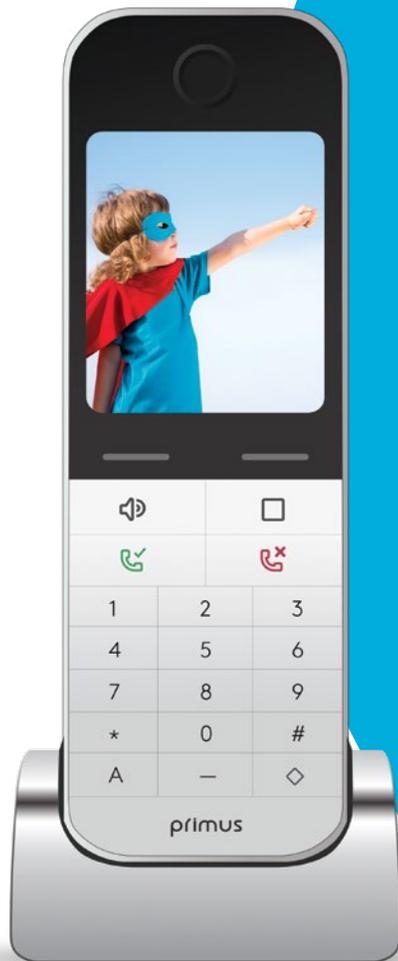


# primus



## Digital Home Phone Select Features Guide

For more information about how to use your Digital Home Phone service please visit [primus.ca/support](http://primus.ca/support).

## Call Display

Call Display provides the name & number of the party calling so you can elect to take the call or not. If you wish not to answer, the call will be routed to your Voice Mail (if subscribed to), otherwise the caller will simply hear the phone ringing until they hang-up.

Call Display is dependent on the phone equipment you have.

## Call Forwarding

Call Forwarding directs your incoming calls to any phone number you designate\*. When Call Forwarding is enabled your home phone cannot receive calls, but you can make outgoing calls.

### Activate Call Forwarding

1. Dial \*72.
2. Wait for a confirmation tone.
3. Dial the number that you want your calls forwarded to.
4. Wait for a confirmation tone then hang up.

### Activate Call Forwarding

- Dial \*73

Unanswered calls will not route to your voice mail service when call forwarding is active.

\*Customer is responsible for toll charges

## Call Waiting

When you are on the phone, Call Waiting alerts you that you have another incoming call. The alert is done via an audible tone that you will hear when the new call arrives. You can then choose to put one call on hold while you answer the second call, and you may then alternate between the two callers. Waiting calls that you choose not to answer will go to Voice Mail.

### Answer Call Waiting

- After hearing the beep, press the flash or link button on your handset, or press and release the receiver button
- Repeat these steps to return to your original call

Please refer to your handset user guide if you aren't sure which button to use.

### Disable Call Waiting

- To disable Call Waiting dial \*70
- To turn Call Waiting back on, dial \*71

Call Waiting service will not work when you establish a 3-Way Call. The caller will be routed to your Voice Mail

## Visual Call Waiting

Visual Call Waiting is a combination of two features, Call Waiting and Call Display. When you are on a call you will hear an audible tone to alert you of an incoming call and you will also see the name and number of the incoming call on your phone display.

## Caller ID Block

For greater privacy this feature enables you to block the delivery of your name and number on a per call basis when you call someone who has Call Display.

- Dial \*67, followed by the phone number you are calling

## Speed Dialing

This feature allows you to set up speed dial numbers for frequently dialed or hard to remember by assigning a 2-digit speed dial code to the number. Up to 30 phone numbers can be stored.

### Setting up Two-Digit Speed Dial

1. Start by choosing a number between 20 and 49 to assign as the speed dial code.
2. Dial \*75.
3. Enter the two-digit number + 1 + the phone number you want to associate with it.  
For example: \*75 + 20 + 1- 416- 123- 4567

### Initiating a Call with Speed Dial

- Dial the desired two-digit code  
For example: 20

## 3 Way Calling

This feature allows you to talk to two different people at the same time.

Call Waiting service will not work when you establish a 3 Way Call. The caller will be routed to your Voice Mail.

### Initiating a 3 Way Call

1. While on a call (or after placing the first call) put the party on hold pressing the LINK or FLASH button on your handset or press and release the receiver.
2. Dial the phone number of the second person you want to add to the call.
3. When the person answers, press the LINK or FLASH button again, or press and release the receiver to connect all three parties.
4. If the second person called is busy or does not answer, press the LINK or FLASH button or press and release the receiver to disconnect them. You will automatically be reconnected to the original call.

Please refer to your handset user guide if you aren't sure which button to use.

## Voicemail

Voicemail ensures that your calls are not missed, even if you're on the phone. As soon as your line is free, a stutter dial tone lets you know there's a message waiting for you. If your handset has a Message Waiting Indicator feature, a light will flash letting you know you have a message waiting.

### Setting Up Your Voicemail

1. Dial \*98.
2. Enter your temporary pin code followed by the # key.
3. Enter a new pin code.
4. Follow the prompts to record a personal greeting.

**Note:** your temporary pin code is your 7-digit Primus account number

### Main Voicemail Menu

To access your Voicemail dial \*98 from your Digital Home Phone.

Press 1 to hear a message.

Press 3 to review or change your personal greeting.

Press 4 to manage your mailbox settings.

### Setup or Change your Personal Greeting

1. Dial \*98 to enter your voicemail.
2. Enter your pin code and to go the main menu.
3. Press 3 to review or change your personal greeting.
4. Press 1 to setup or change your greeting message.

### Setup or Change your Default Greeting

1. Dial \*98 to enter your voicemail.
2. Enter your pin code and to go the main menu.
3. Press 3 to review or change your personal greeting.
4. Press 3 to select a default greeting or change the recording of your name.

### Change your Voicemail Pin Code

1. Dial \*98 to enter your voicemail.
2. Enter your pin code followed by the # sign.
3. Press 4 to enter voicemail settings.
4. Press 3 to enter security settings.
5. Press 1 to change your pin code.

### Listening to Messages

To access your Voicemail dial \*98 from your home phone. Press 1 to rewind.

Press 2 to pause or restart the message.

Press 3 to skip forward (5 seconds).

Press 4 to replay the message.

Press 5 for message details.

Press 6 to send a copy.

Press 7 to erase the message.

Press 8 to reply.

Press 9 to save the message.

Press # for the next message.

Press \* to exit.

\*Your voicemail will save messages up to 4 minutes in length.

### 911 Address

It is important to keep your 911 address up to date at all times.

You can easily do this by visiting your MyPrimus account portal at [myprimus.primus.ca](https://myprimus.primus.ca).

Simply log in, select My Services from the Service Overview menu and click on the 'Update your 911 address' option found under your Home Phone Service section.

