconds) when prompted.

If you want to change back to a standard greeting, return to this menu at any time and press **2** again.

- To hear your current greeting, press **3**.
- To re-record your business name, press **4**.

Tips for recording your business name

- Speak immediately after the tone, state your business name, and then immediately press the **#** key. Any pause will be recorded.
- Use the telephone handset rather than a speakerphone feature, and be sure to speak loudly and clearly.

How to be notified that calls are waiting

Call Queuing offers two ways to notify you that calls are waiting:

- **Pager Notification** sends a signal to any phone or pager when a new call has entered the queue.
- **Answer Notification** lets you know that the call you are answering has been waiting in queue.

You can choose to use either, both, or neither.

About Pager Notification

While you are on a call, Call Queuing can automatically dial a second number to notify you when a new call enters the waiting queue. Notification can be sent to any pager, wireless phone, or another phone with Caller ID.

When a call is in queue, 00 will appear on your pager. If Caller ID information is available, the caller's number will also appear after 00. If you use a phone rather than a pager, your Caller ID display will simply show the caller's number (if available) and you'll hear paging tones rather than a voice prompt.

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Your pager or phone works as usual

Call Queuing uses your pager, wireless phone, or second phone for a notification number only – incoming calls are not actually forwarded to the second number. Also, the normal functioning of either pager or phone is not disturbed when you are using Pager Notification, so you can receive other pages or calls as usual. No special setup on your pager or phone is required.

Other things to know:

- There can be a delay between the time when Call Queuing dials your pager/phone and when your pager/phone receives the call, depending on network traffic.
- Even though you may receive notification of a given call, it may not actually be in queue by the time you go to answer it. The caller may have chosen either to hang up or to leave a message in the interim.
- While some pagers may let you view multiple notifications simultaneously, telephone Caller ID displays can only show one caller at a time.

To set up or change Pager Notification

Call the Update Center and select **Notification** from the main menu. Recorded instructions will guide you as follows:

- To turn Pager Notification ON or OFF, press **1**.
If you haven't already entered a pager or phone number, you will be prompted to enter it next.
- To change the pager or phone number, press **2**.
You will be prompted to enter first the number and then any additional access code that your pager may require.

About Answer Notification

When you answer a call that has been holding, Answer Notification sounds a chime and says "Connecting" followed by another chime. Two chimes will follow if one or more calls are still waiting in queue. Immediately after the last chime, you may begin speaking to your caller.

Keep in mind that other waiting callers may choose to hang up or simply leave a message while you complete your current call, and may have left the queue before you get a chance to answer.

To turn Answer Notification ON or OFF

Call the Update Center and select **Notification** from the main menu. Listen for the prompts and press **3** to turn Answer Notification ON or OFF.

With Answer Notification OFF, the next waiting call will be connected after you hang up from your current call. You will not be notified that the call was on hold.

Need help with Call Queuing?

If at any time you have difficulty with your Call Queuing service, please call 1 800-238-5100.

Call Queuing is not available in all areas. Some restrictions apply. Service is subject to technical limitations including but not limited to the following: A new call may be connected, in certain situations, before callers waiting in queue. Additional calls over the allotted number of queue slots might be placed into queue. In certain situations, an incoming call may stop ringing even though it is still in queue; in this case, the call will ring in again a few seconds later. The service is not compatible with all types of telecommunications products and services. Paging and leave-message options are subject to service provided by paging, voice mail, and answering services. Call Queuing is protected by United States patent #5,844,896.