



Combining innovative technology with unrivaled quality, **Prime Time Communications** provides you with dependable, affordable **Digital Telephone** service. In addition to helpful voice prompts you will hear as you begin using your system, this **Telephone User Guide** contains detailed instructions for your calling features and voice messaging service, so be sure to keep it near your phone for quick and easy reference.

Personal Voice Messaging

You may log onto **Prime Time's** voice messaging system through your personal Voice Portal – a convenient link to retrieving messages and setting up or changing greetings. Access the Voice Portal from your phone or any other phone outside of your home.

Important Information for First-Time Users

When first logging in to your Voice Portal, you will be prompted for a passcode. **Enter default code 1000.** The system will prompt you to immediately change the default code to a passcode of your choosing. Remember this number for future voice messaging access.

Checking Your Voice Messages

When picking up the phone, you'll hear a distinctive broken "stutter" dial tone if you have messages waiting for you.

Logging into Voice Messaging from Your Home Phone

- Dial *** 6 2** from your home phone
- After the login prompt, enter your passcode followed by **#** to access the Main Menu

Logging into Voice Messaging from Any Other Phone

- Dial your home phone number
- During your personal greeting, press ***** to reach the login prompt
- Enter your passcode followed by **#** to access the Main Menu

Voice Portal Main Menu

After you have logged in to the Voice Portal, the Main Menu items are prompted as follows:

- 1** Access your voice mailbox
- 3** Record your name
- 4** Change your call forwarding options
- 6** Make a call
- 8** Change your passcode
- 9** Exit the Voice Portal
- #** Repeat the Main Menu

Voice Messaging Menu

After accessing your voice mailbox (by selecting 1 from the above menu), the Voice Messaging Menu is prompted as follows:

- 1** Play messages
- 2** Access the greeting callers hear when your line is busy
- 3** Access the greeting callers hear when you do not answer
- 5** Compose messages to send to other users
- 7** Delete all messages from your voice mailbox
- *** Return to the Voice Portal Main Menu
- #** Repeat the Voice Messaging Menu

Quick Reference Feature List *a condensed version of the User Guide – perfect for keeping near your phone*

Code **Feature**
*** 6 2** Log into Voice Messaging from Home Phone

Code **Feature (Voice Portal Main Menu)**

- 1** Access your voice mailbox
- 3** Record your name
- 4** Change your call forwarding options
- 6** Make a call
- 8** Change your passcode
- 9** Exit the Voice Portal
- #** Repeat the Main Menu

Code **Feature (Voice Messaging Menu)**

- 1** Play messages
- 2** Access the "line is busy" greeting
- 3** Access the "no answer" greeting
- 5** Compose messages to send to other users
- 7** Delete all messages from your voice mailbox
- *** Return to the Voice Portal Main Menu
- #** Repeat the Voice Messaging Menu

Quick Reference Feature List continues →

Included Calling Features

Your **Prime Time Digital Telephone** service includes a series of features specially designed to meet your specific communication needs. The following list describes these helpful features and explains how they work.

Call Forwarding Always

- Automatically redirect *all* incoming calls to another destination

* 7 2 Activation
* 7 3 Deactivation

Call Forwarding Always to Voice Messaging

- Automatically redirect *all* incoming calls to your voice messaging system

* 2 1 Activation
2 1 Deactivation

Call Forwarding Busy

- Automatically redirect incoming calls to another destination if your line is currently busy

* 9 0 Activation
* 9 1 Deactivation

Call Forwarding No Answer

- Automatically redirect incoming calls to another destination if you are unable to answer your home phone

* 9 2 Activation
* 9 3 Deactivation

Caller Identification Delivery Blocking (per call)

- Prevent your phone number from being shown on the receiving party's Caller Identification on a per call basis

* 6 7 Activation (active for one call, then deactivates after call is made)

Caller Identification Delivery Blocking Always

- Prevent your phone number from being shown on any receiving party's Caller Identification

* 3 1 Activation
3 1 Deactivation

Call Hold / Off Hold

- Both places *and* removes an active call on "hold" status

* 2 2 Places *and* removes a call on "hold"

Call Return

- Return a call to the last party that called you, regardless of whether you answered the phone

* 6 9 To dial last caller

Cancel Call Waiting (persistent)

- This service allows you to cancel the call waiting feature persistently

* 4 3 Activation
4 3 Deactivation

Do Not Disturb

- Automatically prevents your phone from ringing and sends all calls to your voice messaging system

* 7 8 Activation
* 7 9 Deactivation

Last Number Redial

- Dial the phone number you last entered

* 6 6

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For more information: Call us at 800.408.1210 or Visit us at www.ptcomm.tv

Quick Reference Feature List *a condensed version of the User Guide – perfect for keeping near your phone*

Code	Feature	Code	Feature
* 7 2	Call Forwarding Always Activation	* 3 1	Caller ID Delivery Blocking Always Activation
* 7 3	Call Forwarding Always Deactivation	# 3 1	Caller ID Delivery Blocking Always Deactivation
* 2 1	Call Forwarding Always to Voice Messaging Activation	* 2 2	Call Hold: Places <i>and</i> removes a call on "hold"
# 2 1	Call Forwarding Always to Voice Messaging Deactivation	* 6 9	Call Return
* 9 0	Call Forwarding Busy Activation	* 4 3	Call Waiting Activation
* 9 1	Call Forwarding Busy Deactivation	# 4 3	Call Waiting Deactivation
* 9 2	Call Forwarding No Answer Activation	* 7 8	Do Not Disturb Activation
* 9 3	Call Forwarding No Answer Deactivation	* 7 9	Do Not Disturb Deactivation
* 6 7	Caller ID Delivery Blocking Per Call	* 6 6	Last Number Redial

Digital Telephone Service Questions? Please call Prime Time Communications at 800.408.1210