Message Manager service from CenturyLink adds more fun and functionality to your online experience. Now you can use your computer to see who called you, to place a call, manage your contact list, and review your voice messages and have them delivered to your email. Set preferences however you like. You’ll wonder how you ever lived without Message Manager.

And, when you’re away from home — at work or on vacation — you can log in from another computer and view your home phone activity, listen to and manage your home Voice Mail, access your contact list and more. (See back page for restrictions.)

Best of all, Message Manager is available at no additional charge with your CenturyLink home phone with Caller ID.*

* Voice Mail and Caller ID are required for full Message Manager functionality.

Message Manager System Requirements

- A computer with one of the following browsers: Internet Explorer 7.0 and above; Firefox 3.0 and above; Google Chrome 4.0 and above; and Safari 3.0 and above.
- A computer that supports one of the above browsers and has the sound card, speakers and software that can play audio files such as Windows Media Player or Apple QuickTime
- A CenturyLink MyAccount or MyCenturyLink user ID and password (q.com, msn.com or hotmail.com email address, or MyCenturyLink ID)
- High speed Internet connectivity. CenturyLink DSL with 1.5 Mbps or higher is recommended

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Look for this symbol throughout this guide and online for tips and information.

Let’s get started:
• Go to http://messagemanager.centurylink.com.
• Sign in with your CenturyLink MyAccount or MyCenturyLink user ID and password.

If you don’t already have a CenturyLink MyAccount user ID and password, go to qwest.centurylink.com/myaccount to sign up.
The picture below shows an example of the Message Manager homepage. The homepage provides links to other tabs.

**The Home tab**
The Home tab provides you with a quick overview of the new calls and Voice Mail messages. From here you can also place a call via the Quick Dial gadget, access additional tabs or review additional information to help you use Message Manager to its fullest extent.

**Quick Dial Gadget**
The Quick Dial gadget conveniently allows you to use your computer to initiate a call on your home phone line.

**Voice Mail tab**
The real powerhouse of Message Manager! Listen to and manage Voice Mail messages from your computer.

**Contacts tab**
Manage your Contacts here. The names you enter on your contact list will be displayed in Call Logs and Voice Mail logs.

**Call Logs tab**
See who called your home phone, and if they’ve left a message.

**Preferences Tab**
Specify how call notifications are handled, adjust the functions of your Voice Mail service and other CenturyLink calling features, and set up a list of email addresses for Voice Mail and call log notifications.
Quick Dial Gadget

- Place phone calls from your home phone using your computer.
- Use Quick Dial from contacts for speed dialing those you call most often.

To place a phone call from your home phone via Message Manager

- Go to the Quick Dial gadget and enter the number you wish to call.
- You’ll see a status message that informs you that you are placing a call.
- Your home phone will ring. Pick it up and dial 1 when instructed to place the call. If you initiated this call by mistake, simply hang up; the call will not go through.

To place a call from your contacts

- From your Contact list, select the contact and click on Call.
- Your home phone will ring. Pick it up and dial 1 when instructed to place the call. If you initiated this call by mistake, simply hang up; the call will not go through.
See who has left a Voice Mail message and listen to it on your computer

- The Voice Mail tab shows the messages that have been left on your home phone.
- Voice messages you have not heard yet are shown in **bold type**.
- An audio copy of the message can be sent as an attachment to your email. You can manage email notifications for your Voice Mail in the Preferences tab.

To listen to your Voice Mail messages on your computer

- When a message is left on your home phone, the Voice Mail tab will display the voice message.
- Unheard voice messages are **bold**. Urgent messages are highlighted with a red ! symbol.
- Click the Play button. Make sure your speakers are on and not on mute.
- Control the volume with the speaker slider.

After listening to each message, you have several options

- Choose Delete from Phone to erase the message from your home Voice Mail and Message Manager portal.
- If you set up forwarding of your voice messages to your email, those messages will remain in your email even if you delete them here.
Call Logs

View the calling activity on your home phone from your computer, no matter where you are.

- View Caller ID information for calls received and placed on your home phone line.
- If the caller's number matches one in your contact list, your contacts will be used for displaying the name for that caller.
- You can manage Call Log events email notifications in the Preferences tab.
- See the Message Manager Email Notification Options section on page 7 for details.
In addition to using the Message Manager, you can choose to send copies of your Voice Mail messages and Call Records to up to five different email addresses, such as the one at your office, an address you use while traveling, or to another family member.

**First, set up the email address(es) you want to use**

- Using your Message Manager account, go to Email Notification Options on the Preferences tab to create a list of email address(es). Select the type of notifications you would like to receive and click on **Apply**.

- If at any time you’d rather not receive messages in your email, just return to Email Notification Options, and remove the address(es) from your list. Or, you can click the Remove link included in each email message.

- Call Logs and/or Voice Mail messages will arrive in your other email, listed with your regular messages according to date and time.

- The actual voice message will be attached as an audio .wav file. Open the attachment and listen to it however you normally would.

- Each Voice Mail message will include a link to Delete Message from Phone. Please note that clicking on that link will not delete the email message and the attached .wav file from your email.

- When you choose Delete Message from Phone, it also clears the message waiting indication (stutter dial tone) from your home phone Voice Mail.

**Handling your voice messages through email is one of the handiest ways to use Message Manager! Set up folders to save them, forward messages to friends and family, and delete voice messages from your phone — all from your computer.**
Voice Mail Options

- Customize the features of your Voice Mail service yourself.
- Set up message notifications and Group Distribution lists online.

Use this tab to modify how your Voice Mail service works on your home phone. Click the box in front of the feature(s) you want to turn on and click on Apply to complete your choice.

- **Skip Password** takes you directly to your messages, without entering a password first. You can only skip your password when you’re calling to check messages from your home phone.
- **Auto Play** starts playing messages immediately, without requiring you to press 1 to listen.
- **Message Waiting Indicator** plays the “stutter” dial tone when you have a message.
- **Welcome Chimes** is the “ding-dong” that callers hear when they reach your Voice Mail.
- **Play Date & Time** announces when each message is received.
- **Short Prompts** lets you shorten the instructions Voice Mail gives you.

Refer to your Voice Mail user guide for more information about these features.
Phone Settings for other CenturyLink features

- Conveniently manage some of the popular calling features through your computer.
- Set up your Call Following, Call Rejection, Selective Call Forwarding and more.

Make sure you click on the Apply button at the bottom when you are finished making your changes.
## Message Manager Troubleshooting

### Can’t login to Message Manager
- Make sure you are using your CenturyLink MyAccount or MyCenturyLink ID to log in to Message Manager.
- You must be using a computer with a compatible browser.
  - Internet Explorer 7.0 and above
  - Firefox 3.0 and above
  - Google Chrome 4.0 and above
  - Safari 3.0 and above.
- Your service may not be activated yet. Message Manager should be available between 7:00 p.m. and 11:00 p.m. on the next business day after your order is placed.

### Contacts missing or information not current
- Refresh your browser or log out and in again.

### Can’t hear message
- Make sure speakers are turned on, or headphones plugged in and volume is high enough to hear.

### Voice Mail and/or Call Logs don’t show
- Go to the Email Notification Options in Preferences tab, and make sure that “Send Voice Mail attachments to above email addresses” and “Send notifications of each missed, incoming, and outgoing call to above email addresses” are checked.
- Your junk mail filter may be blocking the messages. Add MessageManager@centurylink.com to your safe senders list.
- Your email provider, email software or security software could be blocking the messages. Contact your provider directly for help.

Review Frequently Asked Questions at centurylink.com/messagemanager
For more help with Message Manager, call 1 888-777-9569