

VOICEMAIL Guide

At any time press * to return to the main menu.

ACCESS YOUR VOICE MAIL

Customers in the Wisconsin Rapids area with land line telephone

FROM THE PHONE SUBSCRIBED TO THE SERVICE:

1. Dial 715-423-6699.
2. If prompted, enter your password and then #.

FROM A DIFFERENT PHONE:

1. Dial toll free 1-800-928-2867.
2. Enter your 10-digit mailbox number.
3. Enter your password and then #.
Your default password is four zeros. 0000

MAIN MENU OPTIONS:

- PRESS 1** Message retrieval
- PRESS 3** Send message
- PRESS 7** Play date and time
- PRESS 9** Mailbox setup
- PRESS 0** Help

Pressing * in the main menu takes you back to the sign-in menu.

RECORD YOUR GREETING

1. Access your voice mailbox.
2. Press * to be taken to the sign-in menu.
3. Press 9 for the mailbox setup menu.
4. Press 1 for greeting options.
5. Press 2 to record your greeting.
6. Record your greeting and then press #.

CHANGE YOUR PASSWORD

1. Access your voice mailbox.
2. Press * to be taken to the sign-in menu.
3. Press 9 for the mailbox setup menu.
4. Press 2 to change your password.
5. Enter your new password and then press #.
6. When prompted to verify the password, enter it again and then press #.

RETRIEVE MESSAGES

1. Access your voice mailbox.
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement "You have x new messages and x saved messages."
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.

RETRIEVING MESSAGE OPTIONS:

- PRESS 1** Play the message again
- PRESS 2** Save the message and play the next
- PRESS 3** Delete the message and play the next
- PRESS 4** Save the message as new
- PRESS 5** Reply to the message
- PRESS 6** Forward the message to another mailbox
- PRESS 7** Skip backward in the message
- PRESS 8** To pause the message
- PRESS 9** To skip forward in the message

USING VOICE MAIL TO E-MAIL:

1. Check your E-Mail as you normally would.
2. When you get a voice mail message, you will receive an email from 'YOURTELEPHONE' delivered right to your inbox. The message will have an attachment.
3. Open the attachment and your media player will play the message.
4. If desired, save the attachment on your PC.
5. Follow the links in the message to save or delete the message from the Voice Mail system.

WEB PORTAL

1. Use a browser to go to: <https://solarus.net/voicemail>
2. Enter your user name. Your user name is always your 10 digit telephone number.
3. Enter your password. *Your default password is four zeros. 0000*
For security reasons we recommend changing your password.
4. You will now be prompted to enter your PIN. Use the 4 digit code you use to access your voicemail from your phone.
If you do not know your PIN, please contact our Technical Assistance Center at 715-421-6085 and we can reset it for you.

