

CenturyLink Engage™

Administrator Quick Start Guide

Welcome to CenturyLink Engage!

Just a few things that you'll need to have in place at your location before you can start:

- An Internet connection for this service. Since this will be the same connection you use for emails, social media, web research, and downloads, the amount of bandwidth devoted to these can affect the quality of your calls.
- An active Ethernet port and electrical outlet for any IP Phone or ATA you purchased.
- Control Center account established, ensuring each Administrator Contact has been set up as a user. You'll receive an email with instructions if you are new to CenturyLink. If you're a customer, you'll see CenturyLink Engage associated with your Control Center account.

Now, let's get your company's service set up. It just takes a few simple steps.

Step 1

You provided an Admin Contact for each location on your order. As the Admin Contact, you will receive an email or a phone call from our implementation team to help you get started. We'll schedule 2 calls:

1. "Kick Off Call": We'll confirm your telephone numbers, make sure you have access to the Admin portal through Control Center, test your internet connection and make sure your devices have arrived. If you are transferring numbers, we'll verify the transfer date, too. This will just take 10-15 minutes.
2. "Dashboard Overview Call": We'll give you an overview of the Admin portal and show you how to set up a user, assign a device, set up a device and conduct a test call. We'll also show you the end user portal and how to customize your service. If you are transferring numbers, we'll set this call up the day of the transfer. This conference call takes about an hour and you can invite other users from your company to attend.

These calls are optional. You can also set up your service without them by reviewing our Quick Start videos online for Administrators:

<https://www.centurylink.com/business/voice/hosted-voip.html#support>

Step 2

You'll get to the Admin portal using your Control Center credentials (with Safari, Google Chrome, or Mozilla Firefox).

Within the Admin Portal, you'll set up the users, assigning them a package and telephone number as well as selecting any calling restrictions or roles. You'll also give them access to the Soft Phone App and assign them a device, if one will be used.

Quick Start Site: SL0000299539 (174515)

- Set Up a User**
Quickly set up a user with a phone and software.
- Handling Incoming Calls**
Determine what will happen when the business line is called.
- Add a Phone**
Set up a phone with a phone number, a physical device, and a name that you choose.
- Set Up Office Hours**
Create schedules for working hours and holidays to be used when handling incoming calls.

Orders and Inventory

Open Orders	Stations	Services	Numbers
0	Available: 1, Used: 22	2	Available: 3, Used: 24

When you establish each person as a user, they will get 2 emails providing their user ID (assigned by you based on their email) and a temporary password. They will need these in order to sign into the user portal, MyPhone Next, to download the Soft Phone Apps and set up their voice mail. You'll also need to give them (or send) the phone you've assigned to their phone number and help them with any installation required.

Step 3

If you've purchased IP Phones with your service, they are pre-configured for CenturyLink Engage. Once the device has been assigned to the user, it will register when it's plugged into the Ethernet port. You should hear a dial tone and see your extension on the display. Then, you're ready to make calls. (Note: You may need to unplug the device and restart if this doesn't happen.)

If you are using a device you already have from our approved list, we'll help you re-configure that phone for CenturyLink Engage on the Dashboard Overview Call.

Step 4

Provide a copy of the End User Quick Start Guide to each user. This has important information about where the user can go to change their 911 Emergency Services location.

Step 5

After your service is set up, we're here to help you use CenturyLink Engage to grow your business.

Our full library of materials is available 24/7. There is a special section just for you, as the Administrator of your location. There are also articles and videos just for your end users, too.

<https://www.centurylink.com/business/voice/hosted-voip.html#support>

Can't find the answer or something's not working properly? As the Admin, you can contact us directly for technical support at 877.453.8353, voice option. End users will need to work with you instead to find answers or initiate any repair tickets.