

CenturyLink Choice™ Home CenturyLink Choice™ Home Plus

INSTRUCTION GUIDE



Welcome

Click a feature to learn more.

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Any questions?

1 866-450-6152

centurylink.com/welcome

Choice Home / Choice Home Plus

Thank you for ordering one of our Choice Home packages that combines your home phone service and your choice of features. As a reminder, **the features you selected are listed on the order confirmation letter** included in this packet.

As you learn about your package features, or see another feature in this guide you'd like to try instead, remember that you can **change your selections any time** without an activation fee.

If you have the CenturyLink Choice Home 3-feature package and would like to add a couple more features, be sure to **ask us if it could save you money** to upgrade to CenturyLink Choice Home Plus. For only a few dollars more, the entire list of features becomes available for your package.

For easy reference, **keep this guide handy** near your phone, and listen for the friendly voice prompts as you use your features. Or you can find instructions online at centurylink.com/welcome. Also, please review any instructions for Voice Mail or telephone equipment you've purchased.

And remember, as a CenturyLink package customer, **you're now eligible for discounts** on other CenturyLink services, too. Just give us a call to hear about our current offers.

Call Waiting Features

Don't miss important calls while you're on the phone. Call Waiting features let you switch to the second call without losing the first one.

Choose one Call Waiting option:

► Call Waiting

Signal tone only

► Call Waiting ID**

Signal tone, plus Caller ID display that identifies the second caller

► Selective Call Waiting and Selective Call Waiting ID**

Alert you only when the second caller is someone on your privileged caller list

Add this feature to Call Waiting at no additional charge:

► Long Distance Alert®

A special ring and tone tell you when the call is long distance

** Must also select a Caller ID feature to enjoy full functionality of this feature.

- When you're on a call, and someone else is trying to reach you, (depending on your service) you'll hear a special Call Waiting tone, and you'll see the second caller's name on your Caller ID display. Only you will hear the signals.
- If you want to answer the second call, **(FLASH)** to answer. Press **(FLASH)** again to switch back.

To temporarily turn off Call Waiting so the call you're about to make doesn't get interrupted:

- Press **(*) (7) (0)** and listen for three brief tones, then a normal dial tone.
- Dial the number you wish to call. Anyone who tries to reach you during this call, even privileged Selective Call Waiting callers, will hear a busy announcement or be sent to your voice mail service. Call Waiting is restored automatically when you hang up.

To temporarily turn off Call Waiting during a call:

- Simply press **(FLASH)** to put your current call on hold, listen for a normal dial tone, then press **(*) (7) (0)**.
- Press **(FLASH)** again and resume your call without further interruption.

To temporarily turn off Call Waiting to keep your dial-up modem connection from being disrupted:

- Store **(*) (7) (0)** as part of your dial-up number, so that Call Waiting turns off automatically when you go online. Call Waiting will be restored automatically when you log off.

How to set up Selective Call Waiting and Selective Call Waiting ID

- Call the Update Center ([see Helpful Hints section](#)) to set up your list of privileged callers that can alert you during a call.
- Choose **Selective Call Waiting / ID** from the Menu and follow the prompts. You can enter up to 25 privileged telephone numbers (or area codes or area codes + prefixes).

Caller ID Features

Know who's calling before you pick up the phone. Return important calls when you have time, or simply ignore calls you don't want.

Choose one Caller ID option:

- ▶ Caller ID
- ▶ Caller ID with CenturyLink™ Security Screen®

Anonymous Call Rejection is automatically included with all Caller ID features.

About CenturyLink Security Screen:

Intercepts most blocked and unidentified calls before they even reach you. Callers have the option to enter a number or unblock their line if they want the call to go through. When you see the number they enter on your Caller ID display, then you can decide whether to answer or not.

Security Screen may not be available in all areas. Some caller information cannot be displayed. Unidentified callers are asked to enter a telephone number, and that number will be displayed by Security Screen.

- When someone calls, your Caller ID display shows the caller's listed name and number after the first complete ring.
- The name, number, date and time of most calls are automatically stored, even if you don't answer.
- UNKNOWN, UNAVAILABLE or OUT OF AREA indicate the call is from an area where Caller ID is not available.
- PRIVATE or ANONYMOUS means that caller has chosen to block his/her line. You can reject these calls with Security Screen (below) or Anonymous Call Rejection.

Turn on Anonymous Call Rejection to automatically reject calls from people who block their numbers:

- Press ***77**, then hang up. Your phone won't even ring if someone calls from a blocked line.
- Blocked callers hear a recording that tells them that you do not accept anonymous calls, and that they can get through on a per-call basis by dialing ***82** before placing the call.
- To turn off Anonymous Call Rejection, press ***87**.

How Caller ID with CenturyLink Security Screen works:

- When an unidentified caller enters a number, you'll hear two short rings.
- Your Caller ID display will show the unblocked number, or the number entered by the caller, and the person's name if it can be identified, or SECURITY SCREEN if not. Answer, or not, as you like.

You may choose to turn CenturyLink Security Screen on or off as needed. To turn the service on or off:

- Call the Update Center ([see Helpful Hints section](#)) and select Security Screen from the Menu.
- You'll hear whether Security Screen is currently on or off. Simply press **1** to change the status — that is, to turn the service off if it's currently on, or to turn it on if it's currently off. Recorded instructions will guide you.

Using CenturyLink Security Screen with other CenturyLink features

To allow anonymous callers to identify themselves with Security Screen, the Anonymous Call Rejection feature needs to be turned off. It will automatically be in the "off" mode when you purchase Security Screen. Security Screen special rings are not compatible with Custom Ringing and Long Distance Alert. If you have the Custom Ringing feature, Security Screen will still function, but with a traditional ring.

Call Forwarding Features

Don't miss calls when you go out — get them to follow you to your wireless phone or any other local or long-distance* number.

Choose any Call Forwarding option:

► Call Forwarding

Forward calls from your home to another number

► Selective Call Forwarding

Choose the specific callers you want to forward to a local, long-distance or wireless number. Use it for only those critical calls you don't want to miss.

► Call Following®

Allows you to set up or change call forwarding when you are away from home

* Long-distance charges will apply for calls forwarded from your home to a long-distance number.

How to use Call Forwarding



- Call ***72** from your home phone.
- When you hear the normal dial tone, dial the number you want your calls forwarded to.*
When the phone is answered, hang up.
- If the phone is busy, or no one answers, repeat the first two steps. You'll hear two quick tones.
- Call Forwarding is then activated. A short ring on your phone each time a call is forwarded reminds you Call Forwarding is on. You will not be able to answer calls at your home while Call Forwarding is on.
- To turn off Call Forwarding, press ***73**.

To set up Selective Call Forwarding — Enhanced

- These instructions are for Selective Call Forwarding — Enhanced. Refer to your order confirmation letter to determine which type of Selective Call Forwarding you have. Instructions for the non-enhanced version are enclosed on a separate sheet.
- Call the Update Center ([see Helpful Hints section](#)) and choose Selective Call Forwarding from the Main Menu.
- Press **1** to turn Selective Call Forwarding on, then follow the prompts to set up the phone numbers of calls you want to have forwarded. You can enter up to 25 local, long-distance or mobile numbers.*
- Calls that you have not chosen to forward will ring through as usual.
- To turn off or edit Selective Call Forwarding, call the Update Center again and follow the recorded instructions.

To set up Call Following

- Call the Update Center ([see Helpful Hints section](#)) and select Call Following from the Menu. Follow the prompts to set up the phone number* you want calls forwarded to. Please refer to the enclosed instruction sheet for complete instructions and restrictions. To turn off Call Following, call the Update Center again and follow the prompts.

IT IS VERY IMPORTANT that you set up Selective Call Forwarding and Call Following immediately to prevent others from improperly billing long-distance calls to your account.

WARNING — If you received a separate Instruction Sheet for Call Following or Selective Call Forwarding, our records indicate you have ordered this service. If you did not order either of these services, please contact us immediately. Otherwise, unauthorized parties could use your line, resulting in long-distance charges being added to your bill.

Three-Way Calling

Talk to two other people at the same time. Coordinate family plans or just get caught up with friends.

Custom Ringing

Know who the call is for without picking up the phone.

Last Call Return

The phone stops ringing before you reach it. Find out who called you last, and easily return the call if you choose.

To connect a second party to your current call:

- Press **FLASH** to put the first person on hold.
- At the normal dial tone, call the second person.
- Press **FLASH** again to connect all three of you.
- If there's no answer, press **FLASH** twice to cancel and keep talking to the first person.
- To hang up the second call, press **FLASH** again. The original call ends when the first person hangs up.

- When you order Custom Ringing, we will assign an additional number to your home.
- Each number has its own unique ring pattern, so that up to two people in your household can identify their calls from each other. It's perfect for roommates, teens or business calls.
- Each number can have its own listing in the Dex™ Directory as well, for an additional charge.
- If you also have Call Waiting, the alert tone is different for each Custom Ringing number too.
- Optional Custom Ringing service not compatible with CenturyLink™ Security Screen.®

- To find out the number of your last caller, press ***69**.

Blocked numbers are not available. If the returned call is long distance, long-distance charges will apply.

- If you want to return this call, simply press **1**.

Not all calls will be identified, and some calls may be identified but may not be able to be returned. If this feature is not included in a package, charges for the feature apply if the call is identified, even if it is not or cannot be returned.



Call Rejection

Why bother with calls you know you don't want? Now you can block those people from calling you, just by knowing their phone numbers.

CenturyLink 411™ Directory Assistance

Select Directory Assistance with your package and receive six free 411 Directory Assistance calls.

Line-Backer™

Repairs to your home inside telephone wire and jacks are handled by a skilled CenturyLink technician — at no extra cost to you.

To set up Call Rejection — Enhanced

- These instructions are for Call Rejection — Enhanced. Refer to your order confirmation letter to determine which type of Call Rejection you have. Instructions for the non-enhanced version are enclosed on a separate sheet.
- Call the Update Center ([see Helpful Hints section](#)) and choose Call Rejection from the Main Menu.
- Press **1** to turn Call Rejection on, then follow the prompts to set up the list of phone numbers you want to reject. You can enter up to 25 local, long-distance or mobile numbers. You can also add the last number that called you to your Call Rejection list, even if it's listed as "Private" on Caller ID.
- Calls from other numbers not on the list will ring through as usual.
- To turn off or edit Call Rejection, call the Update Center again and follow the recorded instructions.

- Simply dial **411** to locate a phone number and/or address quickly and easily.
- Directory Assistance operators can also search for a name and/or an address when you provide them with a phone number.
- Two requests can be made per Directory Assistance call.
- In addition to Local and National listings, information is available for Canada and Puerto Rico.
Six free calls are in addition to any state Directory Assistance free-call allowance.

- Your assurance of high-quality repair service, with a 30-day limited warranty.
- Provides trouble location to telephone equipment, simple inside telephone wire, the CenturyLink network and repair of your simple inside telephone wire and jacks providing CenturyLink telephone service and broadband Internet service.
- For service, just call 1 800-573-1311.
- For full details, refer to the terms and conditions sheet included in this information packet.

Voice Mail

Get all your messages, even when you're online or on the phone. Check them anywhere, anytime, from any touch-tone phone.

For more complete instructions, please refer to the Voice Mail Guide included in this package.

There are three easy ways to check your messages and access your mailbox:

- ▶ **From your home phone,** press ***98**.
- ▶ **From home or away,** call your home phone number, then press **7** when the greeting starts.
- ▶ **From home or away,** call your Retrieval Number.

Voice Mail Help
1 800-669-7676

(Voice Mail and *98 service may not be available in all areas.)

You must set up your mailbox first:

- 1 From your home phone, press ***98** or call your Retrieval Number (shown on the welcome letter you received in this package).
- 2 Create your own Password — 4 to 15 digits long.
- 3 Record a name to identify your Mailbox.

Now you can listen to messages

- Call your mailbox as shown at left. Messages will start to play automatically.
- **While you're listening...** move through your messages with the keypad commands shown in **green**.
- **After you listen to each message...** the **blue** commands are available. You must choose **7** to Erase, **9** to Save or **#** to Skip before the next message will play.
- The helpful keys on the bottom row are available at any time. Use Pound **#** to Skip over messages for others, and Star ***** to Back Up to the previous menu.
- Special Keys — During review, press **11** to rewind to the beginning of a message and **33** to fast-forward to the end. After listening to a message, return most local calls by dialing **88**. Call Return is free and is available for **most** local calls.

*** 9 8**

4 Choose a Greeting:

- 1 Standard Greeting with phone number
- 2 Standard Greeting with name
- 3 Record your own Personal Greeting, up to 3 minutes long



Helpful Hints

Any questions?
1 866-450-6152

centurylink.com/welcome

Calling the Update Center

Some features need to be activated through the Update Center before you can use them. The first time you call the Update Center to set up your security code, you must place the call from your home phone.

- Call ***78** from your home phone.
- You'll be asked for a four-digit security code. The first time you call, enter **1234**, then follow the prompts to set up your own security code.

For your protection, the temporary code expires in 30 days. If you do not set up your permanent code within that time, call us to have the temporary security code reset.

- Once you set up a code in the Update Center, you can use the same security code for all your features.
- After your security code is set, reach the Update Center either by calling ***78** from your home phone or 1 888-(Your Area Code)-8052[†] from any other phone.

[†] In Minnesota area codes 763 and 952, call 1 888-612-8052 to reach the Update Center. In Iowa area code 641, call 1 888-515-8052. In Arizona area code 928, call 1 888-520-8052. In Oregon area code 971, call 1 888-503-8052. In Oregon area code 458, call 1 888-541-8052.

Using the FLASH Command

When the instructions say FLASH, you can use either the Flash key on your phone, or you can quickly press and release the switchhook instead — that's the receiver or "hang up" button. Make sure you hear three short tones, followed by a continuous dial tone before proceeding to the next step.



FLASH key =
Switchhook Button



Quick Reference

Your CenturyLink calling features are easy to use with these simple commands and your touch-tone phone. If you have a rotary phone, dial ①① instead of *.

Anonymous Call Rejection

Call Forwarding

Call Following

Call Rejection — Enhanced

Call Rejection

Call Waiting

Last Call Return

Selective Call Forwarding — Enhanced

Selective Call Forwarding

Three-Way Calling

Voice Mail Service Easy Access

Security Screen

Selective Call Waiting

Activate

* 7 7

* 7 2

* 7 8

* 7 8

* 6 0

FLASH

* 6 9

* 7 8

* 6 3

FLASH

* 9 8

* 7 8

* 7 8

Deactivate

* 8 7

* 7 3

* 7 8

* 7 8

* 8 0

* 7 0

* 8 9

* 7 8

* 8 3

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* 7 8

* 7 8

Any questions?

Call 1 866-450-6152

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