

# Home Phone Service Guide

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  - Tips and instructions



primus



## Home Phone Service

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## Services included with Primus Home Phone Service

In addition to your current phone number, telephone directory listing and reliable local calling, the following essential services are included:

### **Enhanced Emergency Service** 911

911 service allows you to directly dial the digits 9-1-1 and be connected to the closest local Emergency Service Bureau to report emergencies.

### **Directory Assistance** 411

To reach an Operator who will provide you with name, number and address information on listings, dial "411". 411 calls are charged at pay-per-use rate that varies by region.

### **Message Relay Service/Telephone Device for the Deaf** 711

Message Relay Service provides deaf, deafened, hard of hearing and speech impaired customers with the ability to communicate through the use of TTY (teletypewriter).

TTY to TTY dial 711

TTY to Voice dial 711

Voice to TTY dial 1-800-855-0511

### **Local Operator Service** 0

The local Operator can be reached by dialing "0". The Operator will provide basic information, including dialing instructions and country code details.

\*Charges may apply



## Calling Feature Options

### Alternate Number

Have a fax machine? Need a business line? Have a teenager that wants his or her own line? With Primus Alternate Number, you can assign up to two additional telephone numbers – each with its own unique ring – to your existing line.

This feature is also often known as Ident-A-Call or Distinct Ring.

Even though you may have up to three telephone numbers, you still only have one line.

#### Call Waiting and Alternate Number Ringing

Primus Home Phone Service does not support Deny Call Waiting on secondary numbers. For example, if your secondary number is engaged and a second call to this number arrives, it will receive a Call Waiting reminder (beep) if the main number has the Call Waiting feature. **This is the default set-up.**

Note: this may cause an interruption in fax and data transmissions. If you are using a secondary line for a fax machine or dial-up Internet, you may want to use the suspend call waiting procedure before placing your call to avoid these interruptions. (See Call Waiting)

### Call Display

With Primus Call Display, you'll see who's calling before you answer the phone. Screen your calls, avoid interruptions or ignore unwanted calls completely – you decide! Incoming callers who use Call Display Blocking will be displayed as "Private Name/Private Number".

#### How to use Call Display

- You'll either need a telephone with a call display screen or a separate call display unit connected to your telephone.
- When you have a call, simply wait for the start of the second full ring, the name<sup>†</sup> and number of the caller will appear on the call display screen. You will also see the date and time of the call if your display supports this function.

<sup>†</sup> The caller's name may not be available in certain geographic areas.



## Calling Feature Options

### Call Display Blocking

For greater privacy and security, you can use Primus Call Display Blocking to block the delivery of your name and phone number on a per call basis. If the person you have called subscribes to Call Display, your call will be identified as “Private Name/Private Number”.

#### How to use Call Display Blocking

1. Press **\*67**
2. Listen for 3 beeps
3. Dial the number you want to call

### Call Forwarding

No matter where life takes you, you can always be reached when you want to. Primus Call Forwarding directs your incoming calls to any phone you designate. So you can receive calls made to your home phone at the cottage, at work, on the road, or anywhere else<sup>†</sup>.

#### How to use Call Forwarding

1. Press **\*72** and listen for three beeps followed by dial tone
2. Call the number that you want your calls forwarded to
3. Call forwarding will be activated when someone answers the phone or voice mail picks up (the call must last at least five seconds)

#### How to cancel Call Forwarding

1. Press **\*73**
2. Listen for two beeps
3. Hang up

When Call Forwarding service is turned on and someone tries to reach you, your telephone will ring once then will go to the forwarded destination. Your home phone cannot receive calls but you can make outgoing calls.

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

<sup>†</sup> Customer is responsible for toll charges.



## Calling Feature Options

If forwarding to a long distance number, normal long distance charges will apply and will be billed to your account.

Call Forwarding service can only be turned on and off from your regular telephone line.

## Call Screening

Primus Call Screening will help prevent you from receiving repeated, annoying phone calls. Callers on your call screen list will hear a polite voice message that you are not accepting calls right now. You can easily turn Call Screening on and off, and add or delete numbers from your list at any time. A maximum of 12 call screen numbers is allowed at any one time.

### How to use Call Screening

1. Press **\*60**
2. Follow the voice prompts to control the service  
You will have the option to:
  - Add a telephone number to your list
  - Remove a telephone number from your list
  - Hear your list of currently screened telephone numbers
  - Add the number of the last person that called you
  - Replay the voice announcement prompts
3. Hang up when you are finished with your list

### How to turn Call Screening on and off

1. Press **\*60**
2. A voice message will announce whether your service is on or off and will provide voice prompts
3. Press **3** to turn your list on or off
4. Hang up

Call Screen service does not screen out Unknown Numbers.

A private number can only be added to your Call Screen list if it is the last incoming call you received. When reviewing your Call Screen list, a private number entry will be voiced back as "private".



## Calling Feature Options

If you have turned on Call Forwarding service and your Call Screen list is on, calls from numbers on your list will still hear the recorded announcement and will not be forwarded.

### Call Trace

If you have received a threatening or harassing phone call, an additional safety feature you can initiate is Call Trace<sup>†</sup>. When a Call Trace is initiated, a special record will be printed at our head office. We will only release the details of the Call Trace record to the appropriate law enforcement officials.

#### How to use Call Trace

1. Press **\*57** immediately after you receive an offending call and hang up
2. You must then file a complaint regarding the offending call with local Police

Using Call Trace service does not guarantee that the Police will accept your case or follow up on a Call Trace request.

### Call Waiting

With Primus Call Waiting, you'll never have to miss an important call because you're on the phone – you'll know when another caller is trying to reach you. And your callers won't hear a busy signal.

#### How to use Call Waiting

- If you're on the phone, a quiet "beep" will let you know that another caller is trying to reach you.
- You can put your original call on hold while you take the new call by pressing the LINK or FLASH button.
- You can toggle between the two calls by pressing the LINK or FLASH button
- To end the first call before answering the second, hang-up. The phone will ring with the second call.

The second caller will hear a ringing tone rather than a busy signal. If you do not answer a waiting call within two rings, it will go unanswered or route to your Voice Mail service if you are a subscriber.

<sup>†</sup> There is a charge of \$5.00 for each successful use of Call Trace.



## Calling Feature Options

Call Waiting service will not work when you establish a Three-Way Calling call. The caller will receive a busy signal or be routed to Call Answer service if you subscribe to it.

### How to suspend Call Waiting

1. Press **\*70** before placing a call
2. This will suspend Call Waiting during your next call (any incoming callers will hear a busy signal).
3. Call Waiting will be restored once you have completed your call

## Visual Call Waiting

Primus Visual Call Waiting lets you see the name and number of a waiting call, so that you will always know who is calling before you decide to interrupt your first call to connect to the second.

Local calls are signaled by a short beep while a long distance call is signaled by a long beep followed by two short beeps. After the start of the second full ring, the name<sup>†</sup> and number of the second caller will be displayed. To answer the second call use the same steps as regular call waiting.

## Conference (3-way) Calling

Need to make plans with more than one friend at the same time? Want to stay in touch with a few family members or business colleagues in different locations? It's easy with Conference Calling.

### How to use Conference Calling

1. While on a call (or after placing the first call) put the party on hold briefly by pressing the LINK or FLASH button.
2. Listen for three short beeps followed by regular dial tone. Press **\*71**
3. Dial the number of the second party you wish to call. When the third person answers you can either briefly press the LINK or FLASH button to connect all three parties immediately, or consult privately and press the LINK or FLASH button when finished to return to the original call.
4. If the number of the third party is busy or does not answer, or if you dial the wrong number, press the LINK or FLASH button twice to return to the original call.

<sup>†</sup> The caller's name may not be available in certain geographic areas.



## Calling Feature Options

Either of the called parties can hang up at any time without interrupting the call. The party establishing the three-way call cannot hang up without terminating the call.

Three-Way Calling calls made to long distance numbers are also subject to applicable long distance charges.

## Last Call Return

Last call return allows you to retrieve the phone number of the last person who called. This feature can be used whether you answered the last call or it was missed.

### How to use Last Call Return

1. Press **\*69**
2. The telephone number of the last call received will be announced
3. To return the call press **1**

If the line is busy, hang up and the line will be monitored for 30 minutes. A short-short-long ring will let you know when the line is free. Once you hear the ring, lift the receiver and the call will be made automatically.

## Privacy Guard

Privacy Guard forces the caller with masked or unavailable Caller ID to announce himself or enter a special 3-digit access number before you take this call.

The caller will be asked to identify themselves by either pressing the star key to enter a 10-digit number, or releasing their number by pressing the pound key. A number must be entered or released before their call will ring through.

To allow "Private" numbers that call you frequently (such as calls from cellular phones) to get through to you automatically, you can add these numbers to your "Selective Acceptance List". The service also allows you to set a "Friends & Family Passcode" so friends and family members who call from either "Private" or "Unknown" numbers can get through immediately, without being intercepted.



## Calling Feature Options

### How to use Privacy Guard

1. Press **\*11**
2. You will have the option to:
  - Turn Call Privacy service On or Off
  - Access your Selective Acceptance List
  - Set a three-digit Friends & Family Passcode

## Voice Mail

Primus Voice Mail gives you more control over your phone service by providing a wide range of voice mail and call handling capabilities. It's like having your own personal answering service! Recording your greeting is quick and easy. Plus, there are no messy tapes to rewind or replace.

Voice Mail 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 you have a phone with a Message Waiting Indicator, a light will flash to let you know you have a message waiting.

Your voice mailbox gives you the ability to retrieve messages from any telephone. A password is used to ensure the privacy of all your messages. The Voice Mail service will also announce how many new and saved messages are currently in your mailbox.

### How to set up your voice mailbox

1. Dial **\*98** from your own phone
2. Your mailbox number is always your telephone number
3. Enter your temporary password (**your password is your 7-digit telephone number**)
4. Enter a new password – It can be any combination of 4 to 15 digits not beginning with 0
5. Record your name or telephone number as a personal identification
6. Record a greeting that callers will hear when the Voice Mail service picks up, or you may use the system's default greeting
7. Press the **\*** key to exit



## Calling Feature Options

### How to retrieve messages from your voice mailbox

1. Dial **\*98**
2. Your mailbox number is always your telephone number
3. Enter your password
4. Follow the voice prompts to retrieve your messages or use one of the many other Voice Mail features available.

### How to retrieve messages from another telephone

1. Dial your own telephone number
2. Press **9** when the voice mail greeting answers your call
3. Your mailbox number is always your telephone number
4. Enter your password
5. Follow the voice prompts to retrieve your messages or to use one of the many other voice mail features available

### Voice Messaging Quick Keys

- Press **1** to hear a message
- Press **1** to go back eight seconds while message is playing
- Press **11** to go back to the start of the message
- Press **3** to fast forward eight seconds
- Press **33** to end the message
- Press **5** for the date and time of the call and the caller's number, if available
- Press **7** to delete the message
- Press **9** to save the message
- Press **\*** to end message playback and return to previous menu
- Press **#** to skip messages

### Extension Mailboxes

This feature allows you to divide a single voice mailbox into up to four separate mailboxes. Callers will be greeted with a message asking them to choose who they want to leave a message for by pressing the appropriate number key. For added privacy, each mailbox can be accessed with a unique private password.



## Calling Feature Options

### How to set up your extension voice mailbox

1. Press **\*98** to enter Voice Mail, enter password and go to the Main Menu
2. Press **4** for Personal Options
3. Press **9** for Extensions
4. Enter the extension mail box number (1, 2, or 3) you wish to add
5. The voice mail will automatically create a temporary password for the new extension (be sure to write down the temporary password so you can change it later if you wish)
6. Record the name of the person who will be using the new extension
7. Record a personal greeting for the extension
8. Change your main greeting to reflect the new extension
9. Press **\*** to save and exit.

To contact us for support or to add any calling features, please email [customer.care@primustel.ca](mailto:customer.care@primustel.ca) or call **1-800-806-3273**.

You'll also find more information at [www.primus.ca](http://www.primus.ca) including details on our long distance, Internet and Wireless offers.

Please visit [primus.ca/phonefeatureguide](http://primus.ca/phonefeatureguide) to view the most up to date feature guide information for your service.

