CORE**CONNECT**
PROFESSIONAL

QUICK START GUIDE

Core Connect® Professional
Business Class Data & Voice

CenturyLink™
Business

Welcome to Core Connect

Your CORE CONNECT® Professional package includes simply everything you need for affordable business-class connectivity.

This guide is designed to help you get your new services up and running quickly. If you have any questions, we're here to help, call 1 800-238-5100. If you haven't already done so, please take advantage of your FREE Application Activation session (see Step 2 below to schedule your appointment).

DATA SERVICE
- Speeds up to 12 Mbps included with a service level agreement, upgradeable to 40 Mbps download with 20 Mbps Upload speed (in some areas).
- 99.9% network reliability*
- 24x7 technical support

PAGE 3

CORE SERVICE PACK
- Domain names, Microsoft® Exchange e-mail, Webmail, calendars and more
- Website tools and hosting
- Domain name registration
- Online data backup
- Internet security tools and filters
- Fax Over E-mail

PAGES 4-7

UNLIMITED VOICE
- Three local phone lines
- Unlimited Local and Domestic Long Distance on all three lines
- Business Voice Mail on all three lines with voice mail sent to e-mail
- Choice of all available calling features you can activate at any time

PAGES 8-9

DISCOUNTS & EXTRAS
- Includes Voice Pack with Virtual Receptionist feature
- Discounts on Internet speed upgrades and additional phone lines
- Free Activation Session with the technical support team

PAGE 10

* CenturyLink™ High-Speed Internet network reliability based on current network availability statistics. Individual experiences will vary.

Let's get started:

1
CONNECT YOUR DATA SERVICE

CENTURYLINK™ DATA SERVICE IS THE KEY TO YOUR CONNECTIONS

If you have not already had a CenturyLink technician install your service, and want to do it yourself:

- To connect your service, look for installation instructions in the kit you receive in the mail.
- Follow the step-by-step instructions.
- You will be asked to set up a master user name (you@qwestoffice.net) and password that you'll use later. You'll also need to make note of the CenturyLink ID that's associated with your modem.
- If you are transferring service from another provider or using a non-CenturyLink modem, the CD will give you a phone number to call for high-speed Internet assistance.

Core Connect Professional includes a standard speed tier of up to 12 Mbps. Need more speed? Call us to upgrade to up to 40 Mbps (in select areas).

2
SCHEDULE YOUR FREE APPLICATION ACTIVATION

LEARN HOW TO SET UP AND USE YOUR CORE SERVICE PACK

During this complimentary telephone consultation, a member of our Technology Support Team will guide you through the setup of all the Data Services included with Core Connect. 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 Application Activation when you placed your order, we recommend you do so now.**

- Please visit http://schedule.centurylinkbusinessemail.com to schedule your appointment online.
- You will need to be online at your computer for the appointment, which will take about one hour. You and the consultant will walk through each step together, right on your computer screen.

Core Service Pack

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SET UP YOUR CORE SERVICE PACK

- **Log in to the SiteControl gateway at http://www.centurylinkoffice.net**
- Use the master e-mail address set up during your high-speed Internet installation (you@qwestoffice.net) and its case-sensitive password.
- At the Portal screen, please review the terms of use listed. Click the two boxes to agree, then Continue.
- Now you should be at a WELCOME screen that looks similar to this. From this point, a Wizard will walk you through the steps outlined below.
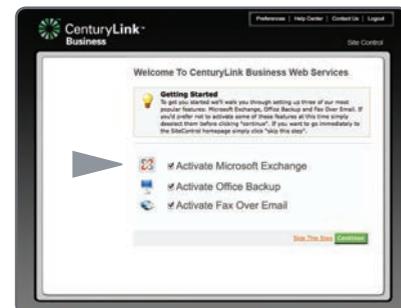
Need some coaching? Schedule a FREE Application Activation appointment (see previous page).

It's best to do your setup in this order:

1. ACTIVATE MICROSOFT® EXCHANGE

- From the Welcome screen, click on Activate Microsoft Exchange (► indicated in diagram above).
- Enter your desired Domain Name (e.g. yourbiz.com), or an existing Domain if you already own one.
- If your desired name is available, click Continue and CenturyLink will register your domain name. Registration of one domain is included in your Core Connect package. If the name you want isn't available, you'll be given some alternate suggestions, or you can try again with another name.
- If you're using a Domain Name you already own, just click through to set up Exchange e-mail.
- Then you'll be prompted to set up the two free vanity based Exchange mailboxes associated with your Domain Name (see below).

Two vanity Exchange mailboxes that use your domain name (you@yourbiz.com) are included. Additional vanity addresses are available at an additional cost.

The functionality of Microsoft® Outlook allows you to have synchronized e-mail, shared calendars and contacts no matter where you are or what computer you're using. If you don't want to use Outlook for your e-mail, call us for help in setting that up.

Ten generic Web Mail addresses (you@qwestoffice.net) are included. Assign them however you wish. Access Web Mail anytime, virtually anywhere, as long as you have an Internet connection and a browser.

2. SET UP YOUR TWO E-MAIL ADDRESSES AND COMPLETE ACTIVATION

- Now the Wizard prompts you to fill in the name and desired e-mail address (e.g. you@yourbiz.com) and password for the person who's going to use Mailbox #1, then for Mailbox #2.
- Click Continue and you will see the Exchange Activation Confirmation message.

3. DOWNLOAD OUTLOOK AND CHECK YOUR E-MAIL

- If you are not already on the main SiteControl portal, click the HOME tab in the top margin. Click the Microsoft Exchange icon, then Configure Client on the next screen, then Download Microsoft Outlook on the next. Follow the directions to download and install Outlook on your computer.
- Once installed, open the Outlook application. Log in with your vanity e-mail address and password, and it will automatically configure and bring in your mail. You'll also have access to all the other Outlook tools, such as calendar, mobile access and more.
- To access your Outlook e-mail in a web browser instead, go to https://webmail.exchangecentral.net.

4. SET UP ADDITIONAL WEB MAIL E-MAIL ADDRESSES

- Back at the SiteControl portal, click on the E-MAIL icon, then on Qwest Office Email.
- You'll see a list of the current addresses assigned to your account. Click on the "Create a new e-mail address" button and fill out the information and password for each.
- To check e-mail in this account, go to webmail.centurylinkoffice.net.

Core Service Pack

3
SET UP YOUR CORE SERVICE PACK
(continued)

Back up your important data to a remote location online. Retrieve and restore files at any time. Your package includes one user with up to 2 GB each storage capacity.

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

Send up to 20 outgoing 8.5 x 11" pages a month from your computer — no fax machine or extra phone line required!

Core Connect Professional includes hosting for a 10-page site with up to 5 GB 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 databases, FTP access and more are also available in the Website section.

Do not use the Domain Name tab to set up your primary domain name or you could be charged for it! Go to Step 1 on page 4 and use the Microsoft Exchange tab to receive the domain name registration that's included in your package.

• **Log in to the SiteControl gateway at http://www.centurylinkoffice.net**

5. CONFIGURE ONLINE BACKUP

• Now the Wizard will take you through OFFICE BACKUP.

• You'll be asked to name your Backup Plan. Choose something descriptive, such as "Daily Backup."

• You should see a confirmation screen. Activation normally takes just a few minutes, but may take longer depending on network traffic.

• At this point, you can continue with the Wizard to set up Fax Over E-Mail (below), or you can skip that and go directly to Office Backup setup. Just click the HOME tab in the top margin to go to the SiteControl Portal. Click the Office Backup icon.

• From the screen that says DATA PROTECT, first make sure you choose the name of your backup plan, then scroll down and click on Download Office Backup Client and install the software* on your computer. Open the application and run the Wizard to set up a backup schedule.

• To recover lost files, log in to SiteControl, go to OFFICE BACKUP, choose Office Backup Web Restore and follow the instructions given.

6. SEND FAXES WITH FAX OVER E-MAIL

• Next, the Wizard will prompt you to set up Fax Over E-mail. Once that's done, click the HOME tab in the top margin to go to the SiteControl Portal. Click on the FAX OVER EMAIL icon, then click Fax Options > Send a Fax.

• Fill out the recipient's fax number at the top of the next screen, add a cover page, your message, and include any attachments (compatible with PDF or TIFF files).

7. BUILD A WEBSITE AND PUBLISH IT

• From the SiteControl Portal, click the WEBSITE icon.

• Click the **SiteBuilder** icon, then follow the easy steps to choose your business category, select from hundreds of template designs, then start adding your content.**

• Click [save changes] on each screen to go to the next step, or to save and continue later. Click the [eye] icon to preview your site at any time.

• When you're done, click [publish] to make your website go live online. Until you publish the site, it will say "under construction" if someone goes to your URL (www.yourbiz.com).

• After your site is live, click Stats & Usage in the sidebar to track your site, or Marketing & Promotions to submit your site to search engines.

OTHER SECTIONS IN SITECONTROL

• DOMAIN NAME is used only to transfer a domain name hosted elsewhere, create aliases or to register secondary domain names (additional charges will apply for each).

• STATIC IPs are used for specific types of network configurations. Additional charges apply, call us for information or assistance.

* Not compatible with Mac.
** SiteBuilder subject to browser compatibility.

4

SET UP VOICE MAIL AND PHONE FEATURES

Business Voice Services

Your Core Connect package includes your telephone line, unlimited local and nationwide long-distance calls, and your choice of calling features. Add or change features anytime at no additional charge.

This Quick Start Guide includes brief instructions for setting up your Business Voice Mail service, which you will need to do in order to start receiving messages and using the Voice Pack features. To download in-depth instructions for the other CenturyLink voice features listed below, go to **centurylink.com/userguides**.

The Remote Access Forwarding, Selective Call Waiting and Dial Lock features must be set up in the Update Center before you can use them. Refer to the instructions on page 11.

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 enclosed, or find it at centurylink.com/userguides in the Calling Features section.

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

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

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.

Any of the following calling features are available as part of your phone plan. Change or add features anytime at no additional charge.

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 also includes Anonymous Call Rejection to reject calls from people who block their numbers.

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.

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.

CALL FORWARDING / REMOTE ACCESS FORWARDING

Use Call Forwarding when you're going to be out or just want to reroute your calls to another number. Keep in mind that Call Forwarding can only be turned on from your business phone. Choose Remote Access Forwarding if you're frequently away and want to be able to turn forwarding off and on from any touch-tone phone.

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 page 11) to set up your list of up to 25 phone numbers for your privileged callers.

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 button twice (pausing between) to return to the original call.

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.

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 page 11) 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.

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

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

Voice Pack

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### LOG IN TO CALL MANAGER TO USE VOICE PACK

CenturyLink Voice Pack keeps you connected with all your business communications whenever you have access to the Internet.

Through the convenient Call Manager portal, you can see who's called your business, review your voicemail and use the convenient click-to-call function to initiate a phone call — all on your computer.

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

Go to http://sbcontrolcenter.centurylink.com to get started

- Sign on with your Small Business Control Center User ID and Password. If you don't have a Control Center profile yet, click the Register button to sign up.

- Once you're logged in, click **Your Services** in the top menu bar, and pull down to **Call Manager**, which is the administrative portal you use to access all your Voice Pack features.

- In the upper right corner of the **Your Services / Call Manager** section is a list of numbers associated with your account. Click on one of the numbers and a row of icons will show you what Voice Pack features are included on each of your lines.

- The person designated as the account administrator will first need to setup User IDs for each of the lines. Refer to the full User Guide for instructions or click the **Help** icon to view tutorials and helpful hints.
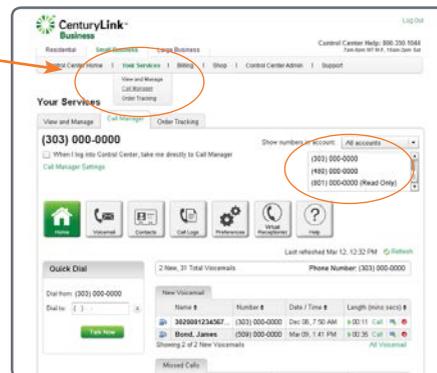
For detailed instructions, view and download the full Voice Pack User Guide at:

http://centurylink.com/userguides

Or refer to the helpful FAQs document at: http://faq.centurylink.com
(choose Small Business FAQs in the drop down box; search for Voice Pack)

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). High-speed Internet connectivity required; CenturyLink Business High-Speed Internet with 1.5 Mbps or higher is recommended.

Helpful Hints

QUICK REFERENCE

Your CenturyLink calling features are easy to use with these simple commands and your touch-tone phone.

	Activate	Deactivate
Anonymous Call Rejection	✱⑦⑦	✱⑧⑦
Call Forwarding	✱⑦②	✱⑦③
Call Transfer	FLASH	--
Cancel Call Waiting	--	✱⑦⓪
Last Call Return	✱⑥⑨	✱⑧⑨
3-Way Calling	FLASH	--
Update Center	✱⑦⑧	✱⑦⑧
Voice Mail Access	✱⑨⑧	--

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.

USING THE FLASH COMMAND

FLASH   Flash = Switchhook

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.

** 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.

CORE**CONNECT**
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Resources

MANAGE YOUR DATA SERVICES

www.centurylinkoffice.net

SCHEDULE AN ACTIVATION APPLICATION APPOINTMENT

schedule.centurylinkbusinessemail.com

MORE HELP AND TUTORIALS FOR SITECONTROL

help.centurylinkoffice.com

BUSINESS VOICE SERVICES USER GUIDES

centurylink.com/userguides

MANAGE YOUR CENTURYLINK ACCOUNT ONLINE / SIGN ON TO CALL MANAGER PORTAL

sbcontrolcenter.centurylink.com

CUSTOMER ASSISTANCE

1 800-238-5100

24/7 TECH SUPPORT

1 800-573-1311