

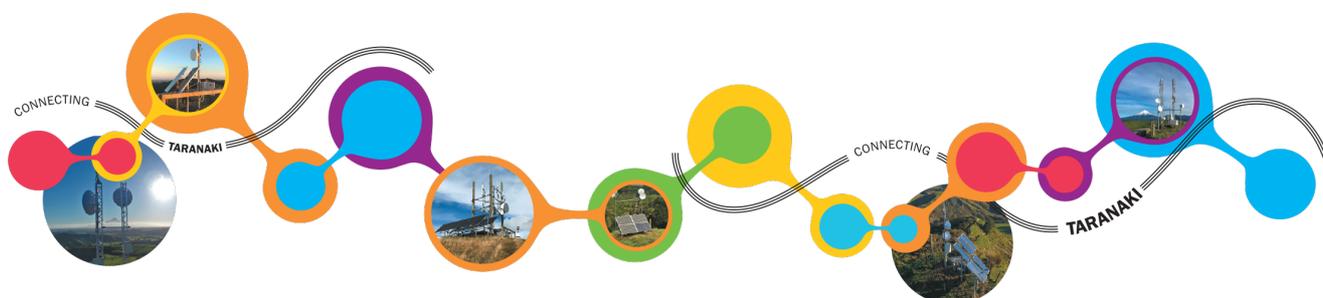
## Primo Phone Instruction Card

Below are the \* codes for changing the settings on your Primo VoIP service, all commands are dialled via your phone handset.

Wherever you see 'xxx' marked below, this refers to a number you enter.

All commands must be preceded by \*#, to bypass the routers built in \* codes. For example, to access voicemail, dial \*#\*55.

Voicemail		Remote call-back/dial-tone options	
*55	Access Voicemail Portal	*94xxx	Remote Dial tone Service Number Addition
*99	Voice Portal Menus	*95xxx	Remote Dial tone Service Number Removal
Forwarding and Locate me		*96xxx	Remote Call-back Service Number Addition
*72xxx	Call Forward Always Activation	*97xxx	Remote Call-back Service Number Removal
*73	Call Forward Always Deactivation	*98xxx	Remote Access Authorisation Pin Setup
*92xxx	Call Forward No Answer Activation	*98	Remove Remote Access Authorisation Pin (Trusted ANI only)
*93	Call Forward No Answer Deactivation	Conferencing options	
*90xxx	Call Forward on Busy Activation	*40	Activate conferencing for my number (turn into conference room)
*91	Call Forward on Busy Deactivation	*41	Deactivate conferencing for my number
*561xxx	Enable and Set 'Locate Me' Number 1	*42	Access your own conference room
*571	Deactivate 'Locate Me' Number 1	Feature codes during a call	
*562xxx	Enable and Set 'Locate Me' Number 2	##	Perform 'blind' transfer to another number
*572	Deactivate 'Locate Me' Number 2	#0	Perform 'attended' transfer to another number
*563xxx	Enable and Set 'Locate Me' Number 3	*1	Start/Stop a manual recording of a call
*573	Deactivate 'Locate Me' Number 3	*0	Disconnect from a call
Do not disturb and Privacy options		Other options	
*78	Do Not Disturb Activation	*61	Call Waiting Activation
*79	Do Not Disturb Deactivation	*81	Call Waiting Deactivation
*30	Caller ID Blocking Activation	*69	Call Return (Call back your last caller)
*31	Caller ID Blocking Deactivation	*66	Last Number Redial
*77	Anonymous Call Rejection Activation	*51	Who last called me?
*87	Anonymous Call Rejection Deactivation	*37xxx	Set Authorisation Pin Code
*60xxx	Selective Call Rejection (Blacklist) Addition	*37	Remove Authorisation Pin Code (no digits after *37)
*80xxx	Selective Call Rejection (Blacklist) Removal	*74x	Program Speed Dial 8 (x can be 2-9)
*65xxx	Make a call with Caller ID visible	*52	Activate 2talk voicemail system
*67xxx	Make a call with Caller ID blocked	*53	Deactivate 2talk voicemail system
*32	Anonymous caller screening Activation	*54n	Set Call Diversion Timer where 'n' is number of seconds
*33	All callers screening Activation		
*34	Call screening Deactivation		



## Accessing your voicemail box

From a Primo Phone - Simply dial \*55 from your Primo phone to access your personal mailbox (or you can also dial from anywhere else - 0288990000)

### Voicemail Star Access

Dial your own Primo Phone number from any phone and wait for it to go to voicemail. When you start to hear the voicemail greeting press '\*' and you will be prompted for your voicemail PIN code (must already be setup) - you will then be able to access your mailbox messages as normal. You can also setup calling numbers as trusted callers to avoid having to enter a PIN number.

### Setting up your Voicemail greetings

Once you press '0' to access your voicemail greetings settings then you can select:

- '1' - To setup your unavailable message
- '2' - To setup your busy message
- '3' - To setup your name
- '4' - To setup a temporary greeting (i.e. on vacation for a while)
- '5' - To change your PIN number.

Press '#' after recording and follow the prompts to listen to the recording and save it if you wish.

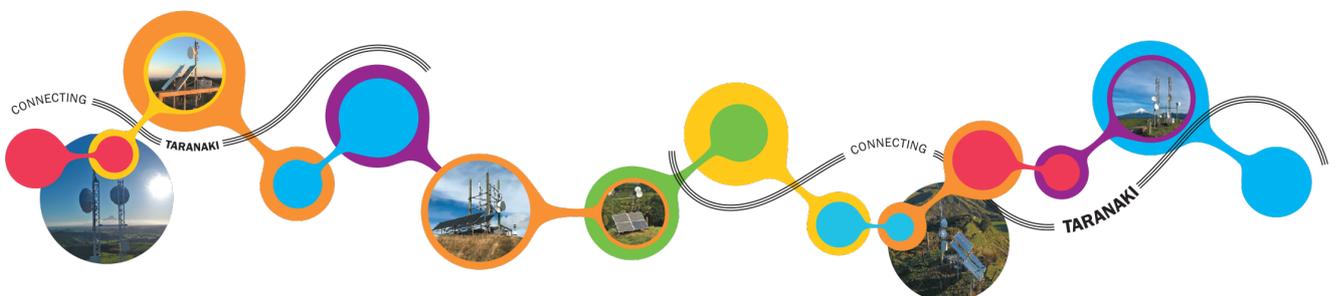
There are lots of things you can do in your voicemail box such as navigate messages, change folders, move messages between folders, forward messages, play back message details, return a call, place a new outgoing call and more... Here are the main menu options available to you when you connect to your mailbox:

### Menu when not listening to messages:

- '1' - Listen to messages in the currently selected folder. (New or old messages selected when you first connect)
- '2' - Change your current message folder. ('0' for new messages, '1' for old messages, '2' for work messages, '3' for family messages, '4' for friends messages, '#' to cancel)
- '3' - advanced options ('4' to place an outgoing call)
- '0' - Mailbox options (record greetings and set PIN number)
- '\*' - Help
- '#' - Exit

### When listening to messages:

- '3' - advanced options ('1' - send a reply if a primo user, '2' - call the person who left the message, '3' - listen to the message details, '4' - to place outgoing call)
- '4' - Go back to the previous message
- '5' - Repeat the current message
- '6' - Play the next message
- '7' - Delete the current message
- '8' - Forward the message to another mailbox
- '9' - Save the message to a folder ('0' for new messages, '1' for old messages, '2' for work messages, '3' for family messages, '4' for friends messages)



## Number Porting

If you have an existing telephone number you can port (move) that number over and continue to use it. There is a charge for number porting (see the price card).

Number porting usually takes around 10 business days, but can take longer in some circumstances. We will liaise with you to ensure that the porting request is completed smoothly and with minimal disruption. Complex ports (such as port requests from 3rd party providers) require a longer notice period. Please contact us for more information if you have a complex port.

## Porting Away

In the unlikely event that you need to move your number away from Primo please contact [helpdesk@primo.nz](mailto:helpdesk@primo.nz) and we will provide the information you need to provide to your gaining service provider for the port to be successfully approved.

## Fax Line

If you would like to set up a dedicated fax line we can do this by simply signing you up to an additional dedicated line. Call Primo Support to get set up.

## Emergency Numbers

Although emergency numbers do work on the Primo Phone service and like all mobile phones, we don't provide a dedicated emergency number service (like Spark are paid to do) and cannot guarantee emergency calls. The operator will also not know your physical location due to the voice line running through the internet.

## Eftpos, Monitored Alarms, etc

The Primo Phone lines are designed for voice calling only, so they are unable to support Eftpos, Monitored Alarms, Sky TV, etc

## 0900 Numbers

Primo Phone does not currently support the calling of 0900 numbers.

