



Primus Hosted PBX Voice Portal Reference Guide

You can access your personal voice portal using your own phone or another phone. To log in, dial one of the following:

- Your phone number/extension
- Group voice portal number/extension
- Location code/extension
- Enterprise voice portal number/extension (if enabled)

Your administrator provides you with the phone number/extension for the group and/or enterprise voice portals. (This guide refers to both as the voice portal number/extension.)

Please Note: Your voice portal may be configured with keypad numbers and menus different from those listed on this card. If so, for more information, see your group administrator.

First Log in With Voice Portal Wizard

Dial your phone number/extension or the voice portal number/extension, and then:

1. If requested, enter your phone number.
2. Enter a new passcode at the (voice portal wizard) prompt.
3. Re-enter your passcode at the prompt.
4. Record your name at the prompt.
5. Press #.

Log In

Dial your phone number/extension, and then: From your own phone:

1. Enter the correct passcode to reach the Voice Messaging Main Menu.
2. At Voice Messaging menu, press * to reach the Voice Portal Main Menu.

From your own phone with auto login enabled:

- At Voice Messaging menu, press * to reach the Voice Portal Main Menu.



From a phone other than your own:

3. Press * during your outgoing greeting to reach the login prompt.
4. Enter the correct passcode to reach the Voice Messaging Main Menu.
5. At the Voice Messaging menu, press * to reach the Voice Portal Main Menu.

Dial the voice portal phone number/extension, and then:

From your own phone:

- Enter the correct passcode to reach the Voice Portal Main Menu.

From your own phone with auto login enabled:

- Select a menu item from the Voice Portal Main Menu.

From a phone in your group other than your own:

6. Press * during the greeting to reach the Voice Portal login prompt.
7. Enter your phone number/extension. †
8. Enter the correct passcode to reach the Voice Portal Main Menu.

From a phone outside of your group:

9. Enter your phone number/extension. †
10. Enter the correct passcode to reach Voice Portal Main Menu.

From a phone outside of your group with auto login enabled:

- Enter your phone number/extension to access the Voice Portal Main Menu.†

Option: If your administrator allows it, enter your number including the area code or a voice mail alias followed by the pound key (#).

† These options are provided only if their services have been assigned to you.

LEAVING MESSAGES FOR OTHER USERS

During greeting:

#	Interrupt the greeting and start recording voice or video
*	Transfer out of greeting to Voice Portal password prompt
0	Transfer out of greeting to configured number

While recording message:

*	Cancel recording and transfer to Voice Portal password prompt
0	Cancel recording and transfer to configured number
#	Stop recording and review message

While reviewing message:

1	Erase message and record again
2	Listen or view current message
3	OR hang up to send message
6	Set or clear the urgent indicator
7	Set or clear the confidential indicator
*	Cancel recording and transfer to Voice Portal password prompt
0	Cancel recording and transfer configured number
#	Repeat menu

VOICE PORTAL MAIN MENU

1	Access Voice Messaging †
2	Change Hosted PBX Express Profile †
3	Record Personalized Name
4	Change Call Forwarding Options†
7	Access Hoteling †
8	Change Passcode
9	Exit
#	Repeat menu

Voice Messaging Menu

1	Play Messages (see Play Messages table that follows)
2	Busy Greeting Menu (see Greeting table that follows)
3	No Answer Greeting Menu (see Greeting table that follows)
4	Compose Message Menu (see Compose Message that follows)
5	Delete All Messages
6	Passcode (optional)
7	Personalized Name (optional)
*	Return to previous menu
#	Repeat menu

Play Messages Menu

9	Save message
7	Delete message
2	Play or repeat message; skip envelope
1	Play previous message
5	Play message envelope
3	Play next message
6	Initiate call to sender
4	Hear additional options (see Additional Options table that follows)
*	Return to previous menu
#	Repeat menu (optional)

Play Messages Menu

1	Skip backward 3 seconds
2	Pause playback
3	Skip forward 3 seconds
4	Skip to beginning of message
6	Skip to end of message

Please Note:

- You can interrupt the message or envelope to perform any function.
- New messages flagged as urgent are played first.

Additional Options

1	Compose 1 message (optional)
2	Reply to message (see Reply to Message table that follows)
3	Forward message (see Forward Message table that
*	Return to previous menu
#	Repeat menu

Reply to Message

1	Send reply
2	Change current reply
3	Listen to current reply
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to previous menu
#	Repeat menu

Forward Message

1	Send message to specific group members
2	Send message to entire group
3	Send message to distribution list (option offered only if enabled. See Select Distribution List table that follows)
4	Change current introduction
5	Listen to current introduction
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to previous menu
#	Repeat menu

Please Note: Messages marked confidential cannot be forwarded.

Select Distribution List

0	Select distribution list 0
1	Select distribution list 1
2	Select distribution list 2
...	Distribution lists are numbered consecutively from 0 to 15
15	Select distribution list 15
*	Return to previous menu
#	Repeat menu

Distribution List Menu

1	Send the message to selected list
2	Select another distribution list
3	Review the selected distribution list
*	Return to previous menu
#	Repeat menu

Greeting Menu

1	Record new Greeting
2	Listen to current Greeting
3	Revert to system default Greeting
*	Return to previous menu
#	Repeat menu

Compose Message

1	Send message to specific group member(s)
4	Change current message
5	Listen to current message
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to previous menu
#	Repeat menu

Hosted PBX Express

1	Activate “Available - In Office” Profile
2	Activate “Available - Out of Office” Profile
3	Activate “Busy” Profile
4	Activate “Unavailable” Profile
5	No Active Profile
*	Return to Voice Portal Main Menu
#	Repeat menu

Personalized Name

1	Record new Personalized Name
2	Listen to current Personalized Name
*	Return to previous menu
#	Repeat menu (optional)

Hosted PBX Express

1	Activate Call Forwarding
2	Deactivate Call Forwarding
4	Listen to forwarding status
*	Return to previous menu
#	Repeat menu

Make Calls

	Enter the destination digits. While engaged in a call, press ## to terminate and make another call
#	Return to Voice Portal Main Menu

Fax Messaging

#	Save Fax and Skip to Next Message
4	Previous Message
5	Play Envelope
6	Next Message
7	Delete Fax
8	Print Fax
*	Return to previous menu

Hoteling[†]

1	Check Host status
2	Associate with Host [†]
3	Disassociate from Host
4	Disassociate from Remote Host
*	Return to previous menu
#	Repeat menu

[†]Associate a guest with a host via the Voice Portal through the guest user's Voice Portal when the Hoteling Guest service is assigned. The guest user must log in to the Voice Portal, using their user ID and password, from the Hoteling Host user's device.



Passcode

#	Enter new passcode, followed by the pound key
*	Return to previous menu

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