Customized Call Management Services

The cover letter you received with these instructions identified the CenturyLink central office type for your area. A few of the Customized Call Management features work differently depending on central office type, so make sure you refer to the correct symbol for your type as you read these instructions. If no symbol is indicated, the feature works the same for all types.

Symbol	Central Office Type
★	5ESS
♣	DMS100
◆	DMS10

Find the "switchhook" on your phone

Several features are activated with the switchhook button, also known as the receiver or "hang up" button. Your phone may have a Recall or Flash button that performs the same function. You'll know you've activated the switchhook properly when you hear three short tones, followed by a continuous dial tone. Make sure you hear the continuous tone before going to the next step.

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Conference Calling

3-Way Calling and Six-Way Conferencing let you connect additional local or long-distance* parties using just one phone line.

How to use 3-Way Calling

To connect a second party to your current call:

- Press and release the switchhook to put the first person on hold.
- Wait for the tones, then call the second party. At this point you have two separate conversations.
- To connect all three of you, press and release the switchhook again.
- To hang up the second call, press and release the switchhook once again. The original call is ended when the first person hangs up.

If the second person doesn't answer:

- Press the switchhook twice to cancel to return to the first caller.

How to use Six-Way Conferencing

- Listen for the dial tone. (Or, if call is already in progress, press and release the switchhook to receive a dial tone.)
- Press ⋆940 and listen for a second dial tone.
- Dial the first person you want to add to the call.
  Once connected:
- Press and release the switchhook to put your first call on hold.
  - ♣ Listen for dial tone, enter ⋆940 listen for new dial tone.
  - ★ Listen for dial tone.
- Dial the next person. Once connected:
  Press and release the switchhook to connect the next party.
- Repeat the first four steps until all parties are conferenced.
  - ♣ Enter ⋆940 each time you add a party.

Getting "Busy" or "No Answer" Signals

If the party to be added is busy or does not answer:

- ♣ Press and release the switchhook, then press ⋆944. The attempted call is disconnected, and you'll hear a new dial tone.
  Then you may do one of the following:

  – Re-enter the conference by pressing ⋆940, or

  – Wait 15 seconds and you will be automatically reconnected to the conference, or

  – Add another party to the conference. Dial the new number, once connected, press and release the switchhook. You are now connected to the conference.

- ★ Hang up. The conference call will automatically ring you back within 5 seconds.

Note: Do not press and release the switchhook to disconnect a busy or ringing number because the signal will then be added to your conference call.

ConsultLine™

You can put your caller on hold and get another dial tone on the same line so you can privately consult with a third party to get answers or information.

How to use ConsultLine

To place a call on hold:

- Press and release the switchhook and listen for the dial tone.
- Press ⁎ 9 #.
- You may then dial a second party, or keep the caller on hold.

To alternate between calls

- Press and release the switchhook and listen for the dial tone.
- Press ⁎ 9 #.
- Each call will remain private and independent of the other.

To remove a call from hold

- Press and release the switchhook and listen for the dial tone.
- Press ⁎ 9 #, or simply hang up while you're connected to the party you wish to disconnect. Your phone will ring, automatically connecting you with the party on hold.

Call Transfer

Call Transfer lets you direct a call to any other phone, inside or outside your business, or to a wireless phone.

How to use Call Transfer

- Press and release the switchhook and listen for the dial tone.
- Dial the phone number you want to transfer the call to.
- When the phone rings, hang up, or stay on the line to announce the call, then hang up.
- If the number you transfer to is busy, unanswered, or a wrong number, press the switchhook twice (pause between) to return to the original call.

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

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Call Waiting

Call Waiting lets you take a second call without ending your first call. When you're on the phone, a special tone alerts you that someone is calling.

How to use Call Waiting

If you're on a call, and you hear the Call Waiting tone:

- Quickly press and release the switchhook and listen for dial tone.
- Press ⋆9# to put the first call on hold and answer the new call.
- To end the first call, hang up. The second call will ring you back.

To alternate between callers

- Press and release the switchhook, then press ⋆9# for each.

How to temporarily turn off Call Waiting

Before making an important call that you don't want to be interrupted:

- Press ⋆70 and listen for three tones, then a regular dial tone.
- Dial the phone number you wish to call. Anyone else who calls you will hear a busy signal or go into your CenturyLink Business Voice Mail.†

When you already have a call in progress

- Press and release the switchhook to put your call on hold.
- Listen for three tones and a regular dial tone, then press ⋆70.
- Press and release the switchhook again to continue.
- When you hang up, Call Waiting will be restored.

Call Forwarding

Use Call Forwarding to automatically forward all of your calls to a local, long-distance or wireless number. You can still make outgoing calls.

How to set up Call Forwarding

- Lift the receiver, press ⋆72 and listen for the dial tone.
- Dial the number you want to forward to. When answered, hang up.
- If the phone is busy, or no one answers, repeat the first two steps.
- As a reminder, you'll hear a short ring each time a call is forwarded.

How to cancel Call Forwarding

- Press ⋆73. Two tones tell you Call Forwarding is off.

Selective Call Forwarding

Select only certaing calls to be forwarded to a local long-distance* or wireless number.

How to use Selective Call Forwarding

- Lift the receiver and press ⋆63. Following the prompts, identify calls you wish to forward and the number to forward to.
- Select up to 15 different numbers to forward. Forwarded numbers must originate from a local or local long-distance area.
- To cancel Selective Call Forwarding, lift the receiver, press ⋆83 and follow the recorded instructions.

► more about Customized Call Management Services

Call Pickup

Call Pickup lets you answer someone else's calls without leaving your desk. A simple code redirects the call to the phone you're near.

How To Use Call Pickup

If you are not currently on a call:

- Wait for the dial tone, press ⁎8# to connect to the incoming call.

If you are in the middle of a telephone conversation:

◆♣ Press and release the switchhook.

- Press ⁎9# to put the first call on hold.
- Press ⁎8# to get connected to the incoming call.

★ Press and release the switchhook.

- Press ⁎9# to get connected to the incoming call.

To alternate between calls

- Press and release the switchhook.
- Press ⁎9#.

To disconnect your current call and return to the call on hold

- Hang up. The phone will ring you back.

Call Rejection

Avoid receiving calls from people you just don't want to talk to. This service works with most local and some long-distance numbers within your area.

How to use Call Rejection

- To block unwanted calls, lift the receiver, press ⁎60 and follow the prompts to enter phone numbers of unwanted callers.
- When an unwanted caller tries to call, a CenturyLink recording says that you are not accepting calls from that number. Your phone won't even ring.
- If you don't know the unwanted caller's number, you can program Call Rejection immediately after hanging up from their call. To activate, lift the receiver, press ⁎60 and follow the prompts.
- Up to 15 numbers can be stored on your unwanted callers list.
- To temporarily deactivate Call Rejection, press ⁎80.

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Speed Calling

You can store up to 6 or 30 frequently-called local or long-distance numbers. Dial the code you've assigned and your phone does the rest.

To program Speed Calling

- Make a list of your frequently-dialed numbers.

  6-Number Speed Calling: Assign each a one-digit code 2 to 7.

  30-Number Speed Calling: Assign each a two-digit code 20 to 49.

- Lift the receiver and press:

  – *74 for 6-Number.

  – *75 for 30-Number.

- Press the code, followed by the telephone number. For a long-distance* number, include 1 + area code and access code.

- You'll hear a tone confirming the number is programmed.

- Repeat these steps for each number you want to add to your list.

To call someone on your Speed Calling List

- 6-Number: press # followed by the code assigned to the person you're calling.

- 30-Number: press * followed by the code assigned to the person you're calling.

To Change a Programmed Number

- Repeat the steps above. Only the changed number will be affected.

Priority Call

A unique ring alerts you to calls from up to 15 people important to you. It works with most local and some long-distance numbers within your area.

How to use Priority Call

- To establish or change your Priority Call list, simply lift the receiver, press *61 and follow the prompts.

- Call Waiting customers will hear a special tone for Priority Calls.

- To cancel Priority Call, lift the receiver, press *81 and follow the prompts.

Continuous Redial

When you get a busy signal, you can set Continuous Redial to retry the call for up to 30 minutes. It works with most local and some long-distance numbers within your area.

How to use Continuous Redial

- When you get a busy signal, hang up, lift the receiver again and press *66.

- Hang up. Continuous Redial will dial the number for 30 minutes.

- When the line is no longer busy, you are notified by a distinctive ring – simply pick up the phone and the call will connect.

- You can continue to place and receive calls while Continuous Redial is activated.

- You can continuously redial up to 15 numbers.

- To cancel Continuous Redial, lift the receiver and press *86.

► more about Customized Call Management Services

Last Call Return**

When the phone stops ringing before you get there, Last Call Return can give you the phone number of the last caller and dial it if you like. It works with most local and some long-distance numbers within your area.

How to use Last Call Return

- To find out who just called, lift the receiver and press ⸋6⸋9⸋.
- Follow the prompts to get the number of the most recent caller.
- To return this call, press ⸋1⸋ and your phone will dial the number.
- If the number is busy, hang up. Your phone will redial it for up to 30 minutes.
- When the line is no longer busy, you are notified by a distinctive ring – simply pick up the phone and the call will connect.
- If you want to stop trying the number, press ⸋8⸋9⸋ at any time.

Not all services are available in all areas. Some restrictions apply.

* Measured service and long-distance charges may apply.

** Available in most areas. Not all calls will be identified, and some calls may be identified but may not be able to be returned. Charges apply if the call is identified. In selected states, blocked calls cannot be returned. Some restrictions apply. Measured service and long-distance charges may apply for completed calls. Instant Service Last Call Return may not be available in some areas of Oregon and Washington.

† Purchase of additional service required.

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