Digital Home Phone
Quick Feature Guide

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Welcome

Make sure you go to the **My Digital Home Phone portal** to learn how to use various Digital Home Phone features. Visit the Forums section to ask questions about the services and features available to you.
To access simply go to http://mydhp.primus.ca

5 Way Calling

To include an additional party or parties into the current call:

• Press the flash button or quickly press and release the receiver button
• Dial the phone number of the party you wish to include
• Wait until they pick up and inform them of the conference
• Press the flash or the receiver button again to bring in the 3rd party You are now in conference with both parties. Repeat the process to add more parties

You can also add calling parties on the Phone Control tab of the My Digital Home Phone portal.

Call Answer/Voice Mail

If you have Voice Mail messages you will hear a stutter dial tone (or you may also see a flashing Message Waiting Indicator) when you lift the handset.
To access your voice mail:

• Press *98
• Your default password is the last 4 digits of your phone number
• Follow the prompts to use the Voice Mail system (for detailed Voice Mail options **click here**)

To access your Voice Mail from a phone other than your Digital Home Phone line, call your Digital Home Phone number and press * when you hear the Voice Mail message.

You can also access your Voice Mail on the Voice Mail tab of the My Digital Home Phone portal. From there you can see if you have new Voice Mail, listen to messages, delete or forward to an e-mail address. You can also setup new Voice Mail notification to be sent to your e-mail or pager.

Caller ID Block

Blocks display of your Caller ID for this call only.
- Lift the handset and press *67
- Dial the phone number

Call Forward

Call Forward lets you forward incoming calls to another number.
To enable/modify Call Forward:
- Lift the handset and dial *72
- Follow the prompts to enter, edit or activate the forwarding destination number

To disable Call Forward:
- Lift the handset and dial *73
- After you hear the verification message, hang up When Call Forward is enabled, you will hear *"forward... forward"* before the dial tone.

You can also manage Call Forward on the Concierge Tab of the My Digital Home Phone portal.

Call Log

You can see your detailed call records (made, received or missed calls) online on the My Digital Home Phone portal.

Call Screen

Call Screen lets you program your phone to reject calls from a list of telephone numbers.
- Lift the handset and press *60
- Follow the voice prompts to enable or disable the feature. Add the last caller to the blocked list or add and delete numbers to the blocked list.

You can also manage the screening of your incoming calls on the My Digital Home Phone portal. See Call Treatment on Page 3.

Call Transfer

Call Transfer lets you transfer an existing call to another phone (e.g. cell phone).

- During the call, press the flash or receiver button
- Press *08
- Enter the phone number you want this call to be transferred to
- Hang up

Call Treatment

The Call Treatment feature on the My Digital Home Phone portal allows you to set up different treatment rules for your incoming calls based on their caller ID.

Some of the options available:

- Forward to another number
- Forward to another number when there is no answer
- Send to Voice Mail
- Virtual ring

Call Waiting

When you are having a phone conversation, Call Waiting notifies you when there is an incoming call with 2 beeps.You can put one call on hold while you answer the second call. You may then alternate between the two. If additional callers try to reach you, they will get a busy signal.

- When you hear the Call Waiting tones, press flash or quickly press and release the receiver button

You will be connected to the incoming call and the first call will be put on hold. Repeat the step to switch between calls. To end one of the calls, hang up the phone while on that line.

To Cancel Call Waiting

To temporarily cancel Call Waiting:

- Lift the handset and press *70
- Dial the number you want to call

Call Waiting is restored after you hang up.

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Directory
The My Digital Home Phone portal allows you to create a directory of your contacts, by exporting directories from other applications, such as MS Outlook.

Do Not Disturb
When activated, this feature allows you to re-direct all incoming calls to your Voice Mail.
• Lift the handset and press *04 (press *04 again to cancel)
When Do Not Disturb is enabled, you will hear *"private... private"* before the dial tone.

You can activate or cancel Do Not Disturb on the Phone Control tab of the My Digital Home Phone portal.

Find Me Follow Me
The Find Me Follow Me feature is available on the My Digital Home Phone portal and allows you to create a list of phone numbers, such as your office and cell phone numbers, that will ring simultaneously or sequentially when you do not answer your Digital Home Phone line.

Hold
If you want to place someone on hold during a call:
• Press the Flash button or flash the receiver button.
The call will be placed on hold and you will hear a dial tone.

To retrieve a call on hold:
• Lift the handset or flash the receiver button
A new incoming call has priority over the call on hold and will ring through first. When you answer the phone, you be connected to the new call first.

You can also place a call on hold using the Phone Control tab of the My Digital Home Phone portal.

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Permanent Caller ID Block Release
If your phone is configured to block sending Caller ID information, Permanent Caller ID Block Release sends your Caller ID information for a single phone call.
- Lift the handset and dial *82
- At the second dial tone, dial the extension or telephone number you wish to reach

Privacy Guard
Privacy Guard forces a caller with masked or unavailable Caller ID to announce themself or enter a special 3-digit access number before you answer the call.
- Lift the handset and dial *11

You will have the option to:
- Enable/disable Privacy Guard
- Enter/change your Access Code (will apply to all callers)
- Listen to the Access Code
- Add a number to the Selective Caller List
- Hear the Selective Caller List
- Remove a number from the Selective Caller List
- A caller with an unknown Caller ID will be forced to eitherenter an Access Code or record his/her name before you take the call

After hearing who is calling, you will have the option to:
- Take the call
- Play the caller a message that you are unavailable "The person you are calling is unavailable at this time. Please try again later". After this, the call is terminated
- Play the caller a message that you do not accept sales calls: Please add this person's name and telephone number to your Do Not Call list. "The person you are calling does not accept phone solicitations." The call is then terminated
- Forward the call to Voice Mail

Remote Phone
The Remote Phone feature, available on the My Digital Home Phone portal, allows you to assign another phone number (e.g. office or cellphone) to a remote number for your Digital Home Phone service. When someone calls your Digital Home Phone line, your Remote phone will ring. As well, you will be able to place outgoing long distance calls from your remote number, billable to your Digital Home Phone service.

Speed Dial

Speed Dial lets you create up to100 personal 2-digit speed dial codes. The Speed Dial menu provides step-by-step instructions.

To program/modify a Speed Dial code:
- Lift the handset and dial *75
- Follow the voice prompts

To use a Speed Dial code:
- Lift the handset and dial *3
- Enter the desired 2-digit code

Visual Call Waiting

During a phone conversation,Visual Call Waiting notifies you about an incoming call with 2 beeps.You will also see the caller's phone number on your phone's display. You can put one call on hold while you answer a second call. You may then alternate between the two. If additional callers try to reach you, they will get a busy signal.

- When you hear the Visual Call Waiting beeps, quickly press and release the flash or receiver button.

You will be connected to the incoming call and the first call will be put on hold. Repeat the step to switch between calls. To end one of the calls, hang up the phone while on that line.

To temporarily cancel Visual Call Waiting:
- Lift the handset and press *70
- Dial the number you want to call

Visual Call Waiting will be restored after you hang up.

NOTES:

Flash Button

If you have a Flash button on your phone, you may use it instead of quickly pressing and releasing the receiver button.

Digital Home Phone Voice Mail Options

Main Voice Mail Menu

Play Inbox Messages	1
Compose Message	2
Play Saved Messages	3
Playback Personal Greetings	4
Record Personal Greetings	5
Access Personal Distribution Group	6
Change Password	7
To Hear or Change Customer Operator Number	8
To Exit Voice Mail System	*

Inbox Messages Menu

To Replay	4
To Forward	6
To Delete	7
To Send a Reply	8
To Dial the Number of the Originator	88
To Save	9
To Skip to the Next Message	#

Saved Messages Menu

To Reply	2
To Dial the Originator	3
To Delete	4
To Forward	6
To Replay Message	7
To Continue	8

Personal Distribution Group Menu

List All Personal Groups	1
Edit All Personal Groups	2
Create Personal Group	3
Delete Personal Group	4
Return to the Main Menu	*

List

Skip	#
Cancel	*

Edit Personal Group Menu

List All Members	1
Add Members	2
Delete Members	3
Play Group Name	4
Change Group Name	5
Return to Previous Menu	*

Compose Menu

To Send a Reply	1
To Change	2
To Review	3
To Set Message Options	4

Playback Personal Greetings Menu

Playback No Answer Greeting	1
Playback Do Not Disturb Greeting	2
Playback Busy Greeting	3
Playback Name	4
Return to the Main Menu	*

Forward Menu

To Send Message	1
To Change Introductory Message	2
To Review Introductory Message	3
To Forward as Urgent	9

Record Personal Greetings Menu

Record No Answer Greeting	1
Record Do Not Disturb Greeting	2
Record Busy Greeting	3
Record Name	4
Replace Personal Greeting with System Default Greeting	5
Return to the Main Menu	*

Create

Confirm	#
Re-record	*

Message Option Menu

Mark Urgent	1
Private	2
Request Return Receipt	3
Clear All	9
Return to Previous Menu	*

Send Reply Menu

To Send a Reply	1
To Change a Reply	2
To Review the Reply	3
To Forward as Urgent	9

Delete

Delete	#
Cancel	*

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