

# PopularChoice™

INSTRUCTION GUIDE



CenturyLink™

# Welcome

Now for the first time — **your phone line, plus our 10 most popular features** in one package, including Security Screen and Voice Messaging Service. Everything you use most, including your phone line, for one low monthly price. What could be simpler?

But, that's not all. As a PopularChoice customer, you're now eligible for **discounts on other CenturyLink services**. Call us to see what offers are currently available.

And, your PopularChoice status allows you to change your package features at any time without an activation fee.

Please take a moment to look over this Instruction Guide and get to know your PopularChoice features. In fact, you'll probably want to keep this guide and Quick Reference chart handy near your phone. Friendly voice prompts will also help you along while you're on the phone. And, don't forget to review the additional instructions for Voice Messaging or for any equipment you've purchased.

You can find more instructions in your White Pages directory or online at [centurylink.com](http://centurylink.com).

## Any questions?

# 1 800-244-1111

[centurylink.com](http://centurylink.com)

## How to use this guide

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



## Call Waiting

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.

### ► Call Waiting

signal tone only

### ► Call Waiting ID

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

### ► Talking Call Waiting

hear tone and name of caller

### ► Call Waiting Deluxe with the CenturyLink Receptionist phone

### ► Long Distance Alert™

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

- 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:

- 1 Press **\*70** and listen for three brief tones, then a normal dial tone.
- 2 Dial the number you wish to call. Call Waiting will be restored automatically when you hang up.

### To temporarily turn off Call Waiting with a call in progress:

- 1 Simply press **FLASH** to put your call on hold, listen for a normal dial tone, then press **\*70**.
- 2 Press **FLASH** again and resume your call without further interruption.

### To temporarily turn off Call Waiting to keep your modem connection from being disrupted:

- Store **\*70** 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.

### Call Waiting Deluxe is designed especially for your Receptionist phone

When you're on a call, and you hear the Call Waiting Deluxe tone (slightly different than the regular Call Waiting tone), the display on your phone will show the name and number of the incoming caller. With the unique features of the Receptionist phone, you can press an onscreen button to:

- Send the caller directly to Voice Mail.
- Send the caller a message to please hold.
- Add a new call in with your existing call.
- Switch back and forth between calls.
- End a current call and accept a new call.

Remember, to activate all of your Receptionist phone services, including Call Waiting Deluxe, you need to call 1 800-332-3487 from your Receptionist phone. Please refer to the instructions included with the phone for further details.

## Caller ID

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.

- When someone calls, the display shows the caller's 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:

- To turn on Anonymous Call Rejection, 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**.

## Security Screen®

Intercept blocked and unidentified calls before they even reach you. Callers are required to enter a number or unblock their line if they want the call to go through. When you see the number entered on your Caller ID unit, then YOU can decide whether to answer or not.

(Security Screen may not be available in all areas.)

**For further assistance using Security Screen please call 1 800-770-2513.**

- 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. Otherwise, you'll see SECURITY SCREEN instead of a name. Answer, or not, as you like.

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

- 1 Call the CenturyLink Update Center at **\*78** from your home phone or 1-888-(Your Area Code)-8052.<sup>†</sup>
- 2 Enter your security code. The first time, enter **1234**, then follow the prompts to set your own code.
- 3 Select Security Screen and 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 is now ON, or to turn it ON if it is now OFF. Recorded instructions will guide you.

### Using Security Screen with other CenturyLink features

To allow anonymous callers to identify themselves with Security Screen, you'll need to turn off the Anonymous Call Rejection feature. Just press **\*87**. Last Call Return **\*69** will not work if the last caller used Security Screen to enter a number. Custom Ringing will override the two short rings. Security Screen will still function, but with a traditional ring.

## 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.

\* 6 0

- To block unwanted calls, press \*60 and follow the instructions to enter the phone numbers of callers you want to reject. Up to 15 numbers can be stored.
- When an "unwanted caller" tries to call, a recorded message says that you are not accepting calls.
- If you don't know an "unwanted caller's" number, you can include them on your Call Rejection list right after hanging up from their call. Simply press \*60.
- To temporarily deactivate Call Rejection, press \*80.

## Non-Listed Service

Limit who knows your phone number and directory information.

Your listing will not appear in the phone book or on marketing lists, but will still be available through directory assistance.

## Three-Way Calling

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

### To connect a second party to your current call:

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

## Continuous Redial

No time to try back after a busy signal? Let your phone do the work automatically.

\* 6 6

- 1 When you get a busy signal, hang up, then press \*66.
- 2 Hang up again. Continuous Redial will continue dialing the number for up to 30 minutes.
- 3 A special ring tells you when the line is no longer busy. Simply pick up the phone to connect.
- 4 You can activate Continuous Redial on up to 15 numbers at the same time. Works with most local and some long distance numbers.
- 5 To cancel press \*86.

## Last Call Return

The phone stops ringing before you reach it. Find out who called, then automatically redial the number.

\* 6 9

- 1 To find out the number of your last caller, press \*69. (Blocked numbers are not available.)
- 2 If you want to return this call, simply press 1.

Blocked numbers are not available. Not all calls will be identified, and some calls may be identified but may not be able to be returned. If the returned call is long distance, long-distance charges will apply.

## Call Forwarding

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.

\* 7 2

- 1 Press \*72. At the normal dial tone, dial the number you want your calls forwarded to.
- 2 When the phone is answered, hang up.
- 3 If the phone is busy, or no one answers, repeat the first two steps. You'll hear two quick tones.
- 4 Call Forwarding is then activated. A short ring on your phone each time a call is forwarded reminds you Call Forwarding is on.
- 5 To cancel, press \*73.

## Voice Mail Service

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

There are 3 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**

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

**\* 9 8**

### 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.
- These helpful keys on the bottom row are everyone's favorites, and are available at any time. Use Pound **#** to Skip over messages for others, and Star **\*** to Back Up to the previous menu.

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.



## Quick Reference

Your PopularChoice 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

#### Activate

(\* 7 7)

#### Deactivate

(\* 8 7)

### Call Forwarding

(\* 7 2)

(\* 7 3)

### Call Rejection

(\* 6 0)

(\* 8 0)

### Call Waiting

FLASH

(\* 7 0)

### Continuous Redial

(\* 6 6)

(\* 8 6)

### Last Call Return

(\* 6 9)

(\* 8 9)

### Three Way Calling

FLASH

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### Voice Messaging Service Easy Access

(\* 9 8)

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## Any Questions

# Call 1 800-244-1111

[centurylink.com](http://centurylink.com)

† 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.

Offer valid for residential customers only. Prices and package components subject to change. Price does not include other charges such as CALC, zone increment, EAS or taxes or regulatory surcharges. Caller ID and Security Screen services require compatible display equipment or a compatible telephone such as the Receptionist. The display unit shows the listed name and number of the phone line your caller is using. Not all numbers and/or names will be displayed or logged. Not all calls may be blocked. Touch-tone phone required to access Voice Mail. Long-distance charges may apply for customers who access their service from outside local calling area. Last Call Return cannot be used with Security Screen service. Special Security Screen ringing feature will not operate if you have optional Custom Ringing service. Offer valid for residential customers only. Other limitations and restrictions apply. Some services not available in all areas. Ask your CenturyLink Service Representative for details. Pay per use features such as Last Call Return, Continuous Redial and Three-Way Calling are available on a pay per use basis (if applicable) without the purchase of a Line Feature Package.

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