CENTURYLINK Voicemail and Smart Connect™ Registration on CenturyLink.com
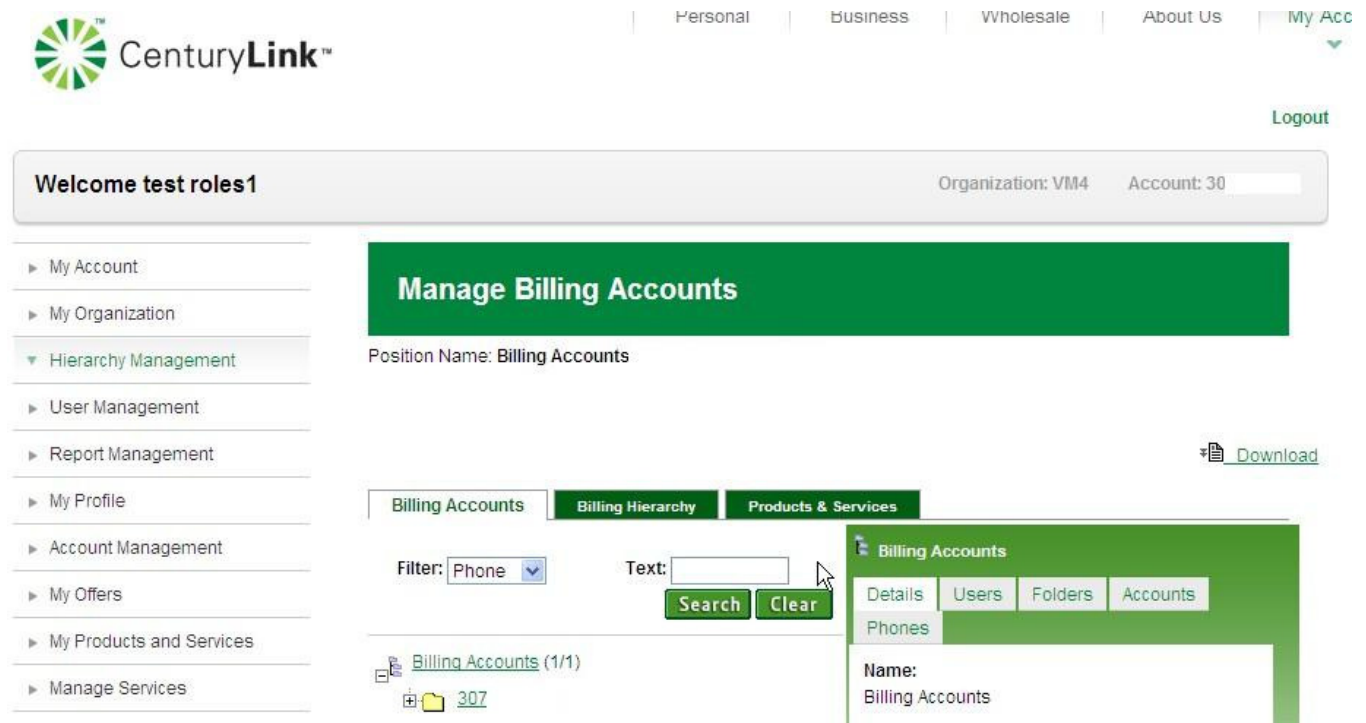
Table of Contents

Administrator Instructions

Once CENTURYLINK Voicemail and/or Smart Connect have been set up through the telephone interface, access can be established through www.CenturyLink.com. If this has NOT been done, the customer must dial #55 (or 877-863-7724) from the number that will have the feature and follow the setup process before establishing access through the website.

Before CENTURYLINK Voicemail users can access their individual voicemail boxes and/or Smart Connect features via www.CenturyLink.com, the user with organization administrator rights (the primary user) to the CenturyLink.com account must establish an employee as a voicemail user on the web portal.

Administrators should follow the steps below to complete this process:

1. Sign into www.CenturyLink.com as usual.

2. From the left navigation panel, select **Hierarchy Management.**

3. The following screen should then appear:

4. Click on the **Products & Services** tab which is the third from the left.

5. The Voicemail product will then appear in the center of the screen. See the image below for an example.

- ▶ My Account
- ▶ My Organization
- ▼ Hierarchy Management
- ▶ User Management
- ▶ Report Management
- ▶ My Products and Services
- ▶ Manage Services
- ▶ My Profile

Hierarchy Management

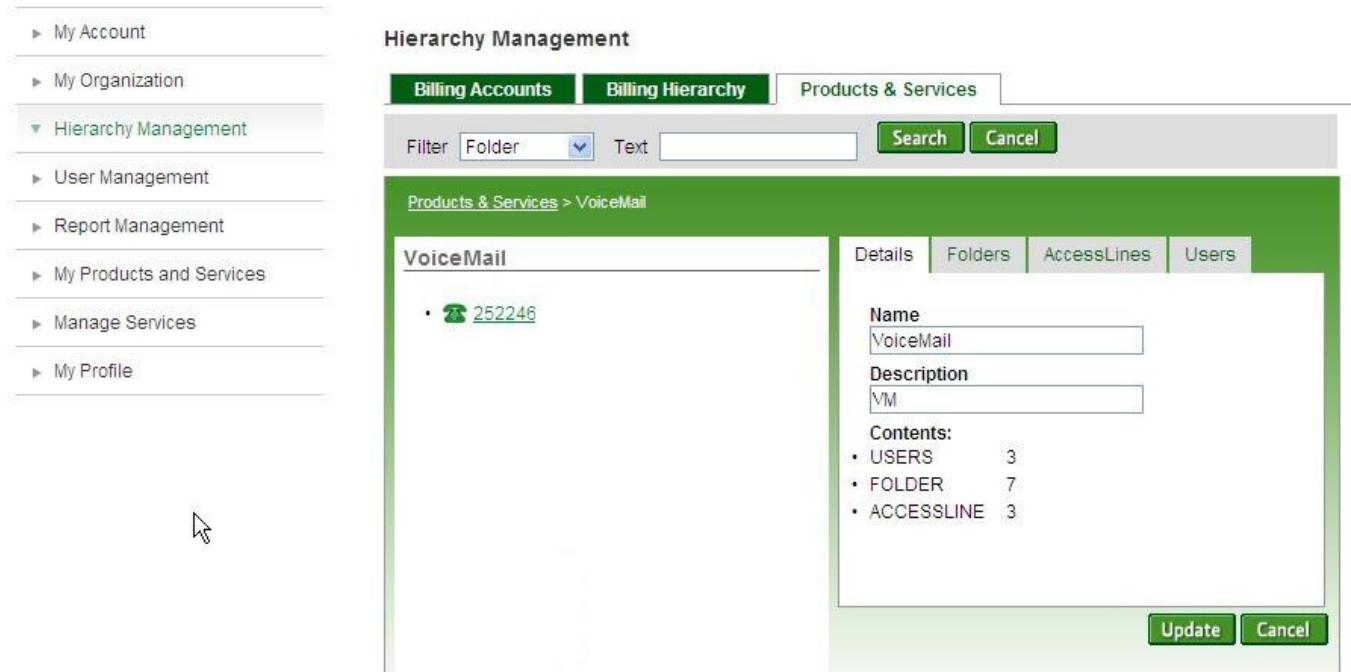| Billing Accounts	Billing Hierarchy	Products & Services

Products & Services

Products & Services

- VoiceMail

Details

Select from the list on the left to begin working with a particular hierarchy

6.   Click on the Voicemail link in the center of the screen. The following screen will appear:

7.   This screen will display a list of access lines that have CENTURYLINK Voicemail service.

Note: For businesses with multiple access lines and/or voicemail boxes, a given user ("Jane Doe") can only be given access to a single voicemail box via www.CenturyLink.com. Multiple users may still access the voicemail box(es) using the telephone user interface (TUI) as usual.

8.   Click on the access line to which a user will be assigned. The following screen will appear:
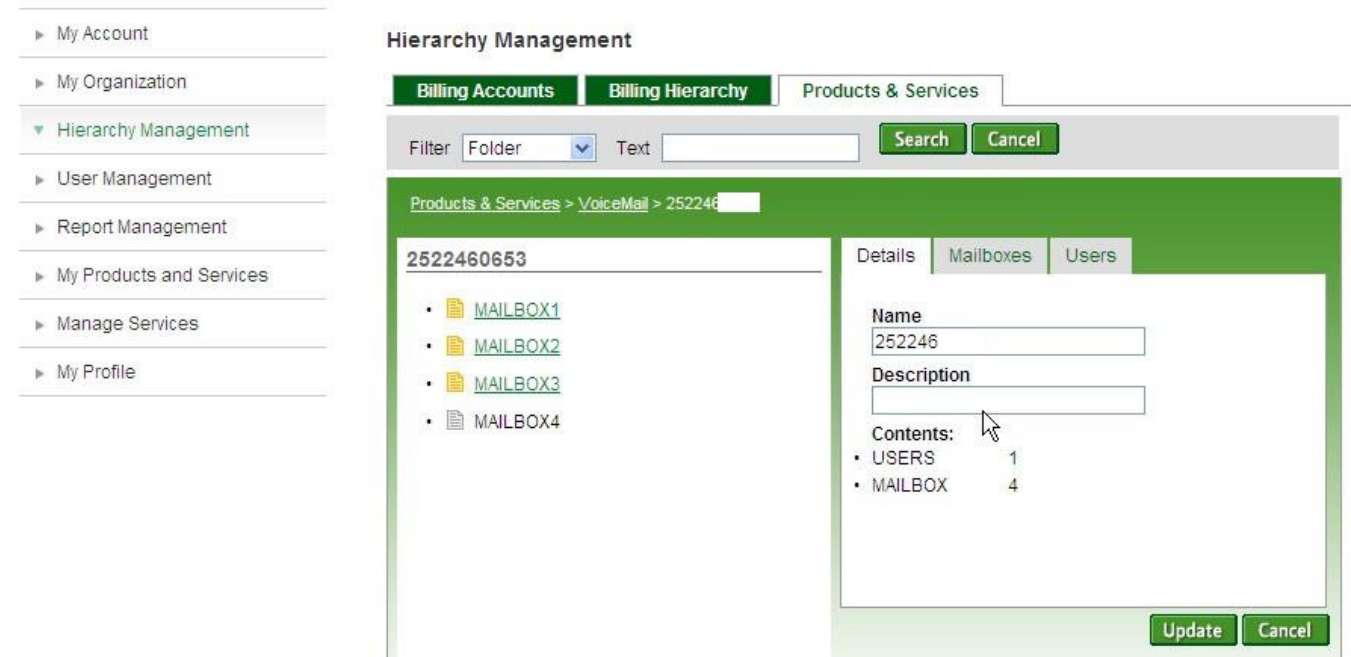
Note: In the image above, mailboxes 1, 2, and 3 have been assigned users via www.CenturyLink.com. Mailbox 4, which appears with a grey icon, has not been assigned a user via the eCommerce platform.

Mailboxes whose Smart Connect™ feature has been enabled via the telephone user interface will appear Mailbox1 /Smartconnect, Mailbox2 /Smartconnect, etc.

9.   Click on the voicemail box to which a user will be assigned. For single mailbox configuration, only one mailbox may appear. For voicemail configurations with multiple boxes (such as extension voicemail) multiple boxes may appear, as pictured in the previous image. When Mailbox2 is clicked, the user will see the following screen:
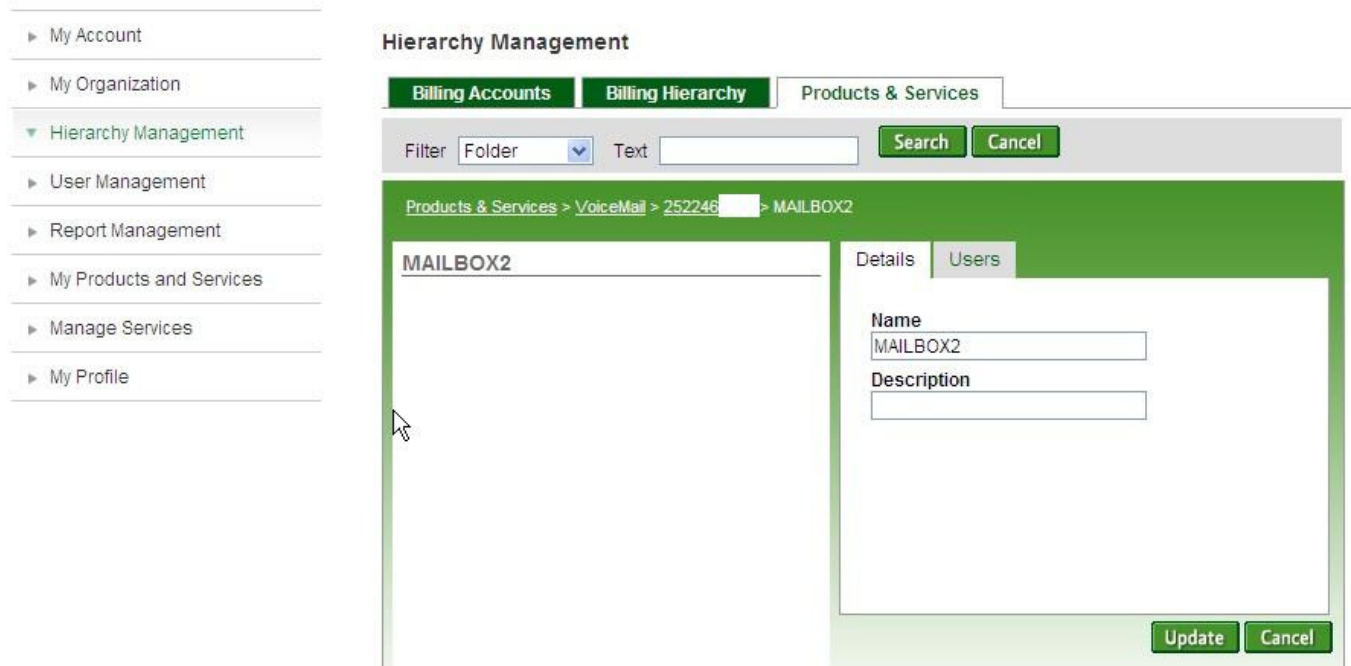
10.   Click on the Users tab to the right of the screen, and the following screen will appear:
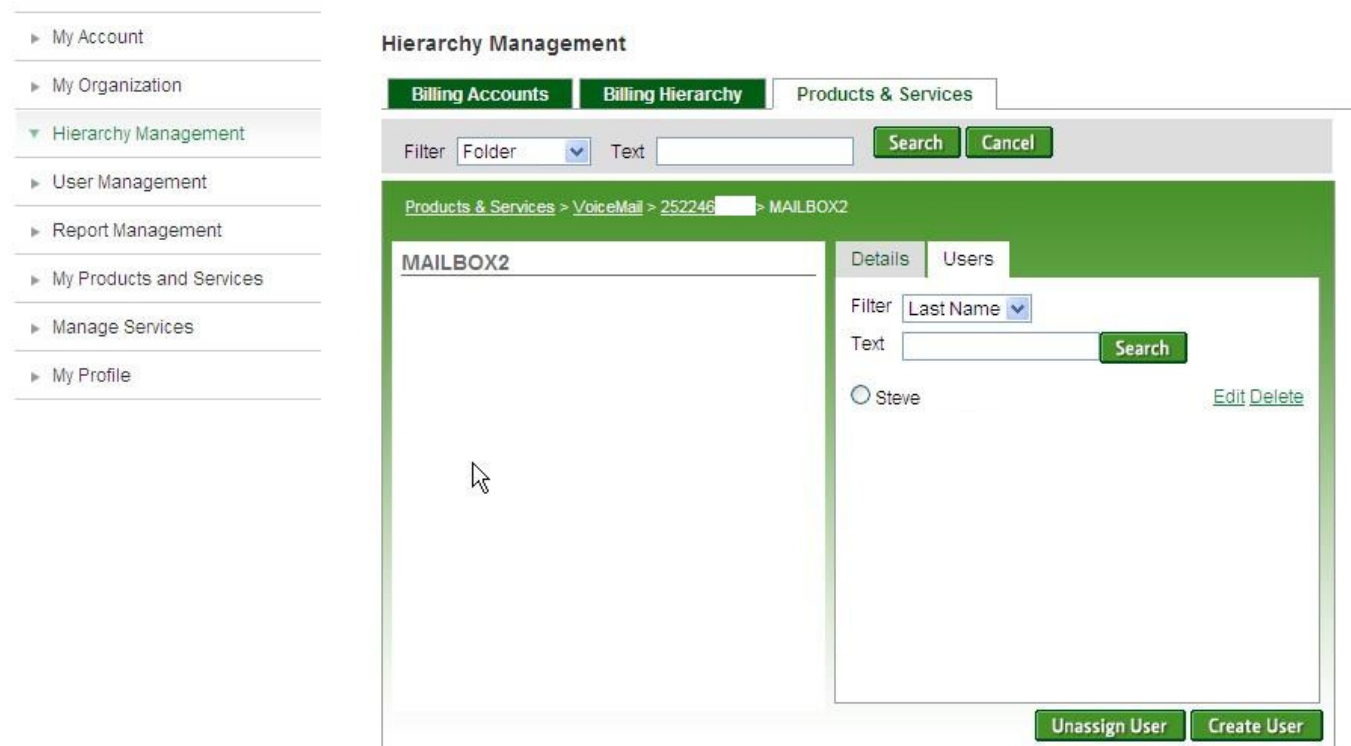
11. If users have already been established via www.CenturyLink.com, the administrator will be able to choose from those users in the area to the right.

12. Click the radio button for the user and click the **Assign User** button.

13. The administrator will receive a final message indicating that the user is being assigned and that the process may take several minutes.

14. After allowing the appropriate amount of time, click the **Log Out** button in the upper right corner of the screen and log back in to www.CenturyLink.com to complete the process.

15.   When the administrator logs back in to www.CenturyLink.com, he/she will see a **Manage Services** option in the left navigation panel of the website. If this option does not appear, processing has not yet completed. The Manage Services option will always be used whenever the customer wishes to manage their CENTURYLINK Voicemail services online. See the image below:

▸ My Account
▸ View bills
▸ Pay bills
▸ My Organization
▸ Hierarchy Management
▸ Report Management
▸ My Profile
▸ User Management
▸ Account Management
▾ My Products & Services
  ▸ My Products
  ▸ Shipping Status
  ▸ Repair Request
  ▸ Ticket Status
  ▸ Manage Services
▸ My Offers

Current Account Summary:
    Next Bill Due: Oct 18, 2010
    Bill Amount: $303.07
Current Balance: $0.00
  ▸ View/Print current and past bills
  ▸ Sign up for paperless billing

Trouble Ticket Search
  _ Enter a Repair Request
  _ Search for a Trouble Ticket

My Messages:

01/29/2009 Learn more about Pass-It-On Rewards. Learn More

My Products & Services:

Voice - 25224   (View)
Voice - 25224   (View)
Voice - 25224   (View)
Voice - 25224   (View)

Make a Payment:
  Pay Now
  ▸ Schedule recurring payments
  ▸ View past payments

TRUE ZOOM
$14.95 a month when you bundle*
1 year. 1 price.
CenturyLink™ High-Speed Internet
Save Now
▸ View more offers

16.   Click the **Manage Services** option in the left navigation panel. The following screen will appear:

Welcome **test roles1**   Organization: **VM4** Account: 30762

▸ My Account
▸ My Organization
▸ Hierarchy Management
▸ User Management
▸ Report Management
▸ My Products and Services
▾ Manage Services
▸ My Profile

Voicemail / Smart Connect

Manage your Voicemail and Smart Connect settings and access your voicemail messages.

Manage Voicemail and/or Smart Connect

About Us | Careers | Investor Relations | Media | Legal | Privacy | Site Map   Need help? Call 1.800.786.6272

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Note: The screen above will always appear as shown, **even if the user does not subscribe to both features**. **This appearance should not alarm or confuse customers that only subscribe to one of the services.**

17.   Click the **Manage Voicemail and/or Smart Connect** link in the center of the screen.

18.   If the user receives a message asking if the website should be added to the list of trusted sites (as pictured below), please click Yes. The Messages screen shown on the following page will then appear.
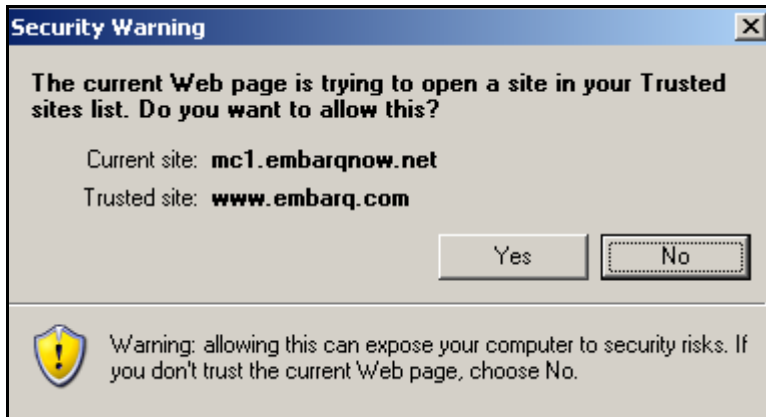
From this point forward, users can manage their voicemail messages and features via the website as described on the following pages.

Voicemail Features and Functionality

Once users have been assigned privileges via the organization administrator on the CenturyLink website, they will be able to make use of the website functions described below.

Playing and Saving Voicemail Messages

1.   Users can play voicemail messages on CenturyLink.com by using the message screen below.

2.   To listen to a given message, users can click on Play Symbol. Once either selected, the screen below will appear:

The various options on this screen include:
- Play message
- Stop message
- Volume
- Navigate among messages in the mailbox using Save, Delete, or Close buttons

3.   Users may also download messages to their computer's hard drive. Click the Save button.

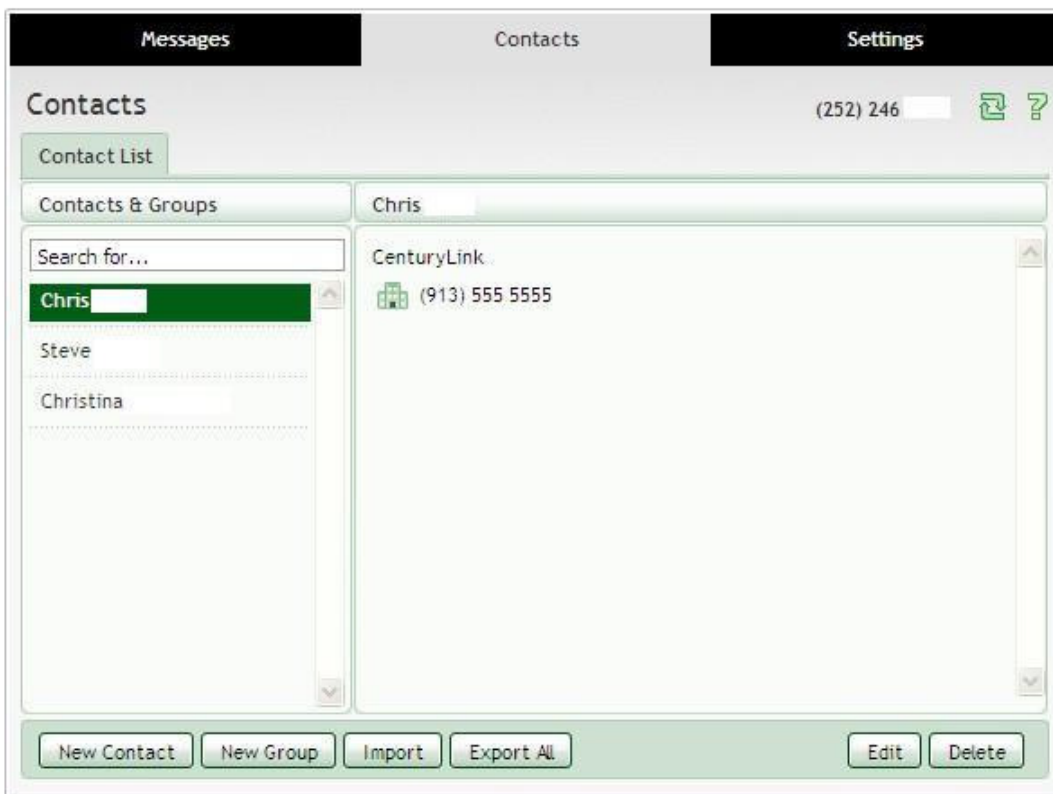# Capabilities Available to CENTURYLINK Smart Connect Customers

The instructions and images on the following pages will only be useful to customers who have subscribed to CENTURYLINK Smart Connect service. This service must be ordered via a CenturyLink Customer Care center, and can later be enabled by the customer using the telephone user interface. Once those steps have been completed, users will be given access to the Smart Connect options via the CenturyLink website automatically.

Contact List

This screen allows users to enter and maintain a personal contact list. Any contacts entered into this list will show the caller's name on the main messages screen instead of telephone number. The Contact List also allows you to manage several contacts as a group (for example, co-workers, friends, family, etc.) You can import/export your contacts from/to Microsoft Outlook.

Capabilities Available to CENTURYLINK Smart Connect Customers (cont.)

Settings

Click the **Settings** tab to configure Voicemail / Smart Connect settings.

Capabilities Available to CENTURYLINK Smart Connect Customers (cont.)

Help Center

Access the Help Center for configuration support. Users can also access help online at CenturyLink.com by going to https://www.centurylink.com/Pages/Support/ProductGuides/VoiceMail/index.html or https://embarq.centurylink.com/Support/Business/ (click on "Voice" under "Product Support" then click on "Voicemail User Guides"). Various guides are available including two interactive tours located on the right side of the web page. Users can reach telephone support by calling 877 770-8285, ext. 49664 .

Messages

The top line on all pages provides navigation between your key features, and is always visible. Below that, to the right are a number of fixed components

- Phone Number Indicator, which reminds you which phone number you are accessing.
- Logout button, which you can use when you have finished.
- Refresh button, which updates the page with recent phone and message activity.
- Help button, which brings up the online help window.

The Messages page allows you to manage and listen to your voicemails .

The function on this page is accessible via the following top-level tabs.

- Messages

When you play a voicemail the Voicemail Player will appear.

Messages

This tab lists all of the voicemails in your inbox. New messages (those you have not yet listened to) appear in **bold type**.

For each message in your inbox, you can see who the caller was, the time of the call, and the length of the message. If the call was from a telephone number that appears in your contact list, then the name of the caller will be displayed. Otherwise you will just see their telephone number. You can also see if the caller marked the message as Urgent or Private.

Your inbox may also contain special System Messages, such as delivery failure notifications.

The following actions are available to you on this tab.

- Play a voicemail or save a local copy on your computer
- Manage your voicemails by deleting them, or marking them as either new or heard
- Reply to or forward a voicemail
- Leave a voicemail for someone
- View contact details or add new callers to your contact list.