



go for more

Welcome home

phone
service
guide



calling features and services
tips and instructions



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Services included with Primus Local Home Phone Service

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

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).

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.

Repairs 611

If you're having any problems with your service, simply dial "611" and you'll be connected with the Repair Centre.

Calling Features included with Primus Local Home Phone Service

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. Call the telephone number of the first person you wish to speak with
2. To add the second person to the call, quickly press and release the hang-up, **LINK** or **FLASH** button (try each of these buttons to see which works best with your phone)
3. Listen again for the dial tone (the original call has been put on hold)
4. Call the phone number of the second person
5. When the second person answers, press the hang-up, **LINK** or **FLASH** button to connect to both people

If the second person you're trying to reach is busy, press and release the hang-up, **LINK** or **FLASH** button to disconnect them. You will automatically be reconnected with the first call.

If any of the parties involved in a 3-way conference call drop off, the other two will remain connected. If either of the destinations of the 3-way call is a long distance call, you will be responsible for any toll charges.

Call Forwarding (All)

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[†].

How to use Call Forwarding

1. Press ***72** and listen for a 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)

If the line you want your calls forwarded to is busy or there is no answer, repeat steps 1 to 3 above.

How to cancel Call Forwarding

1. Press ***73**
2. Listen for a dial tone
3. Hang up

Call Forwarding (Busy)

With Primus Call Forwarding Busy, you'll never miss an important call again if your line is busy. With this feature, you can designate any other phone number[†] where your home phone calls can be redirected – such as your office, mobile phone or cottage.

[†] Customer is responsible for toll charges.

How to use Call Forwarding Busy

1. Press ***92** and listen for a dial tone
2. Call the number that you want your “busy” calls forwarded to
3. Call Forwarding Busy will be activated when someone answers the phone or voice mail picks up (the call must last at least five seconds)

If the line you want your calls forwarded to is busy or there is no answer, repeat steps 1 to 3 above.

How to cancel Call Forwarding Busy

1. Press ***93**
2. Listen for a dial tone
3. Hang up

Call Forwarding (No Answer)

With Call Forwarding No Answer, any calls to your home phone that go unanswered after five rings will be automatically forwarded to any phone number† you designate.

How to use Call Forwarding No Answer

1. Press ***94** and listen for a dial tone
2. Call the number that you want your “unanswered” calls forwarded to
3. Call Forwarding No Answer will be activated when someone answers the phone or voice mail picks up (the call must last at least five seconds)

If the line you want your calls forwarded to is busy or there is no answer, repeat steps 1 to 3 to complete activation.

How to cancel Call Forwarding No Answer

1. Press ***95**
2. Listen for a dial tone
3. Hang up

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 or choose from the following options:

To hear current list of entries: **1**

† Customer is responsible for toll charges.

Primus Local Home Phone Service



Delete a phone number while reviewing your list: **07**

Turn Call Screening on or off: **3**

Add a number to your list: **#** + telephone number + **#**

Add the number of the last call you received (number unknown): **#01#**

Delete a number from your list: ***** + telephone number + *****

Delete all numbers from your list: **08**

Delete all private numbers from your list: **09**

3. Hang up when you are finished with your list

How to turn off Call Screening

1. Press ***60**
2. Listen to the voice prompts
3. Press **3**
4. Hang up

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** and listen for a dial tone
2. Enter the number you want to call

If you never want to display your name and number to people you are calling, you can subscribe to Permanent Call Display Blocking for a low monthly fee.

Call Hold

Hands full? Primus Call Hold lets you free up your hands and put your caller on hold. Simply press the **LINK**, **FLASH** or **HOLD** button once. To reconnect the caller, press the **LINK**, **FLASH** or **HOLD** button once again.

Call Trace

If you have received a threatening or harassing phone call, an additional safety feature you can initiate is Primus Call Trace. 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

Calling

Feature Options

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! Calls from customers 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* 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.

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**, **FLASH** or **HOLD** button.
- You can toggle between the two calls by pressing the **LINK**, **FLASH** or **HOLD** button.
- If you choose not to answer the second call, that call will receive the "no answer" treatment currently assigned (e.g. it will forward to voice mail, forward to another number or keep ringing).

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). Unless Call Forwarding busy is activated, in which case the call will be forwarded.
3. Call Waiting will be restored once you have completed your call

*The caller's name may not be available in certain geographic areas.



Alternate Number Ringing

Have a fax machine? Need a business line? Have a teenager that wants his or her own line? With Primus Alternate Number Ringing, you can assign up to three 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.

Call Forwarding and Alternative Number Ringing

When using Call Forwarding on a line with the Alternate Number Ringing feature, you can choose whether or not to have any secondary numbers set up to follow your main number.

If you decide not to have the secondary number(s) forwarded along with the main number, calls to the secondary number will ring continuously even if Call Forwarding has been activated on the main number. If the main number has Voice Mail, calls to the secondary number will never be forwarded into the voice mailbox. **This is the default set-up.**

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 request to have the Call Waiting feature removed from the main number to avoid these interruptions.

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.

There are two types of voice mailboxes:

Standard Mailbox

- 1-minute personal greeting
- Extended absence greeting permitted (except with extension mailboxes)
- 20-message maximum
- Maximum message length of 3 minutes
- New messages kept for 21 days, saved messages kept for 7 days
- Ability to re-save expired messages

Power Mailbox

- 2-minute personal greeting
- Extended absence greeting permitted (except with extension mailboxes)
- 30-message maximum
- Maximum message length of 5 minutes
- Maximum 10 future delivery messages, can be sent up to 31 days in advance
- New messages kept for 21 days, saved messages kept for 7 days
- Ability to re-save expired messages
- Outcall notification for new messages

How to set up your voice mailbox

1. Dial ***98** from your own phone (may not work from all cities) OR if you are unable to access Voice Mail with this code, dial the access number for your city (as listed on the back cover), press **#** when prompted and enter your mailbox number (your telephone number)
2. Enter your temporary password
(your password is your 7-digit telephone number)
3. Follow the system prompts to change your password

How to record a personal greeting

1. After you have changed your password, a voice prompt invites you to select from one of three greetings
2. Choose from a standard greeting, your name only or a personalized greeting
3. Once you have selected or recorded your greeting, press **#** to accept your greeting OR
4. Press ***** to re-record your greeting
5. Press **#** to exit



How to retrieve messages from your own telephone

1. Dial ***98** (May not work from all cities)
OR if you are unable to access Voice Mail with this code, dial the Voice Mail Access number for your city (as listed on the back cover), press **#** when prompted and enter your mailbox number (your telephone number)
2. Enter your password
3. Follow the voice prompts to retrieve your messages or to use one of the many other Voice Mail features available

How to retrieve messages from another telephone

1. Dial your own telephone number (press **9** during the greeting)
OR dial the Voice Mail Access number for your city (as listed on the back page), press **#** when prompted
2. Enter your password
3. Follow the voice prompts to retrieve your messages or to use one of the many other Voice Mail features available
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

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

Outcall Notification

With this valuable feature, you can receive your messages almost as soon as they are left for you! For example, you can program the system to automatically page you within the local calling area when someone leaves an urgent message in your mailbox.

To set up Outcall Notification

1. Dial ***98** from your own phone (may not work from all cities) OR if you are unable to access Voice Mail with this code, dial the access number for your city (as listed on the back cover), press **#** when prompted and enter your mailbox number (your telephone number)
2. Press **4** for Personal Options
3. Press **4** for Notification Schedule and select the schedule you want
4. Enter the telephone number you wish to be notified at
5. Follow the voice prompts to enter the range of times and types of messages for notification
6. Press **1** to turn notification on or off

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.

To set up Extension Mailboxes

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 number (from 1 to 3) you wish to add
5. Voice Mail will automatically create a temporary password for the new extension (be sure to write down the temporary password; 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 *****

Voice Mail Access Numbers

CITY	ACCESS NUMBER	CITY	ACCESS NUMBER
Brampton	905 595-MAIL (6245)	North Vancouver	604 998-MAIL (6245)
Calgary	403 705-MAIL (6245)	Oshawa	905 443-MAIL (6245)
Chomedey	450 902-MAIL (6245)	Ottawa	613 688-MAIL (6245)
Edmonton	780 702-MAIL (6245)	Pont-Viau	450 901-MAIL (6245)
Galt	519 629-MAIL (6245)	Preston	519 201-MAIL (6245)
Halifax	902 442-MAIL (6245)	Quebec	418 266-MAIL (6245)
Hamilton	905 667-MAIL (6245)	Richmond	604 248-MAIL (6245)
Hespeler	519 224-MAIL (6245)	St-Catharines	905 346-MAIL (6245)
Hull	819 420-MAIL (6245)	Surrey	604 638-MAIL (6245)
Kanata	613 287-MAIL (6245)	Thornhill	905 695-MAIL (6245)
Kitchener	519 772-MAIL (6245)	Toronto	416 645-MAIL (6245) and
London	519 963-MAIL (6245)		416 640-MAIL (6245)
Mississauga	905 361-MAIL (6245)	Unionville	905 752-MAIL (6245)
Montreal	514 940-MAIL (6245) and	Vancouver	604 638-MAIL (6245)
	514 228-MAIL (6245)	Victoria	250 412-MAIL (6245)
Newton	604 635-MAIL (6245)	Whally	604 634-MAIL (6245)
New Westminster	604 636-MAIL (6245)	Winnipeg	204 975-MAIL (6245)

To add any calling features, please email customer.care@primustel.ca or call 1-800-806-3273.

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