

## PrimoVoice Instruction Card

Below are the \* codes for changing the settings on your PrimoWireless VoIP service, all commands are dialed via your phone handset. Wherever you see 'xxx' marked below, this refers to a number you enter.

### Fritzbox Users:

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

### Voicemail

- \*55 Access Voicemail Portal
- \*99 Voice Portal Menus

### Forwarding and Locate me

- \*72xxx Call Forward Always Activation
- \*73 Call Forward Always Deactivation
- \*92xxx Call Forward No Answer Activation
- \*93 Call Forward No Answer Deactivation
- \*90xxx Call Forward on Busy Activation
- \*91 Call Forward on Busy Deactivation
- \*561xxx Enable and Set 'Locate Me' Number 1
- \*571 Deactivate 'Locate Me' Number 1
- \*562xxx Enable and Set 'Locate Me' Number 2
- \*572 Deactivate 'Locate Me' Number 2
- \*563xxx Enable and Set 'Locate Me' Number 3
- \*573 Deactivate 'Locate Me' Number 3

### Do not disturb and Privacy options

- \*78 Do Not Disturb Activation
- \*79 Do Not Disturb Deactivation
- \*30 Caller ID Blocking Activation
- \*31 Caller ID Blocking Deactivation
- \*77 Anonymous Call Rejection Activation
- \*87 Anonymous Call Rejection Deactivation
- \*60xxx Selective Call Rejection (Blacklist) Addition
- \*80xxx Selective Call Rejection (Blacklist) Removal
- \*65xxx Make a call with Caller ID visible
- \*67xxx Make a call with Caller ID blocked
- \*32 Anonymous caller screening Activation
- \*33 All callers screening Activation
- \*34 Call screening Deactivation

### Remote call-back/dial-tone options

- \*94xxx Remote Dial tone Service Number Addition
- \*95xxx Remote Dial tone Service Number Removal
- \*96xxx Remote Call-back Service Number Addition
- \*97xxx Remote Call-back Service Number Removal
- \*98xxx Remote Access Authorisation Pin Setup

- \*98 Removal of Remote Access Authorisation Pin (Trusted ANI only)

### Conferencing options

- \*40 Activate conferencing for my number (turn into conference room)
- \*41 Deactivate conferencing for my number
- \*42 Access your own conference room

### Other options

- \*61 Call Waiting Activation
- \*81 Call Waiting Deactivation
- \*69 Call Return (Call back your last caller)
- \*66 Last Number Redial
- \*51 Who last called me?
- \*37xxx Set Authorisation Pin Code
- \*37 Remove Authorisation Pin Code (no digits after \*37)
- \*74x Program Speed Dial 8 (x can be 2-9)
- \*52 Activate 2talk voicemail system
- \*53 Deactivate 2talk voicemail system
- \*54n Set Call Diversion Timer where 'n' is number of seconds

### Feature codes during a call

- ## Perform a 'blind' transfer to another number
- #0 Perform an 'attended' transfer to another number
- \*1 Start/Stop a manual recording of a call
- \*0 Disconnect from a call

### Accessing your voicemail box

**From a PrimoVoice Phone** - Simply dial \*55 from your PrimoVoice phone to access your personal mailbox (or you can also dial from anywhere else - 028890000)

### Voicemail Star Access

Dial your own PrimoVoice 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 PrimoWireless please contact helpdesk@primowireless.co.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 the PrimoWireless Support to get set up.

### **Emergency Numbers**

Although emergency numbers do work on the PrimoVoice service and like all mobile phones, we don't provide a dedicated emergency number service (like Telecom 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.

### **0900 Numbers**

PrimoVoice does not currently support the calling of 0900 numbers.

### **Eftpos, Monitored Alarms, etc**

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