

Administrator Guide

911 Information

911 Emergency Service Advisory

Prior to making any changes to 911 addresses
please review the following link.

<http://www.centurylink.com/legal/HVIQSIP/911advisory.pdf>

CenturyLink Repair

For assistance with an address change request that will not process
correctly, please contact CenturyLink Repair at 877-878-7543.

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Administrator Portal

This guide covers your administration of 911 Configuration with CenturyLink® VoIP services.

NOTE: For an address change for **more than 180 days** please reach out to your account rep to place a permanent change request. Please note this could take up to 30 days to process. It is also recommended that you make the address change immediately in the portal as the portal change takes place within 48 hours. Notifying your account rep will process the permanent change within 30 days.

OR

If the address change is for **less than 180 days**, please follow the below instructions to make 911 address changes.

Administrator Portal Login

URL: <https://centurylink.com/voip>. Enter your **Administrator** User ID/Password to access Admin functionality within the portal. You should have received your Administrator login details via email, and it would look similar to the following:

Administrator Portal URL: centurylink.com/voip
User Id: adminlogin here
Password: adminpassword here



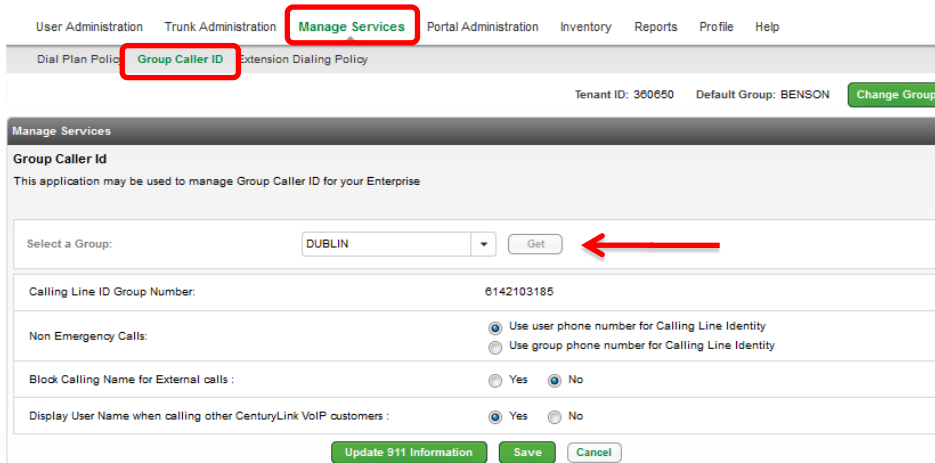
LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. This is your current 911 Address. 911 emergency services will be routed to this 911 address only. If you desire to temporarily move your service and use it at a location DIFFERENT from your current 911 address, you must submit your new 911 address below or contact CenturyLink at 1-877-726-6875 and obtain CenturyLink's approval. You will immediately receive a message indicating whether CenturyLink can accept or reject your proposed address. Requests to modify your 911 address usually take approximately 15 minutes from when the request was submitted, but in rare cases can take up to 2 business days. Requests for a future change of your 911 address usually take approximately 15 minutes from the scheduled change date and time, but in rare cases can take up to 2 business days. Any 911 calls made prior to a confirmed change of your 911 address will route emergency services to your current address, not your proposed address. CenturyLink will e-mail you at your email address of record when 911 service is available at the new, approved address. (If your request is for a permanent move, you must contact your sales representative for a change of location order, and this may take more than 30 days. Contact CenturyLink for details.) **NOT ALL ADDRESS**

CHANGES CAN BE APPROVED. CenturyLink will only approve addresses where 911 services can be provided. Failure to obtain approval is prohibited by the Terms and Conditions of IP Voice and constitutes a misuse of the service. Such misuse will route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service.

Group Caller ID

Group Call ID allows you to determine and manage on outbound calls, whether each individual's personal 10-digit phone number is out pulsed to the calling party, or if, as an example, your company's main number is presented to the caller.

1. Click **Manage Services** from the main menu.
2. Click **Group Caller ID** from the sub menu.
3. If you have multiple Groups, from the **Group** drop down list, select the Group you want to manage.
4. Click the **Get** button.



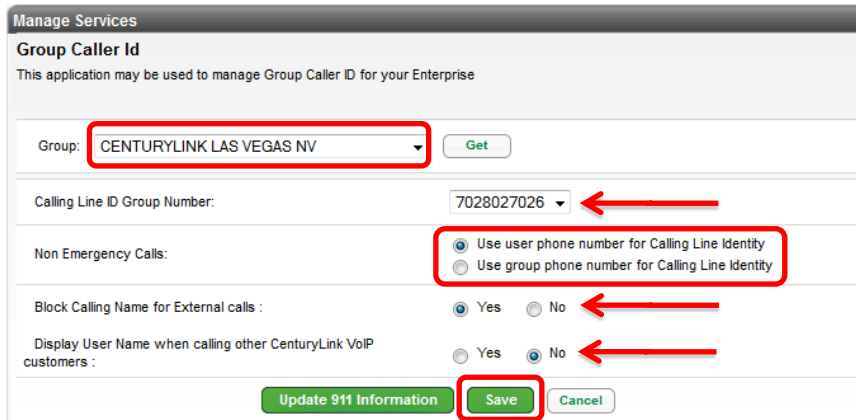
The screenshot shows the CenturyLink web interface. At the top, there is a navigation menu with items: User Administration, Trunk Administration, **Manage Services** (highlighted in red), Portal Administration, Inventory, Reports, Profile, and Help. Below this is a sub-menu with items: Dial Plan Policy, **Group Caller ID** (highlighted in red), and Extension Dialing Policy. The main content area is titled 'Manage Services' and 'Group Caller Id'. It contains a form with the following fields and options:

- Select a Group: DUBLIN (dropdown menu) and a **Get** button (highlighted with a red arrow).
- Calling Line ID Group Number: 0142103185
- Non Emergency Calls: Use user phone number for Calling Line Identity, Use group phone number for Calling Line Identity
- Block Calling Name for External calls: Yes, No
- Display User Name when calling other CenturyLink VoIP customers: Yes, No

At the bottom of the form are three buttons: Update 911 Information, Save, and Cancel.

5. **Group Caller ID** information will be displayed for that **Group**.
6. From the **Calling Line ID Group Number** drop down list, select the number from that group that you want to send for outbound caller ID for the entire group.
***Note:** If the number you want to change the Calling Line ID Group Number to is being ported, this field will NOT be editable until after the port is complete, 911 is registered, and all ported numbers are marked as active in our system. This could take up to 24 hours after the port, to become available.*
7. For non-emergency calls, select the radio button for the option you prefer, the **Group Calling Line ID** or **User Phone Number**.
8. Choose to block or not block **Calling Name for External** calls by selecting the **Yes** or **No** radio button.
9. If you do not want the User Name to appear for inbound caller ID for other CenturyLink VoIP customers, click the **No** radio button.

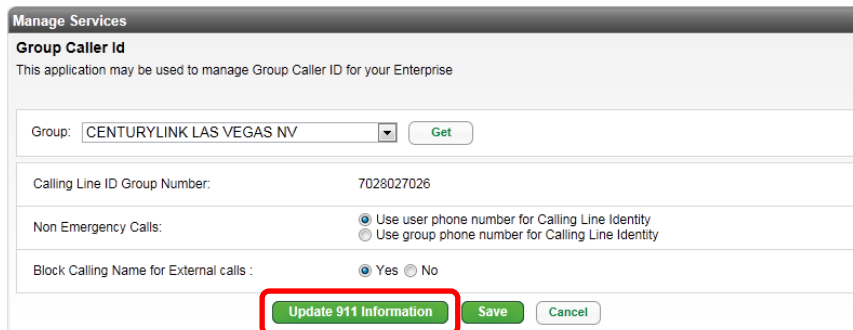
10. Click the **Save** button.



The screenshot shows the 'Manage Services' interface for 'Group Caller Id'. The form includes the following fields and controls:

- Group:** A dropdown menu set to 'CENTURYLINK LAS VEGAS NV', highlighted with a red box.
- Calling Line ID Group Number:** A dropdown menu set to '7028027026', with a red arrow pointing to it.
- Non Emergency Calls:** Two radio buttons: 'Use user phone number for Calling Line Identity' (selected) and 'Use group phone number for Calling Line Identity'. The selected option is highlighted with a red box.
- Block Calling Name for External calls:** Two radio buttons: 'Yes' (selected) and 'No'. A red arrow points to the 'No' option.
- Display User Name when calling other CenturyLink VoIP customers:** Two radio buttons: 'Yes' and 'No' (selected). A red arrow points to the 'No' option.
- Buttons:** 'Update 911 Information', 'Save' (highlighted with a red box), and 'Cancel'.

11. The address registered for the **Group Number** is based on the **Base Location** address.
12. If the Group Number is assigned to an individual user that is mobile, the temporary address location can be registered with 911 through Manage Services, Group Caller ID.
13. Click the **Update 911 Information** button.



This screenshot shows the same 'Manage Services' interface as above, but with the 'Update 911 Information' button highlighted with a red box.

14. Click the **Change Current Location** drop down list to choose **Manage My Locations**, **Select Location**, or **Add New Location**.
15. Select Add New Location.

Home | Call Logs | Call Features | Voice Mail | Contacts | Profile & Settings | Help

Profile | Settings | 911 Location

Profile & Settings

Current Location: Base Location
4650 LAKEHURST CT
Dublin, OH 43016

WARNING LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS TO 911 SERVICES. This is your current 911 Address. 911 emergency services will be routed to this 911 address only. If you desire to temporarily move your service and use it at a location DIFFERENT from your current 911 address, you must submit your new 911 address below or contact CenturyLink at 1-877-878-7543 and obtain CenturyLink™'s approval. You will immediately receive a message indicating whether CenturyLink can accept or reject your proposed address. Requests to modify your 911 address may take approximately 15 minutes from when the request was submitted. Requests for a future change of your 911 address may take approximately 15 minutes from the scheduled change date and time. Any 911 calls made prior to a confirmed change of your 911 address will route emergency services to your current address, not your proposed address. CenturyLink will e-mail you at your email address of record when 911 service is available at the new, approved address. (If your request is for a permanent move, you must contact your sales representative for a change of location order and this may take more than 30 days. Contact CenturyLink for details.) **NOT ALL ADDRESS CHANGES CAN BE APPROVED.** CenturyLink will only approve addresses where 911 services can be provided. Failure to obtain approval is prohibited by the Terms and Conditions of IP Voice and constitutes a misuse of the service. Such misuse will route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service. (... Show Less)

Scheduled Change: (none)

Change Current Location

My Current Location is: Select Location

Save

Base Location
4650 LAKEHURST CT
Dublin, OH 43016

Current Location
4650 LAKEHURST CT
Dublin, OH 43016

911 Conditions, Information, or to Change Your 911 Location

VoiceMail Retrieval Numbers
720-857-7467
855-540-6245

Escape to Operator Number
614-356-9461

16. Enter the **Location Name**.
17. Enter the **Address** for that location.
18. Click the **Save** button.

Profile & Settings

Current Location: Base Location
4650 LAKEHURST CT
Dublin, OH 43016

WARNING LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS TO 911 SERVICES. This is your current 911 Address. 911 emergency services will be routed to this 911 address only. If you desire to temporarily move your service and use it at a location DIFFERENT from your current 911 address, you must submit your new 911 address below or contact CenturyLink at 1-877-878-7543 and obtain CenturyLink™'s approval. You will immediately receive a message indicating whether CenturyLink can accept or reject your proposed address. Requests to modify your 911 address may take approximately 15 minutes from when the request was submitted. Requests for a future change of your 911 address may take approximately 15 minutes from the scheduled change date and time. Any 911 calls made prior to a confirmed change of your 911 address will route emergency services to your current address, not your proposed address. CenturyLink will e-mail you at your email address of record when 911 service is available at the new, approved address. (If your request is for a permanent move, you must contact your sales representative for a change of location order and this may take more than 30 days. Contact CenturyLink for details.) **NOT ALL ADDRESS CHANGES CAN BE APPROVED.** CenturyLink will only approve addresses where 911 services can be provided. Failure to obtain approval is prohibited by the Terms and Conditions of IP Voice and constitutes a misuse of the service. Such misuse will route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service. (... Show Less)

Scheduled Change: (none)

Manage My Locations

Location: Add New Location

You currently have the ability to temporarily move your service to any of the locations in the 'Location' list above. To add a new location to this list, enter a location name of your choosing and the 911 address, then click Save:

Location Name:

Address:

City, State, ZIP:

Save Cancel

19. Confirm that the address was input correctly.
20. Click the **OK** button.
21. Your new location is now an option within your “My Current Location” list.

Profile & Settings

Current Location: Base Location
4650 LAKEHURST CT
Dublin, OH 43016

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Scheduled Change: (none)

You are about to add a new location to your list of 911 locations. You have named the location:
Denver 931

You have provided the following 911 address for this location:
931 14th St
Denver, CO 80202

Is this correct?

Changing your 911 Location

Once you have added a new location to your **911 Location List**, you will then want to update your location in the 911 system.

1. Click **911 Location** from the **Profile & Settings** sub menu
2. Click **Change Current Location** from the first drop-down list.
3. Select the location you want to change to in the **My Current Location Is** drop down list.
4. Click the **Save** button.

Profile & Settings

Current Location: Base Location
4650 LAKEHURST CT
Dublin, OH 43016

WARNING LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. This is your current 911 Address. 911 emergency services will be routed to this 911 address only. If you desire to temporarily move your service and use it at a location DIFFERENT from your current 911 address, you must submit your new 911 address below or contact CenturyLink at 1-877-878-7543 and obtain CenturyLink™'s approval. You will immediately receive a message indicating whether CenturyLink can accept or reject your proposed address. Requests to modify your 911 address may take approximately 15 minutes from when the request was submitted. Requests for a future change of your 911 address may take approximately 15 minutes from the scheduled change date and time. Any 911 calls made prior to a confirmed change of your 911 address will route emergency services to your current address, not your proposed address. CenturyLink will e-mail you at your email address of record when 911 service is available at the new, approved address. (If your request is for a permanent move, you must contact your sales representative for a change of location order and this may take more than 30 days. Contact CenturyLink for details.) NOT ALL ADDRESS CHANGES CAN BE APPROVED. CenturyLink will only approve addresses where 911 services can be provided. Failure to obtain approval is prohibited by the Terms and Conditions of IP Voice and constitutes a misuse of the service. Such misuse will route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service. (... Show Less)

Scheduled Change: (none)

Change Current Location :
My Current Location Is: - Select Location -
Base Location
Denver 931

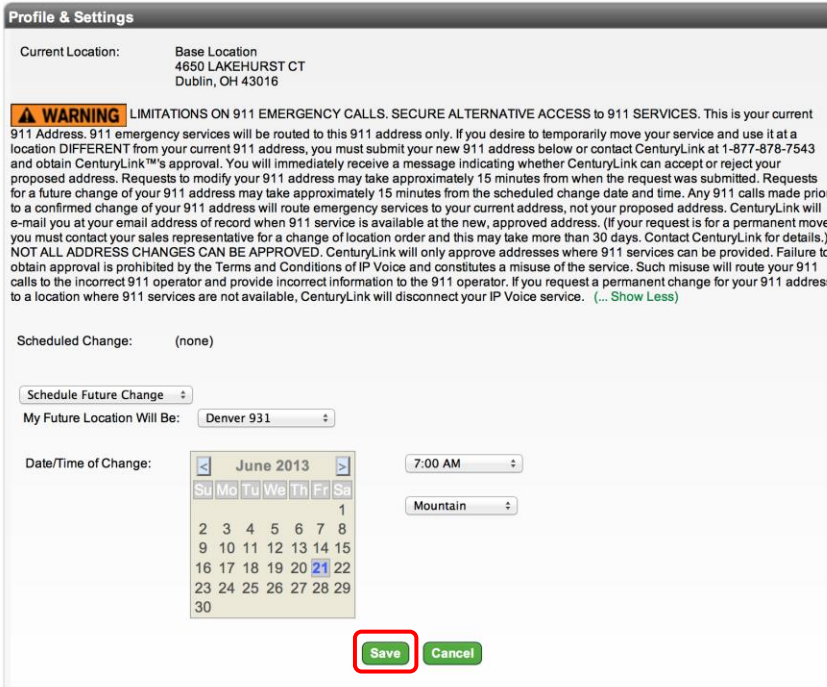
5. Your location will be submitted for registration. You will receive and email that your order was placed and an email when your order is completed, as well as your address has been changed.
6. Remember, when you return to your base location, you will need to log back into the portal and register the 911 information again to reflect your **Base Location**.
7. Your **Base** and **Current Location** can always be reviewed on the right-hand side of your portal.

NOTE: Your **Base Location** can only be changed by submitting a request to your Account Representative. The **Current Location** can be used for temporary address changes.

Scheduling a 911 Location Change

You can schedule a future 911 Location change. Keep in mind that you can only schedule one change at a time, and if you try to add a schedule when one is already present, it will override the existing one.

1. Click **911 Location** from the Profile & Settings sub menu.
2. Click **Schedule Future Change** from the first drop down list.
3. Select the location under the **My Future Location Will Be** drop down list.
4. Select the **Date** you would like the change to take effect from the **Calendar**.
5. Select the **Time** and **Time Zone** you would like the change to take effect.
6. Click the **Save** button.



Profile & Settings

Current Location: Base Location
4650 LAKEHURST CT
Dublin, OH 43016

WARNING LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. This is your current 911 Address. 911 emergency services will be routed to this 911 address only. If you desire to temporarily move your service and use it at a location DIFFERENT from your current 911 address, you must submit your new 911 address below or contact CenturyLink at 1-877-878-7543 and obtain CenturyLink™'s approval. You will immediately receive a message indicating whether CenturyLink can accept or reject your proposed address. Requests to modify your 911 address may take approximately 15 minutes from when the request was submitted. Requests for a future change of your 911 address may take approximately 15 minutes from the scheduled change date and time. Any 911 calls made prior to a confirmed change of your 911 address will route emergency services to your current address, not your proposed address. CenturyLink will e-mail you at your email address of record when 911 service is available at the new, approved address. (If your request is for a permanent move, you must contact your sales representative for a change of location order and this may take more than 30 days. Contact CenturyLink for details.) NOT ALL ADDRESS CHANGES CAN BE APPROVED. CenturyLink will only approve addresses where 911 services can be provided. Failure to obtain approval is prohibited by the Terms and Conditions of IP Voice and constitutes a misuse of the service. Such misuse will route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service. (... Show Less)

Scheduled Change: (none)

Schedule Future Change ▾

My Future Location Will Be: Denver 931 ▾

Date/Time of Change:

June 2013						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

7:00 AM ▾

Mountain ▾

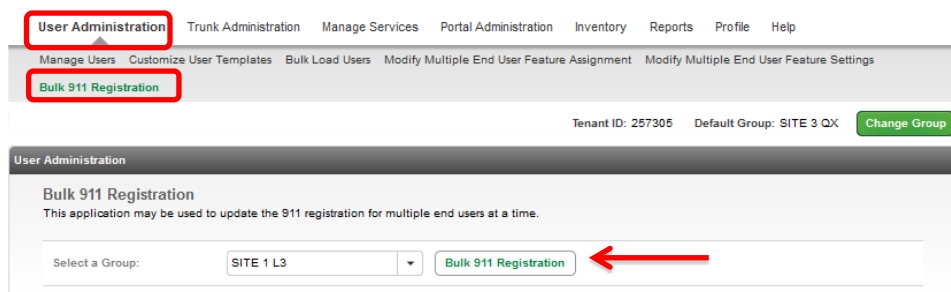
Save **Cancel**

7. Your location change has now been scheduled.
8. You will receive an email confirming your scheduled registration change.
9. Approximately 15 minutes prior to your requested change date/time, you will receive another email stating your order has completed and that the new address has been registered.
10. Remember, when you return to your base location, you will need to log back into the portal and register the 911 information again to reflect your **Base Location**.
11. Or submit a **Schedule Future Change** to coincide with your return to your Base Location.

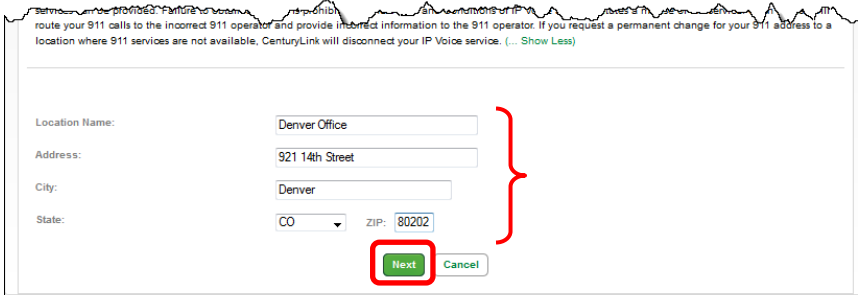
Bulk 911 Registration

Use **Bulk 911 Registration** to change the registered 911 address for multiple users within a Group.

1. Click on **User Administration** from the main menu.
2. Click on **Bulk 911 Registration** from the sub menu.
3. If you have multiple **Groups** in your organization, click the **Group** you want to modify from the drop-down list and click the **Bulk 911 Registration** button.



4. At the bottom of the Bulk 911 – Add Location Screen, enter the **Location Name**, **Address**, **City**, **State** and **Zip Code** for your change.
5. Click the **Next** button.



Location Name:

Address:

City:

State: ZIP:

6. Your address will be validated, and if successful, you will receive an address confirmation success notification.
7. Enter an **Address 2** option such as floor, cube, etc., if required.
8. Click the **Next** button.

route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service. (... Show Less)

The address has been confirmed.
 Additional information may be entered in Address 2 field.

Address: 921 14th St
 Address 2:
Address 2 is limited to 20 characters.
 City, State, ZIP: Denver, CO 80202

9. Use the **Search** option to narrow your search criteria.
10. From the **Search Results and End Users** field, drag and drop the user(s) for which you wish to modify this feature (you can also select them while holding down the Control button on your keyboard and then click the right arrow in the middle of the columns), to the **Add Users To** field.
11. Click the **Save** button.

User Administration

Group: SITE 1 L3

Bulk 911 Registration - Select Users

Search End Users

Full or partial search queries are OK. Wild card searches are not supported.

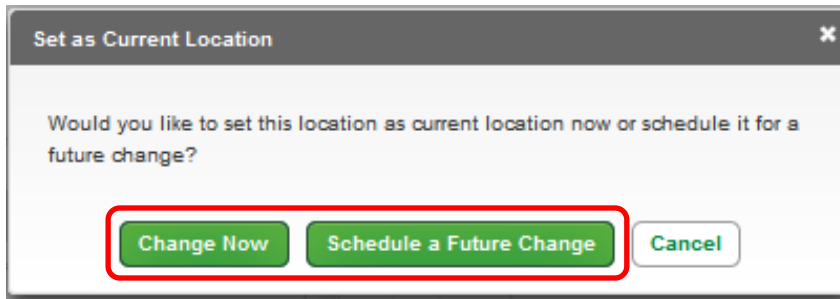
Find: that includes

Note: Up to 25 End Users may be selected.

Search Results and End Users		Add Users to
Upgrade4, Poly4 (p2086041436@scrum0526.com)	<input type="button" value="←"/> <input type="button" value="→"/> <input type="button" value="↔"/>	Upgrade5, Poly5 (p2086041436@scrum0526.com)
Upgrade8, Poly8 (p2086041438@scrum0526.com)		testing, guestpin (pintesting@scrum0526.com)
Upgrade9, Poly9 (p2086041439@scrum0526.com)		
US, escape (escapeUS@scrum0526.com)		
usr, mytest (mytestusr@scrum0526.com)		
usr, newbas (newbasusr@scrum0526.com)		
usr, pintest (pintestusr@scrum0526.com)		
usr, tmowabulk (tmowabulk@scrum0526.com)		

Drag and Drop

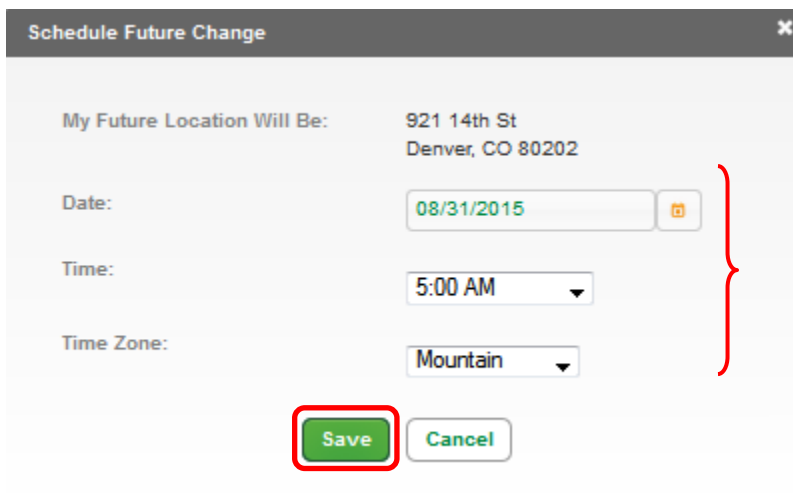
12. To process your 911 Registration changes immediately, click the **Change Now** button.
13. 911 Registration changes will happen in approximately 15 minutes to all users identified, and all users identified will receive an email notification of the change.
14. To schedule your registration change, click the **Schedule a Future Change** button.



Set as Current Location

Would you like to set this location as current location now or schedule it for a future change?

15. The **Future Location** address will be indicated.
16. Click on the **Calendar** icon to select the date you want your address registration to change.
17. From the **Time** drop down list, select the time you want your address registration to change.
18. From the **Time Zone** drop down list, select the appropriate time zone for the change.
19. Click the **Save** button.
20. The registered 911 address for the users identified, will occur on that date and time, and all users identified will receive an email notification of the change.



Schedule Future Change

My Future Location Will Be: 921 14th St
Denver, CO 80202

Date: 08/31/2015

Time: 5:00 AM

Time Zone: Mountain

End User Portal

NOTE: If the individual User does not have access to the End User Portal all changes will need to be made in the Administrator portal by the Administrator.

End User Portal Login

When your user profile with associated phone number is loaded into the portal, you will receive a welcome email:

Do Not Reply To This Email. It Was Sent From An Automated Service.

Welcome to CenturyLink Hosted VoIP service! You can now use your IP phone to place and receive calls. The information below will allow you to manage the features of your phone online. Print this email for your records. If you have any questions, email your Administrator.

Phone Number: 503-736-2707
Extension: 2707

8XX Voice Mail Retrieval Number: 855-539-6245
Voice Mail PIN: 270799

Portal User ID: [loginname@company.com](#)
Temporary Portal Password: [Passcode](#)

You will be required to change your Temporary Portal Password at first log in.

You have been assigned a Seat with the Enterprise Assistant with Outlook Integration Toolbar feature and can be accessed via the Help Tab in your Hosted VoIP Portal.

Learn more about your CenturyLink Hosted VoIP service, customize your features, view your call logs, and much more at centurylink.com/voip

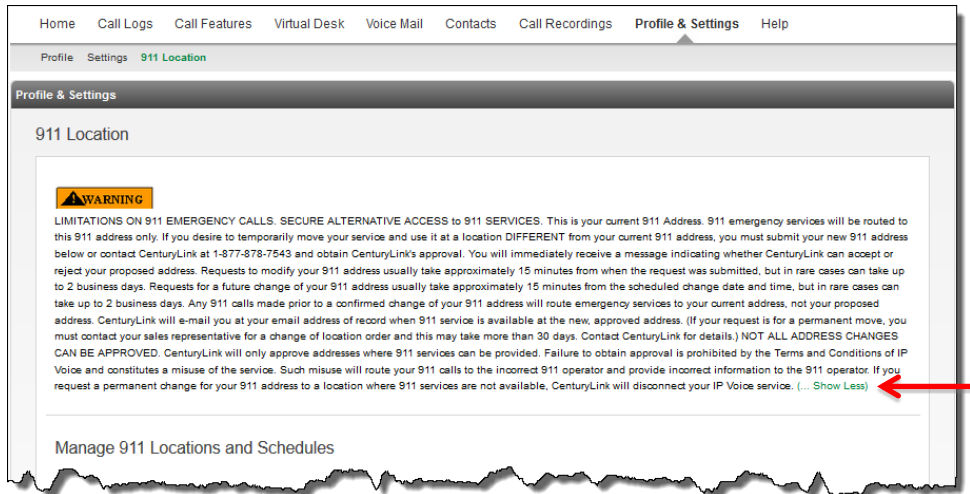
To access the End User Portal, go to the following:

URL: <http://centurylink.com/voip>
Username: refer to your Welcome email
Password: refer to your Welcome email
Make this link a Favorite for easy access

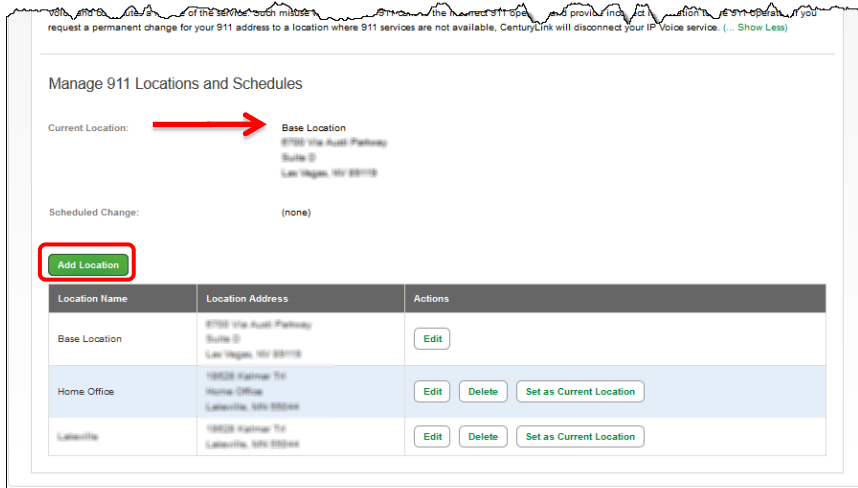
Anytime you're using your service at a service address other than your **Base Location**, you should log into your portal and update your **911 Location**. This will allow any emergency calls placed to be routed to the proper 911 Center. Be sure to read the entire disclosure on the **911 Location** page before proceeding.

Adding a New 911 Location

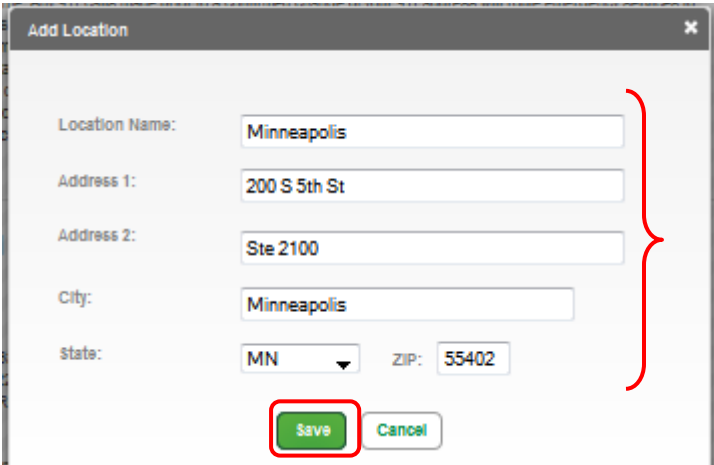
1. Click **Profile & Settings** from the main menu, then **911 Locations** from the sub menu.
2. Click the “**Show More**” link for a full description of limitations and important information on changing your 911 location address.



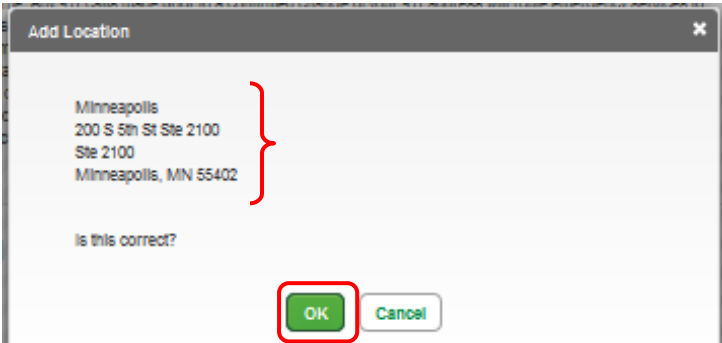
3. The “**Base Location**” is your primary office address and will be what is registered with 911 when your user profile is built.
4. Select the **Add Location** button.



5. Enter a **Location Name** that describes the location of that address.
6. Enter the **Address, City, State and Zip Code** for that location.
7. Click the **Save** button.



8. Confirm that the address is correct.
9. Click the **OK** button to add that location to your address list.



10. Your new location is now available in your address list but has not been registered with 911 at this point.
11. At any time, you can click the **Delete** button to delete an address entirely or click the **Edit** button to change location name.

Manage 911 Locations and Schedules

Action completed successfully.

Current Location: Base Location
225 S Broadway
Rochester, MN 55904

Scheduled Change: (none)

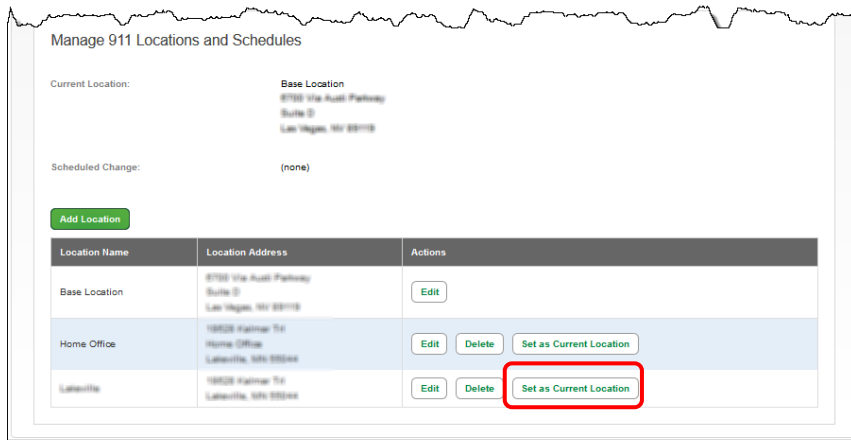
[Add Location](#)

Location Name	Location Address	Actions
Base Location	225 S Broadway Rochester, MN 55904	Edit
Minneapolis	200 S 5th St Ste 2100 Ste 2100 Minneapolis, MN 55402	Edit Delete Set as Current Location

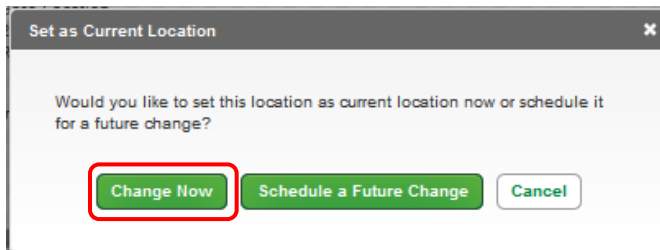
Changing your 911 Location

Once you have added a new location(s) to your **911 Location List**, you will then be able to register any of those locations with 911.

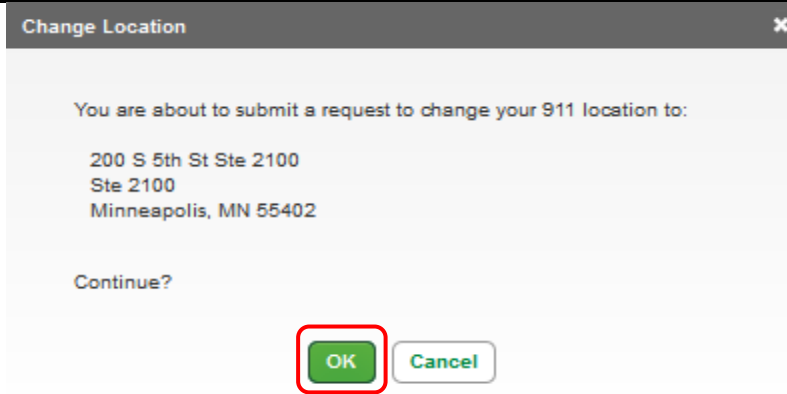
1. Click **Profile & Settings** from the main menu, and **911 Location** from the sub menu.
2. Click the **Set as Current Location** button.



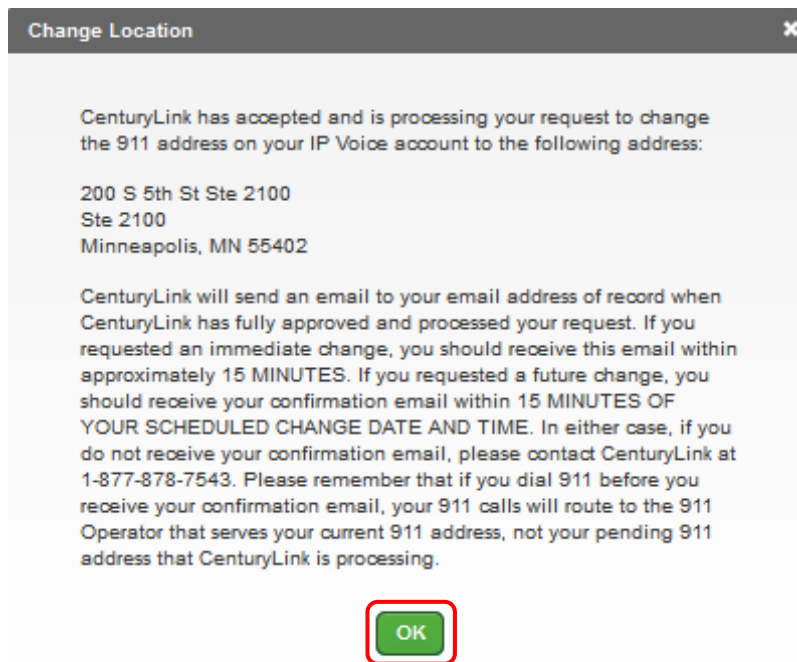
3. You have the option of changing your address now or scheduling for a future date.
4. Click the **Change Now** button.



5. A confirmation box appears listing the address you are going to be changing with 911.
6. If the location and information is correct, click the **OK** button.



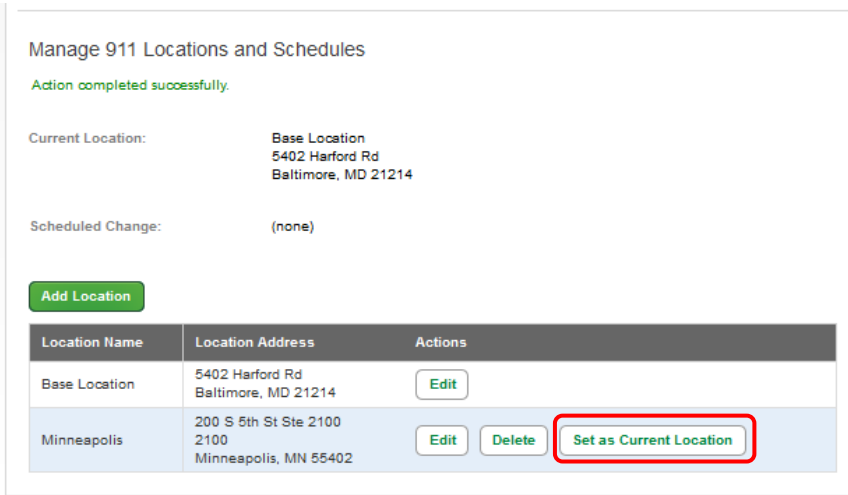
7. Your location will be submitted for processing. You will receive an email that your order was placed and an email when your order is completed as well as confirmation that your address has been changed.
8. Click the **OK** button.
9. Remember, when you return to your base location, you will need to log back into the portal and register the 911 information again to reflect your **Base Location**.
10. Your **Base** and **Current Location** can always be reviewed on the right rail of your portal.
11. Click the **OK** button.



Scheduling a 911 Location Change

You can schedule a future 911 Location change. Keep in mind that you can only schedule one change at a time, and if you try to add a schedule when one is already present, it will override the existing one.

1. Click **911 Location** from the Profile & Settings sub menu.
2. Click **Set as Current Location** for any locations you have predefined.



Manage 911 Locations and Schedules

Action completed successfully.

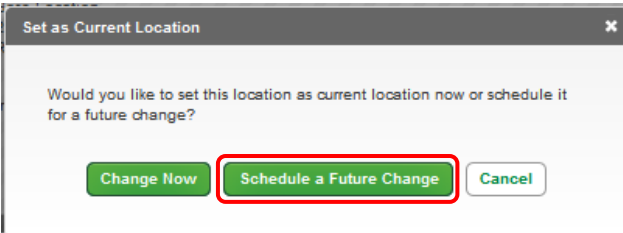
Current Location: Base Location
5402 Harford Rd
Baltimore, MD 21214

Scheduled Change: (none)

Add Location

Location Name	Location Address	Actions
Base Location	5402 Harford Rd Baltimore, MD 21214	Edit
Minneapolis	200 S 5th St Ste 2100 2100 Minneapolis, MN 55402	Edit Delete Set as Current Location

3. Click the **Schedule a Future Change** button to continue.

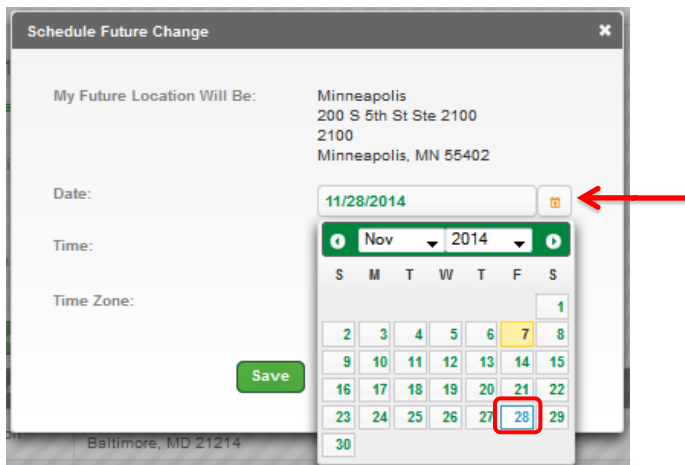


Set as Current Location

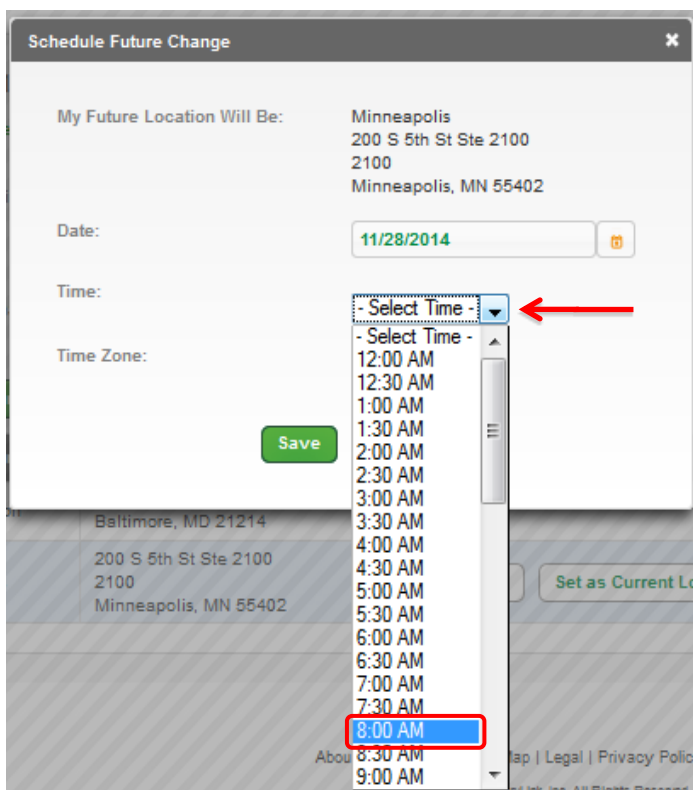
Would you like to set this location as current location now or schedule it for a future change?

Change Now Schedule a Future Change Cancel

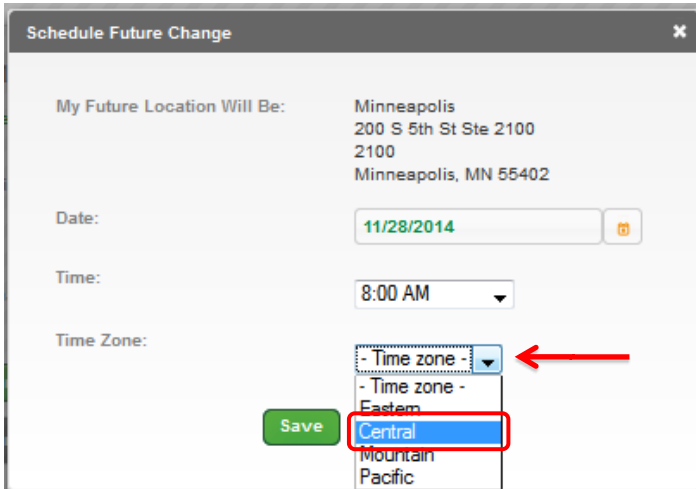
4. Click the **Calendar** icon next to the **Date** field.
5. Select the **Date** from within the calendar that you wish the 911 change to take effect.



6. Click the **Time** drop down box.
7. Select the time, a.m. or p.m., that you want the 911 change to take effect.

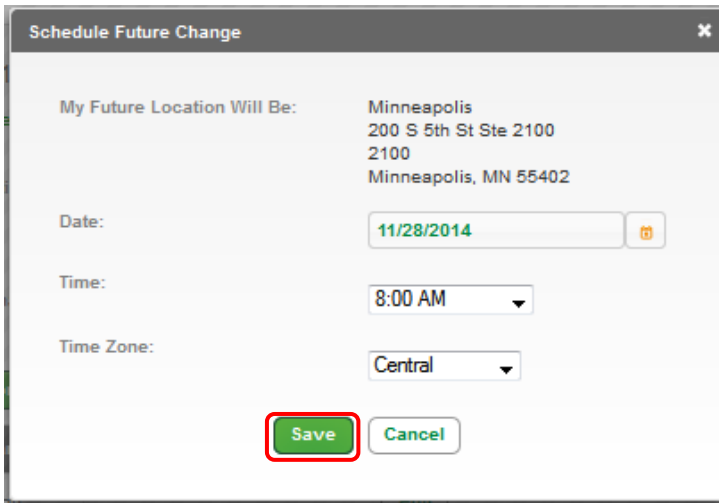


8. Click the Time Zone drop down box.
9. Select the Time Zone you will be in when the 911 change takes effect.



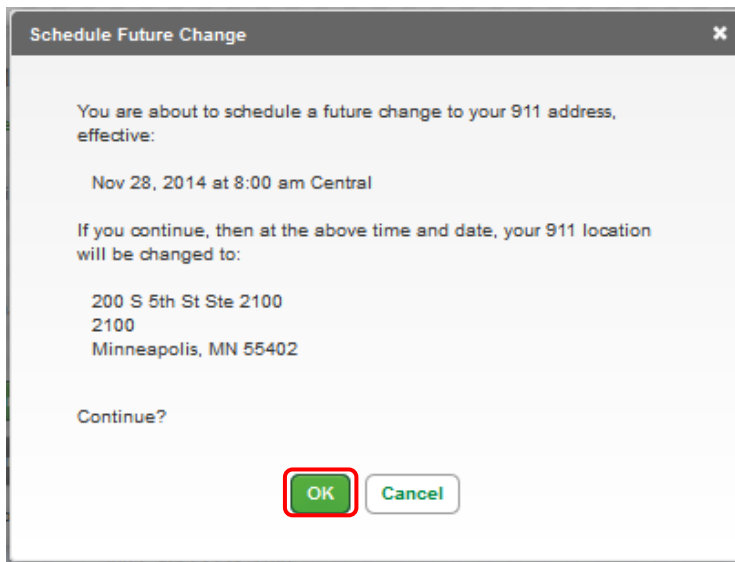
Screenshot of the "Schedule Future Change" dialog box. The "Time Zone" dropdown menu is open, showing options: "- Time zone -", "- Time zone - Eastern", "Central", "Mountain", and "Pacific". A red arrow points to the "Central" option, which is highlighted with a red box. A green "Save" button is also visible.

10. Review and confirm that all of your changes are correct.
11. Click the **Save** button.

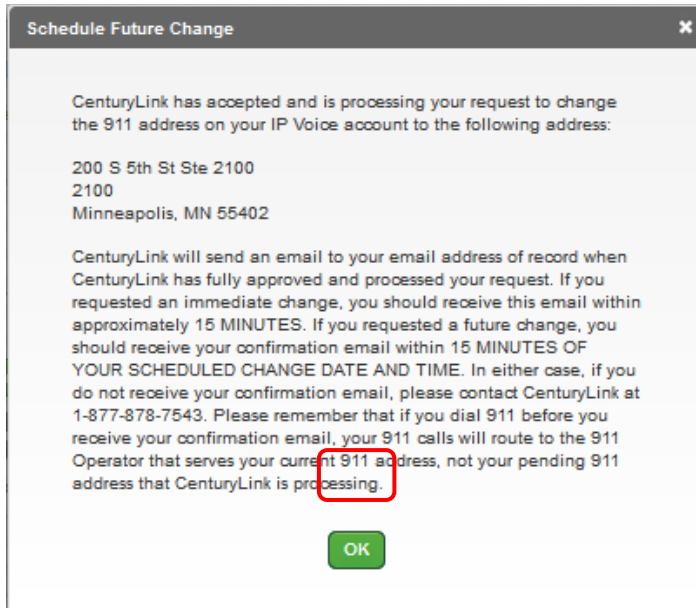


Screenshot of the "Schedule Future Change" dialog box. The "Time Zone" dropdown menu is now closed and shows "Central". The "Save" button is highlighted with a red box.

12. A confirmation box will appear.
13. This will list the changes that you are about to make.
14. To continue with these changes, click the **OK** button.



15. An information window appears confirming that your change request has been submitted.
16. If a scheduled change was submitted, a confirmation email will be received within approximately 15 minutes of your scheduled change date and time.
17. Click the **OK** button.



18. You will see that your **Base Location** is still registered as your 911 location.
19. The **Scheduled Change** will indicate the date and time of your scheduled change.
20. It will also indicate the address/location that will be registered at that time/time.
21. If you wish to cancel this scheduled change, click the **Cancel Change** button.

22. Refer to the right rail of your portal, which will always indicate your **Base Location** and **Current Location**.
23. The **Current Location** reflects the address/location that is currently registered with 911.

Manage 911 Locations and Schedules

Current Location: } Base Location
5402 Harford Rd
Baltimore, MD 21214



Scheduled Change: } At 8:00AM Central on 11/28/2014, your location will change to:
Minneapolis
200 S 5th St Ste 2100
2100
Minneapolis, MN 55402 Cancel Change

Add Location

Location Name	Location Address	Actions
Base Location	5402 Harford Rd Baltimore, MD 21214	Edit
Minneapolis	200 S 5th St Ste 2100 2100 Minneapolis, MN 55402	Edit

Acknowledgement and Confirmation Emails

When you make changes to 911 addresses you will receive the following emails acknowledging the change is being processed and confirming your request.

 VoipCustomerService |  Goodhart, Paula L
CenturyLink IP Voice Change Acknowledgement



We received your requested changes for your CenturyLink IP Voice service and are working to process your request.

If you requested an immediate change:

A confirmation email will be sent to your address of record when CenturyLink has fully approved and processed your request. If you do not receive your confirmation email within 15 minutes after your requested change, please contact CenturyLink at 1-877-878-7543. Please remember that if you dial 911 before you receive your confirmation email, your 911 calls will route to the 911 Operator that serves your current 911 address, not your pending 911 address that CenturyLink is processing.

If you scheduled a future change:

A confirmation email will be sent to your address of record when CenturyLink has fully approved and processed your request. If you do not receive your confirmation email within 15 minutes after your *scheduled change date and time*, please contact CenturyLink at 1-877-878-7543. Please remember that if you dial 911 before you receive your confirmation email, your 911 calls will route to the 911 Operator that serves your current 911 address, not your pending 911 address that CenturyLink is processing.

If you have questions regarding these changes you may contact the Help Desk at 877-878-7543.

Sincerely,

Your CenturyLink IP Voice Service Team

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Your requested changes for your CenturyLink IP Voice service have been completed. Please verify that the changes are correct. Additional changes can be submitted at <http://voip.centurylink.com>. If you have questions regarding these changes you may contact the Help Desk at 877-678-7543.

Sincerely,

Your CenturyLink IP Voice Service Team

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Testing with 911 Emergency Services

It is recommended for a mass change for multiple users that you verify the address change with your local 911 Service Provider. Please inform the 911 Operator that your call is not an emergency and you are calling to verify an address by using the following script:

“This is not an emergency. This is (your name) with (your company name). We have made an address change on our VoIP phone system. Are you in a position to test with me? (If Yes) What is the Telephone Number and Address that you are showing?”

TIPS: Ideal time to test with 911 Services is not during busy commuting hours (i.e. Morning, Lunch, and Evening hours).