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 to register).

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

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**Welcome to Voice Pack**

1 800-350-1044  |  sbcontrolcenter.centurylink.com

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

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.

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

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.

• 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.
Setup: Users (continued)

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.
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.


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.
Setup: Contacts

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.
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.
  - 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.
**Call Logs**

**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 ** сохранить** 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**.

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**Your Services**

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

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Quick Dial

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.

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.
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.**
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.
Virtual Receptionist

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)
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.

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.

Can’t hear voicemail messages

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

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