

CenturyLink® Business VoIP

**How to successfully set up
your service.**



Onboarding process for Business VoIP

This guide will review the steps needed to get you up and running.

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Welcome to CenturyLink® Business VoIP

Welcome to CenturyLink Business VoIP (Voice over Internet Protocol). This service differs from traditional phone systems because you are connected to the Internet instead of copper wires or analog phone lines.

With that in mind, this guide is intended to help you understand how your new services will be set up. During your implementation you will learn how your VoIP service and phones work and how you can use our customer portal, “My Account,” to easily control your phone system from anywhere you have an Internet connection.

There are a few steps that need to take place to ensure that your service is set up correctly so you can start to utilize the features and capabilities of Business VoIP. We will cover that next.

Thank you for your business!

Business VoIP service requirements

Key points to know!

A CenturyLink® Business Internet connection is required.

Internet connection requirements:

- A minimum upload speed of 10 Mbps/768 Kbps for up to 4 seats.
- A minimum upload speed of 15 Mbps/1.5 Mbps or greater required for 5 or more seats.
- A faster IP connection is required if more than 5 VoIP lines are ordered.

Conditions and exceptions:

- Not recommended for business fax purposes, Point of Sale applications (POS), credit card transactions or security systems.
- Cannot be used for elevator service.
- 211, 311, 511 and 811 NOT supported (911, 711, 611 and 411 are supported).
- Service requires power, unlike analog Business Phone lines.
- Collect calls, third-party billed calls and 900# calling are not supported.
- Setting up an internal Wi-Fi network is a customer responsibility and falls outside the scope of the Business VoIP setup and installation.

Business VoIP and 911 notifications:

- Business VoIP provides access to dial 911 to reach the applicable Emergency 911 center, similar to traditional local phone service, but 911 calls are treated differently because Business VoIP is an Internet-based phone service. Please review the following differences.
- Business VoIP and 911 dialing may not work during a power outage, or when the Internet connection fails or the network becomes overloaded.
- Your Business VoIP service can be used over any U.S. Internet connection. Your 911 location information will be initially set as the service address used with your order. You should not move the service to a new address without first advising CenturyLink. CenturyLink will provide confirmation of the updated registration once complete. This change is required to provide emergency services the ability to locate the end user at the correct address during an emergency.
- If you have existing phone service at the same location your Business VoIP service will be installed, it must be disconnected before Emergency 911 return calls will be received.
- Some U.S. locations do not offer Emergency 911 service, and you may need to provide your location information to local emergency call center representatives.
- As a business customer, you must notify all end users about these 911 emergency service limitations. CenturyLink will provide labels that indicate 911 service has limited availability and functionality when used with this service. CenturyLink recommends that the labels be placed on or near the equipment associated with the service. Additional information will be included in your service agreement.

What to expect during your Business VoIP implementation

The guided self-install process involves 2 (or 3) calls with the VoIP Implementation Team:

1. The first call is with a Customer Support Engineer. This is the “Kick-Off Call.” You should allocate approximately 10-15 minutes to confirm ordered phone numbers, features and equipment, and provide access to the “My Account” portal.
2. The second call is the “Dashboard Overview Call” hosted by an Implementation Technician. Timing for this call typically lasts an hour or more and will guide you through the self-installation process so that you can begin setting up your equipment within the “My Account” portal and conduct a test call.

NOTE: If you are bringing your own device (BYOD), this call may take longer as the Implementation Technician will need to ensure that the software has been updated on that equipment.

The “My Account” portal can be found at: <https://businessvoip.centurylink.com>

Helpful links during and after implementation:

[Quick Start Guide](#)

[User Guide](#)

What's in the box?

If you have purchased or leased a Cisco phone(s) from CenturyLink, they will be shipped to you directly. Included below is some information about what you will receive. Your phone(s) will be pre-configured and ready for you to connect and begin testing during your "Dashboard Overview Call" with other necessary equipment.



Cisco Phone



Power Cord



CAT5 Cable

An Analog Telephone Adapter (ATA) is needed for fax or traditional analog landline phones you wish to use; these need to have a sufficient number of ports available to support the new VoIP service



Analog Telephone Adapter (ATA)



Power Cord



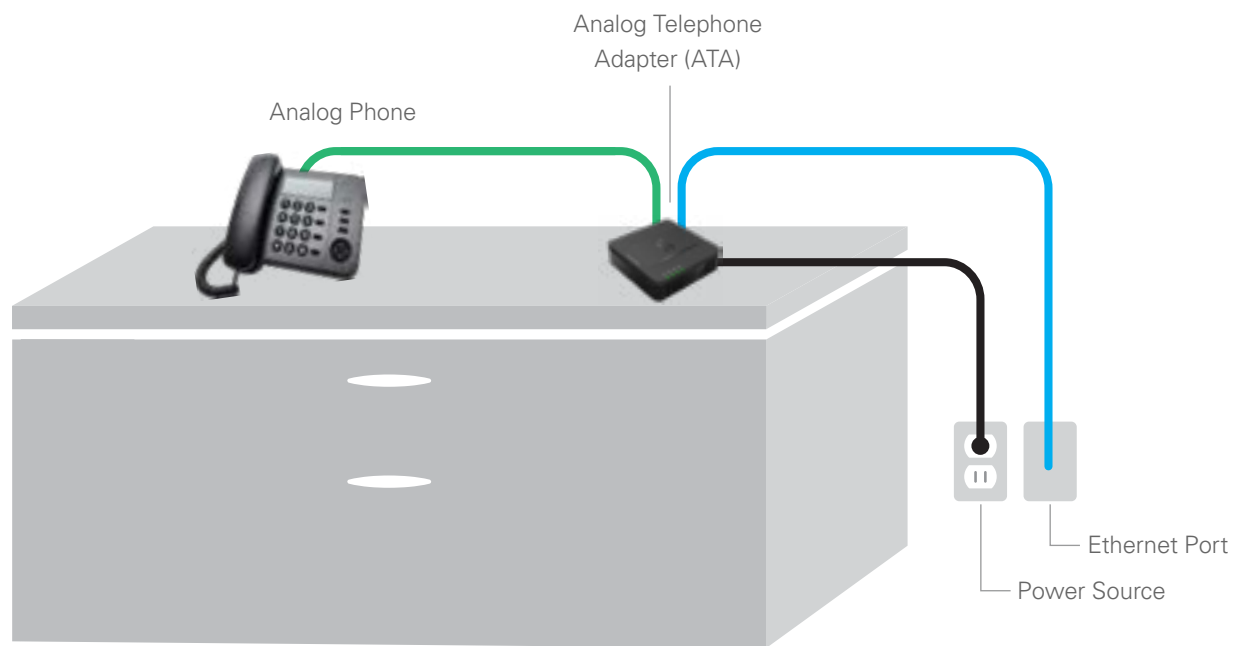
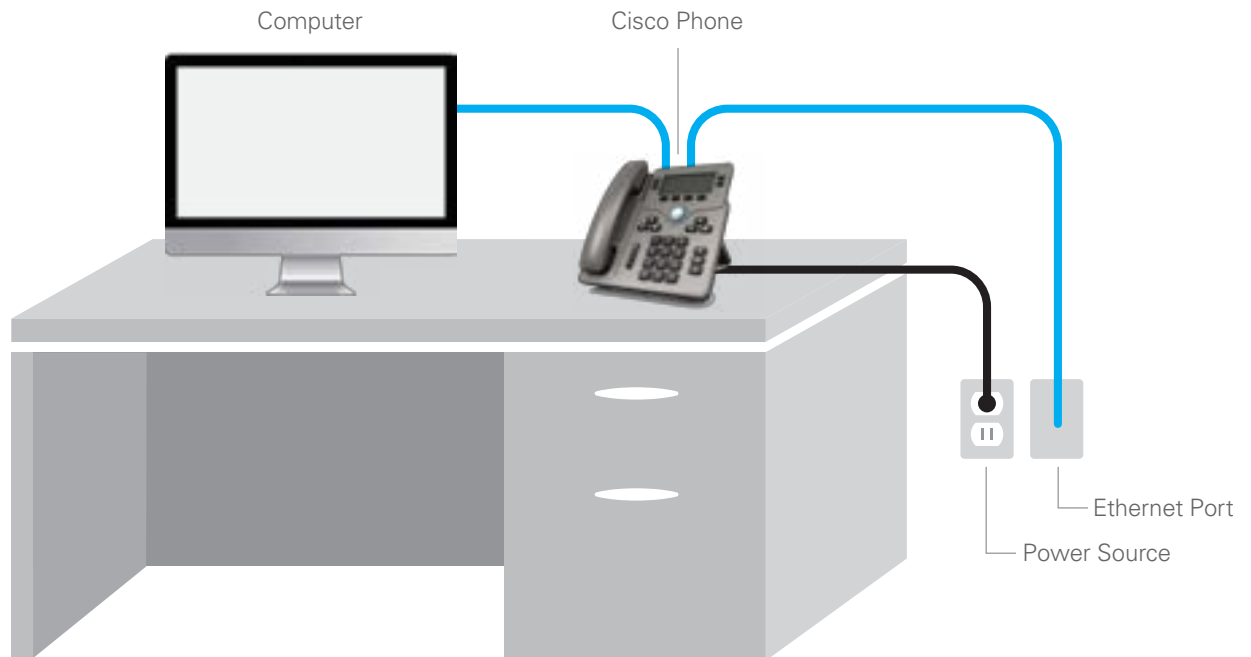
CAT5 Cable

Remember, if you are providing your own IP phones not purchased from CenturyLink, and you are bringing your own device (BYOD), there may be an extended setup time for that approved device.

IMPORTANT: If you do not have CAT5/CAT6 Ethernet ports and an electrical outlet at each workstation you will need to either:

1. Provide and install necessary ports and electrical outlets.
2. Choose the soft-client option which is a software-based phone from your computer or smartphone.

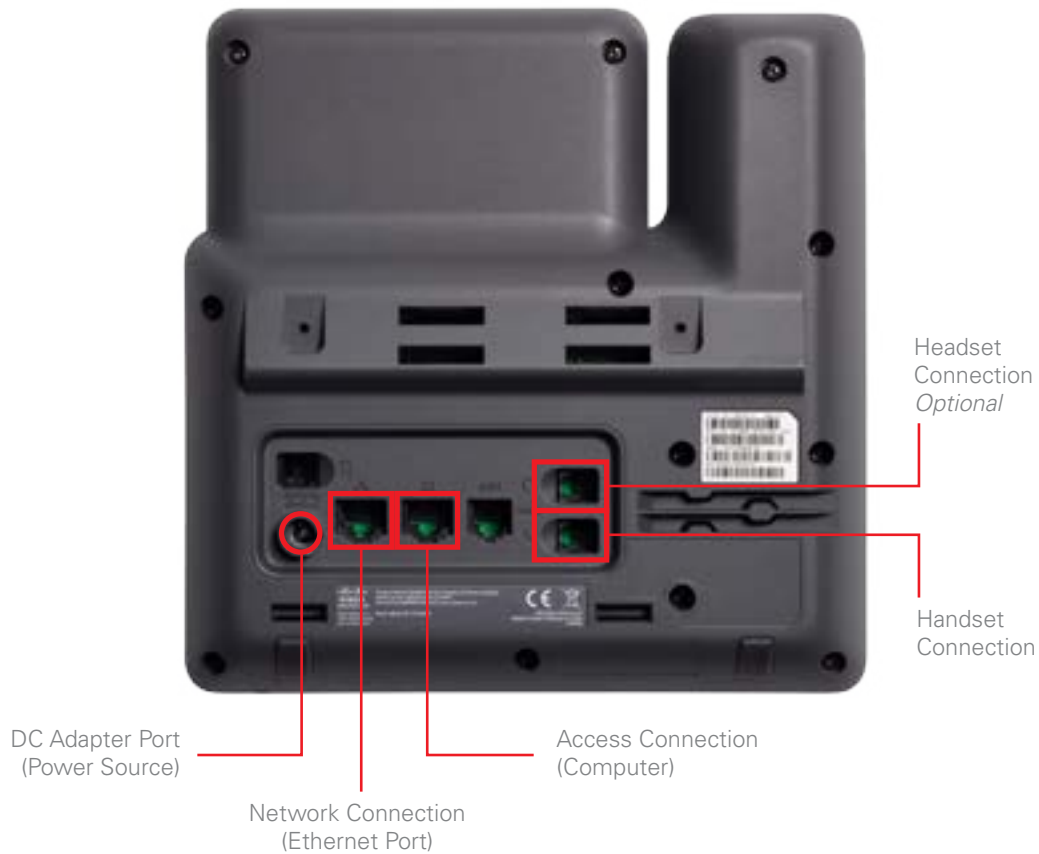
Recommended network setup



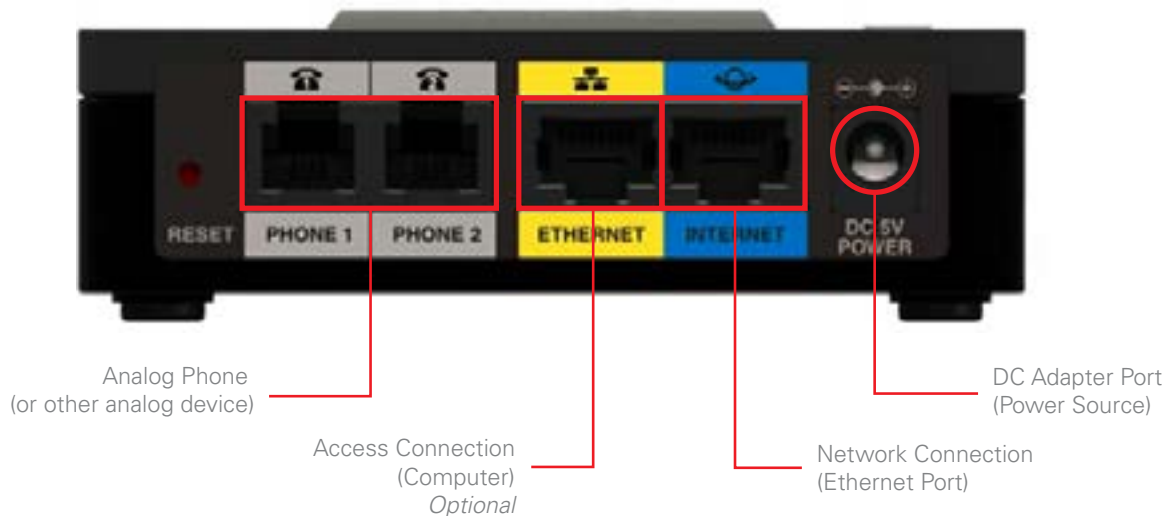
■ CAT5 Cable ■ Power Cord ■ Analog Telephone Cable

Helpful diagrams

Cisco Phone



Analog Telephone Adapter (ATA)



Your new Business VoIP features

Premium Line

Over 50 features, including:

- A telephone number
- Call forwarding
- Call redial
- Call history
- Caller ID (name & number)
- Call return
- 100 numbers on speed dial
- N-Way calling
- Inbound fax to email
- Fax support
- [Additional Details](#)

Premium Line with Unified Communications

All Premium Line features plus over 20 enhanced features, including:

- Instant messaging
- Desktop sharing
- Mobility app
- My Room with audio* & web conferencing
- Rich presence
- [Additional Details](#)

*Requires extra telephone number

Technical terms reference list

VoIP – Voice over Internet Protocol – Also referred to as IP Voice service – as opposed to traditional analog dial tone. VoIP connects over the Internet via a high-speed Internet router usually set up through your internal network (LAN).

HSI – High-Speed Internet – This may also be referred to as a digital subscriber line (DSL) or fiber broadband Internet connection.

PSTN – Public Switched Telephone Network – Refers to the international telephone system that uses copper wires to carry analog voice data. It consists of a collection of individual telephones that are hardwired to a public exchange.

ATA – Analog Telephone Adapter – A device for connecting traditional analog telephones and similar customer-premises devices to a digital telephone system or a VoIP network.

IP Phone – An approved phone that can be used with Business VoIP service. The device that we recommend and sell is the Cisco 6841 IP Phone that delivers business-grade audio; and, it is available for customers to rent or purchase as part of the Business VoIP solution.

WAP – Wireless Access Point – This may also be referred to as wireless access device or wireless router. It is a device that transmits a data signal. Common WAP brands are the Apple “Airport,” Linksys and Cisco – these provide customers with access to their local area network (LAN).

Where to go for additional help

For more information please visit our [Support Center](#) and click on the help link in the dashboard to access the following resource materials:

- Support documentation
- Online tutorials

For any questions pertaining to your Business VoIP service, please contact us at:

- 844-700-6875, Option 2

**Welcome to next-generation communication services
from CenturyLink!**