

My Hosted PBX Portal

User Guide

<https://mypbx.primus.ca/>



BUSINESS SERVICES



[Manage Account Information](#)

Please login by entering your service phone number and password into the fields below. Click "Login" to continue.

New users:

Register now to activate your Hosted PBX portal account today and you will instantly realize how easy it is to use your Hosted PBX services online.

[REGISTER NOW](#)

Please login:

Phone Number: example: 4161239876

Password:

☐ Remember me

Login

[Acceptable Use Policy](#) • [Privacy Policy](#) • [Terms of Use](#)

Copyright © 2001 Primus - Canada Page generated in: seconds

Quick Click Features

Call Log Tab

Directory Tab

Voice Mail Tab

Phone Control Tab

Concierge Tab

Call treatments

Find Me – Follow Me

Remote Phone

Call Forward

Backup Call Forward

Options Tab

Welcome to Primus Canada's Hosted PBX Portal (<https://mypbx.primus.ca/>)!

This hands-on portal guide will lead you with, step-by-step instruction, through the innovative and beneficial features of your new Hosted PBX phone.

There are many features available to you through the My Hosted PBX Portal so let's get started!

Getting Started

Once you have successfully registered and logged in you are ready to begin exploring the features and functionalities of the **My Hosted PBX Portal**.

Within the portal are 6 tabs; Call Log, Directory, Voice Mail, Phone Control, Concierge and Options. We will review the features and functions of each tab beginning with Call Log.

Call Log Tab

Under the Call Log tab you can view all calls made from, and received on, your Hosted PBX phone. Additional features allow you to:

1. **Refresh:** Updates the portal with the most recent call details.
2. **Export Call Logs:** Call logs can be exported to an Excel document.
3. **Sort:** You can sort your call logs by Date/Time, Caller Name, Caller Number, or Duration.

4. **Reverse:** This function will reverse the order of the Sort function as described above.
5. **Function:** Options include deleting the call, call screen and add to directory.

primus. My Hosted PBX Service
BUSINESS SERVICES

Manage Account Information Logout

1 Call Log **2** Directory **3** Voice Mail **4** Phone Control **5** Concierge Options

Refresh Export Call Logs Sort Date / Time Reverse

TOR962-1932 (416) 855-1932

Type	Caller Number	Caller Name	Date / Time	Dur	Function
<input type="checkbox"/> OOSVoiceMail	(416) 207-3394	EMILY BUGG	2008-08-20 15:23:50	00:00	Select
<input type="checkbox"/> Out	9(416) 716-7260		2008-08-18 14:57:10	00:09	Select
<input type="checkbox"/> Out	1935	TOR7961-1935	2008-08-18 14:16:39	00:14	Select
<input type="checkbox"/> Out	916042824352		2008-08-18 14:16:21	00:00	Select
<input type="checkbox"/> VoiceMail	(604) 282-4352	MARKETING VANCO	2008-08-18 14:14:13	00:00	Select
<input type="checkbox"/> VoiceMail	1931	TOR942-1931	2008-08-12 12:31:42	00:00	Select
<input type="checkbox"/> Missed	1838	BAYCISCO-1838	2008-08-12 11:44:52	00:00	Select
<input type="checkbox"/> OOSVoiceMail	(647) 722-9202	Unavailable	2008-08-02 13:47:07	00:00	Select
<input type="checkbox"/> Out	1932	VoiceMail 1932	2008-08-01 10:27:48	00:01	Select
<input type="checkbox"/> Out	1932	VoiceMail 1932	2008-08-01 10:27:47	00:08	Select

☐ Check All
Previous [1](#) [2](#) [3](#) Next

Directory Tab

Under the directory tab you can add records from your call logs, input records manually and/or import your personal contacts from your mail client (currently Outlook Express is not supported).

- Adding a directory record from your call log is outlined in the image below.

Call Log Directory Voice Mail

Refresh Sort Date / Time

"Add to Directory" - Allows you to easily add records to your Call Directory from your call log.

Type	Caller Number	Caller Name	Date / Time	Dur	Function
<input type="checkbox"/> Out	(905) 813-9834		2005-01-04 19:21:24	00:56	Select
<input type="checkbox"/> In	(212) 609-2400		2005-01-04 16:40:03	04:22	Select Delete Screen Call Add to Directory
<input type="checkbox"/> Out	(416) 361-7888		2005-01-04 13:04:27	01:32	Select
<input type="checkbox"/> Out	(416) 518-8734		2005-01-04 12:29:51	00:29	Select
<input type="checkbox"/> VoiceMail	(905) 569-3983	BMONTREAL	2005-01-04 12:07:27	00:00	Select

- Importing a contact list from Outlook is outlined in the image below.

Click to upload your MS Outlook exported contacts. File must be in the Outlook CSV format.

Search your directory records by first or last name.

Import Contact List to your Directory

The import operation will import directory records from an Outlook CSV formatted file only.

Outlook Express is not currently supported.

You will *first* need to have a CSV file created from Outlook in order to import your Directory records. If there are duplicate records from Outlook to this Directory, the **Import Records** will keep those duplicate records, or you can choose to replace them by clicking on the "Replace Duplicates" checkbox.

CSV File to upload

Replace duplicates ☐

From within your Outlook application, create a CSV format export of your desired contacts. Browse and upload from your local exported Outlook file. Click on "Import Records" and your contacts will be imported. Optionally replace duplicates or append to My Hosted PBX portal directory.

Voice Mail Tab

Here you can view the details of your voice mail messages; the name and number of the caller, the date, the time and the duration of the voice mail message.

primus. My Hosted PBX Service
BUSINESS SERVICES

[Manage Account Information](#)

Call Log **Directory** **Voice Mail** **Phone Control** **Concierge** **Options**

[Saved Messages](#) | [Delete All](#) | [Notification and Options](#) | [Play-Back Options](#) | [Refresh](#) | |

TOR962-1932 (416) 855-1932

Name	Phone Number	Date / Time	Duration	Function
<input type="checkbox"/> BUGG EMILY	(416) 207-3394	2008-08-21 11:49:51	00:03	
<input type="checkbox"/> Unavailable	(647) 722-9202	2008-08-02 13:47:46	00:28	
<input type="checkbox"/>	(647) 722-9209	2008-07-24 11:52:51	00:28	
<input type="checkbox"/>	(416) 204-7402	2008-07-24 11:32:28	01:00	
<input type="checkbox"/>	(416) 204-7402	2008-07-24 09:26:26	00:35	

☐ Check All

[Acceptable Use Policy](#) • [Privacy Policy](#) • [Terms of Use](#)

Copyright © 2001 Primus - Canada

Scroll over icons to identify functionality.

Within this tab you have the option to listen to your voice mail, to archive the message, email the message as a wav attachment or to delete the voice mail. Additional features include:

- **Saved Messages:** This view shows all archived messages.
- **Delete All:** Allows you to delete all voice mails inclusively.
- **Notification and Options:** Use this link to personalize your voice mail notification options. Messages can be sent via email or to a pager.
- **Play-Back Options:** Select the order in which your voice mails are played.

The screenshot shows the 'Voice Mail' tab selected, with the 'Notification and Options' sub-tab active. The page title is 'TOR962-1932 (416) 855-1932'. The 'Specify Notification Method' section has a red '2' icon. It contains instructions for numeric/voice call and email notifications. The 'Custom Operator Number' section has a callout: 'You have the option to forward a pre-recorded voice mail Alert to the phone number of your choice or to a numeric pager.' The 'Email forwarding of Voice Mail' section has a callout: 'Enable this feature to forward an email copy of new voice mails as a .wav attachment.' The 'Voice Mail Notification' section has a dropdown for 'Notifications for:' set to 'None', a 'Notification Type' dropdown set to 'Email Message', and an 'Email Address' field. At the bottom are 'Cancel' and 'Save Record' buttons.

Phone Control Tab

This feature will allow you to use the phone control to make a call without using the handset of the Hosted PBX phone.



Concierge Tab

Manage your incoming calls based on Caller ID, by time of day and time of week under the Concierge tab.

Menu Bar

[Add Call Treatment](#) | [Find Me - Follow Me](#) | [Remote Phone](#) | [Call Forward](#) | [Backup Call Forward](#) | [Refresh](#)

Name	Incoming Number	Action	Forward Number	Function
Default	All Unscreened			Edit

[Acceptable Use Policy](#) • [Privacy Policy](#) • [Terms of Use](#)

Copyright © 2001 Primus - Canada

The Concierge function provides a flexible method of screening and forwarding calls anytime or at specific times and on certain days of the week.

Concierge Tab > Menu Bar > Call treatments

Available call treatments are outlined below:

- **Call Block:** Block this incoming number
- **Forward to Number:** Forward this call to another phone number
- **Forward to Voice mail:** Forward this call directly to voice mail
- **Find Me:** Select a Find-Me Follow-Me list that you have pre-defined
- **Priority Call:** Incoming call will be accepted even if Do Not Disturb (DND) is activated
- **Urgent Call:** Using this feature will identify the caller as "URGENT" in your call display
- **Virtual Ring:** You can route calls to an indefinite ring which will never receive your voice mail or ring your Hosted PBX phone
- **Forward when Busy:** If the call comes in while you are on the phone, you can forward the call to another number
- **Forward when no Answer:** If there is no answer, forward this call to another number

Call Log Directory Voice Mail Phone Control Concierge

[Refresh](#)

TOR962-1932 (416) 855-1932

Add Concierge Task

Enter a Name for your Concierge record and the Incoming Number you wish to screen in the provided spaces.

Time of Day specific Call treatment of incoming calls can be accomplished by properly configuring the provided Actions.

Start by selecting the desired Action. Next provide a Forwarding Number if required.

Select a Start Time and End Time for this Action to cover. Finally, select the Days that Screening Action should occur on. Clicking the Everyday link will cause all Days to be selected.

A Default Action can also be specified, and will be used whenever the specific Time of Day configurations do not apply.

Tip: If you use the "*" in the number you specify, all numbers beginning with the digits prior to the "*" will be treated as specified. e.g. If you specify "416*" to be forwarded, all calls coming from area code 416 will be forwarded.

*** Name**

*** Incoming Number**

Time of Day Action 1

Time of Day Action 2

Time of Day Action 3

Default Action

*** Required Information**

Enter a descriptive name for the incoming call on which you will be adding the call treatment

Enter the incoming phone number that you are screening

Select the call treatment

Click "Save Record" to confirm the call treatment

Once you've selected a call treatment option, you need to establish the time of day and days of the week where this action will occur. You have the option of making this action active for "All Day" and "Everyday" or selecting a range of days with start/stop times. It is possible to setup a concierge task that will provide special handling for up to three different date/time settings.

Add Concierge Task

Enter a Name for your Concierge record and the Incoming Number you wish to screen in the provided spaces.

Time of Day specific Call treatment of incoming calls can be accomplished by properly configuring the provided Actions.

Start by selecting the desired Action. Next provide a Forwarding Number if required.

Select a Start Time and End Time for this Action to cover. Finally, select the Days that Screening Action should occur on. Clicking the Everyday link will cause all Days to be selected.

A Default Action can also be specified, and will be used whenever the specific Time of Day configurations do not apply.

Tip: If you use the "*" in the number you specify, all numbers beginning with the digits prior to the "*" will be treated as specified. e.g. If you specify "416*" to be forwarded to your cellular number, then all calls coming from area code 416 will be forwarded.

*** Name**

*** Incoming Number**

Time of Day Action 1

Forward to

All Day ☐

Start Time :

End Time :

Everyday ☐

Days

☐ Mon ☐ Tue ☐ Wed ☐ Thur ☐ Fri ☐ Sat ☐ Sun

Time of Day Action 2

Time of Day Action 3

Default Action

*** Required Information**

The **Call Treatment** feature allows you to specify when the action will be applied. All day and everyday options are available, or you can select specific days of the week and start/end times (in quarterly increments).

Once this task is saved, it will take effect immediately.

You can edit your concierge task anytime and there is no real limitation on the number of tasks you create, but only one action can be applied per incoming number.

Concierge Tab > Menu Bar > Find Me – Follow Me

This feature can be set-up to ring alternate telephone numbers (simultaneously or sequentially), in an attempt to locate you when you are unable to answer, or are away from, your Hosted PBX phone. The image below provides a step-by-step overview of the Find-Me functionality.

STEP 1: Click on “Add Find Me Record”

STEP 2: Fill in new “Find-Me List Name”. You can easily edit this information at anytime.

STEP 3: Select “Save Record” to confirm your new “Find-Me List Name”

STEP 4: To add phone numbers, select your new “Find-Me List”

STEP 5: Select “Add Number”

The interface includes a menu bar with tabs: Call Log, Directory, Voice Mail, Phone Control, **Concierge**, and Options. Below the menu bar, there are links for [Add Find Me Record](#) and [Refresh](#).

Find Me - Follow Me | Refresh

Configure A Find-Me List

Enter the required information, and then click the **Save Record** button to record your Find-Me List configuration.

Find-Me List Name:

Ring Option: ☒ Sequential ☐ Ring All

Show Caller ID: ☒

Save Record

Find Me - Follow Me | Add Number | Refresh

Find-Me List Name	Numbers in list	Ring Option	Show Caller ID	Function
<input type="checkbox"/> Out of Office	2	Sequential	Show	[Edit] [Delete] [List]

Sequence	Name	Phone Number	No Answer Timeout	Function
<input type="checkbox"/> 1 ▲▼	Cell Phone	(416) 555-1234	15	[Edit] [Delete]
<input type="checkbox"/> 2 ▲▼	Home	(416) 888-1234	15	[Edit] [Delete]

The screenshot shows a web application with a navigation bar containing 'Call Log', 'Directory', 'Voice Mail', 'Phone Control', and 'Con'. Below the navigation bar are links: 'Find Me - Follow Me', 'View list numbers', and 'Refresh'. The main header displays 'TOR962-1932 (416) 855-1932'. The section is titled 'Add a new Find-Me Number' and includes instructions: 'Enter the required information, and then click the **Save** button to create a new Find-Me Number.' A definition states: 'No Answer Timeout is the number of seconds the system will attempt to connect to this phone number.' The form fields are: 'Name' (Blackberry), 'Phone Number' (4164441234), and 'No Answer Timeout' (15 s). A 'Save Record' button is at the bottom. Three callout boxes provide instructions: 'STEP 6: Add the name and phone number details. Use a descriptive name to help identify it in your list' points to the Name and Phone Number fields; 'STEP 7: Select "Save Record"' points to the Save Record button; and a box explains the 'No Answer Timeout' setting.

STEP 6: Add the name and phone number details. Use a descriptive name to help identify it in your list

STEP 7: Select "Save Record"

The "No Answer Timeout" can be set for each phone number in the list. It refers to the number of seconds the phone will ring before forwarding to the next number in your Find-Me List.

You can create several Find Me lists so it is important to identify each with a descriptive list name.

When the other phones in your Find Me list ring, you will be prompted with a recorded greeting advising you of the number of the caller and asking if you wish to accept or ignore the call.

It is important to note that each phone number should not have voice mail enabled. The search will stop if voice mail picks up before the call skips to the next phone number on your Find Me list. Alternatively, you can set the number of rings before forwarding to bypass the voice mail.

Call Log

Directory

Voice Mail

Phone Control

Concierge

Forum

Op

Add Concierge Task

Add Find Me Record

Refresh

Create a new Find-Me List Record

Shows the number of phone numbers assigned to this Find-Me List

Find-Me List Name	Number	Ring Option	Caller ID	Function
<input type="checkbox"/> On-Call FindMe	3	Ring All	Show	Edit Delete List
<input type="checkbox"/> Find-Me List 2	0	Sequential	Show	Edit Delete List
<input type="checkbox"/> Find-Me List 3	1	Sequential	Show	Edit Delete List
<input type="checkbox"/> Find-Me Weekends	2	Ring All	Show	Edit Delete List
<input type="checkbox"/> Find-Me List4	3	Sequential	Hide	Edit Delete List

User-Defined names for the Find-Me Lists

Ring all phones simultaneously or sequentially after defined time limit

Edit Record:

Change Name, Ring Option and if Caller ID should be shown

Find-Me List Name

On-Call FindMe

Ring Option

☐ Sequential
 ☒ Ring All

Show Caller ID

☒

Save Record

Find-Me List - Click on "List"

Shows the list of numbers and options. You can edit the record, add another number or delete it from the list.

Sequence	Name	Phone Number	No Answer Timeout	Menu Timeout	Function
<input type="checkbox"/> 1	home	(905) 820-1234	15	15	Edit Delete
<input type="checkbox"/> 2	two	(416) 456-8900	15	15	Edit Delete
<input type="checkbox"/> 3	three	(416) 967-1111	15	15	Edit Delete

Add or Edit Phone Number on List

Name

Home Phone

Phone Number

(416) 456-8900

No Answer Timeout

15 seconds

Menu Timeout

15 seconds

Save Record

Shows detail when adding or editing a phone number in the list. Use a Name that is descriptive.

Concierge Tab > Menu Bar > Remote Phone

The **Remote Phone** feature provides you with the flexibility to use your Hosted PBX phone when you are not at the same physical location as your Hosted PBX phone.

When enabled, incoming calls will go to your Hosted PBX phone as well as the configured remote phone number. You can then decide to accept or reject the call. You can also make outgoing calls from your remote phone that will appear to be coming from your Hosted PBX phone.

Note: This feature is already in use and is not customizable for Softphone Companion users. Softphone Companion users can, when necessary, use the call forward feature to direct all incoming calls to another location.

The screenshot shows the 'Remote Phone' configuration window. It includes several checkboxes and a text input field. Callouts provide additional context for each field:

- Enable Remote User:** A callout states: "To activate – check the option on and click the 'OK' button to save. Uncheck the option to disable."
- Auto Enable When Phone OOS:** A callout states: "Activate automatically if your phone is out of service (OOS)."
- Remote Phone Number:** A callout states: "Enter the number that will be called when an incoming call to your Hosted PBX phone is received. You will receive a prompt on the remote phone to either accept or reject the call. Callers will hear 'please standby while we attempt to locate your party'."
- Ring Remote Phone for:** A callout states: "Number of seconds you will have on the remote phone to accept or reject the incoming call"

The form also includes 'OK' and 'Cancel' buttons at the bottom.

Using the Remote Phone allows you to make outgoing calls that will appear to be coming from your Hosted PBX phone number.

Once you have entered your Remote Phone Number, simply use your call logs or directory to place an outgoing call that will appear to be coming from your Hosted PBX phone.

Concierge Tab > Menu Bar > Call Forward

In addition to the star codes (see user guide) **Call Forward** can also be programmed within the portal. Available call forwarding options include call forward all numbers and call forward busy/no answer.

The screenshot shows the 'Call Forward' configuration window. It includes a 'Refresh' button and a 'Change your Default Call Fwd Feature' section. The 'Call Answer Ring Time' is set to 25 seconds. The 'Default Action' dropdown menu is open, showing options: Disabled, Forward to Number, and Forward Busy/No Answer. The 'Options are:' section lists: Disabled, Forward to another number, and Forward only when Busy or No-Answer. The form also includes 'OK' and 'Cancel' buttons at the bottom.

Concierge Tab > Menu Bar > Backup Call Forward

It is important to be prepared for all situations, including the possibility of your Hosted PBX phone not being accessible due to a power or equipment related issue. Configuring your **Backup Call Forward** number on your *first* visit to the portal will ensure that should the situation arise no call will go unanswered.

The screenshot shows the 'My Hosted PBX Service' portal. At the top, there's a logo for 'primus BUSINESS SERVICES' and a navigation bar with tabs: 'Call Log', 'Directory', 'Voice Mail', 'Phone Control', 'Concierge' (highlighted), and 'Options'. Below the tabs is a 'Refresh' link. The main content area is titled 'TOR962-1932 (416) 855-1932' and 'Change your Backup Call Forward Feature'. It contains a text block explaining the feature: 'Change the Backup Call Forward setting for when your Voice Over IP Phone is not accessible. This will take effect as soon as your Hosted PBX service is unavailable should their be a power,network or equipment related issue.' To the right, there's a checkbox for 'Redirect calls to my Voice Mail:' and a text input field for 'Backup Phone Number:' with the value '(416) 236-3636'. At the bottom right are 'OK' and 'Cancel' buttons.

Options Tab

The screenshot shows the 'Options' tab selected in the navigation bar. The main content area is titled 'TOR962-1932 (416) 855-1932' and displays six icons with labels and descriptions: 'Web Profile' (Change your Web Portal Profile), 'Change Password' (Change your Portal Password), 'Language' (Language of Feature Prompts), 'On-Hold Music' (Change your On-Hold Music), 'Audio Settings' (Change your Audio Settings), and 'User Guide' (View and/or download a copy of the My Hosted PBX Portal Guide).

- **Web Profile:** Customize your Hosted PBX portal profile (i.e. portal homepage, email)
- **Change Password:** Reset your Hosted PBX portal password
- **Language:** Select the language of the recorded messages when accessing your Hosted PBX features
- **On-Hold Music:** You can select the hold music callers will hear when on hold
- **Audio Settings:** Users with Linksys phones can modify the phone headset or handset microphone volumes
- **User Guide:** View and/or download a copy of the My Hosted PBX Portal Guide