



CALL SCREENING

User Guide

CALL SCREENING

Protect yourself and your home from unwanted and annoying telemarketers, robocalls and spoofing scams.

Solarus' Call Screening feature identifies and blocks calls from numbers you have specified as unwanted and those that our system identifies as unknown, robodialed or automated.

You can manage this service from your telephone or from the easy-to-navigate online portal. If you'd prefer, Solarus can assist in setting up your blocked and allowed number listings.

Blocked Calls

Once a number has been added to your Blocked List, incoming calls from that number will automatically hear a message telling them that you do not accept calls from that phone number and the call will be terminated before it rings to your home.

If you receive an unwanted call from a number that was not on your blocked call list, you can easily add the number to your blocked list by pressing *96# after hanging up.

Allowed Callers

Create a list of allowed numbers from your family members, friends, doctor's office, school etc. that will always ring through.

If an incoming caller is not on either your Blocked or Allowed Caller lists, the Call Screening system will play a "Challenge Message" asking the caller to "Press 1" to complete the call. Once the caller has pressed 1 (proving they are not an automated or robo-dialed call), they will then be automatically added to your Allowed Caller list and will not hear the Challenge Message on subsequent calls.

Private and Unknown Callers

If an incoming call is identified as a Private or Unknown number, you can choose to either allow these calls to come through, prompt the caller with a Challenge Message, route them directly to voicemail or block them.



Managing Call Screening from Your Telephone

From your home telephone, dial *95# and follow the Main Menu voice prompt to quickly enable or disable Call Screening by pressing "2".

NOTE: Disabling your service will allow calls to come through normally. If you wish to deactivate the service and prevent future billing, you'll need to contact our Customer Service team at 715-421-8111.

To easily add the last caller's number to your Blocked list (without accessing the Administrative options), you can simply hang up and press *96#.

To access additional Call Screening Administration options, dial *95# and then Press 7, to get the following options:

- Press "1" To add a number to your blocked list
- Press "2" To remove a number from your blocked list
- Press "3" To remove all numbers from your blocked list
- Press "4" To add a number to your allowed list
- Press "5" To add the last caller to the blocked list
- Press "6" To turn the entire service ON / OFF
- Press "7" Administer more options
(Block Unknown Numbers, Challenge Private Numbers, etc)
- Press "0" To return to the previous menu
- Press "*" To repeat the menu options

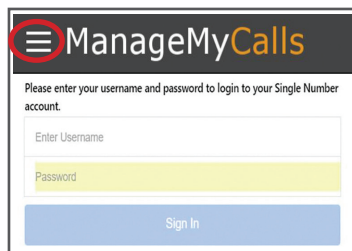
Managing Incoming Calls


How to Manage Your Account from the Web

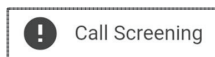
From your web browser, go to: <https://solarus.net/managemycalls>

If you already have a Solarus voicemail account, enter the user name and password you use to login to your voicemail online.

If you have not set up a Solarus voicemail account, enter your 10-digit phone number as your username and 0000 as the password.

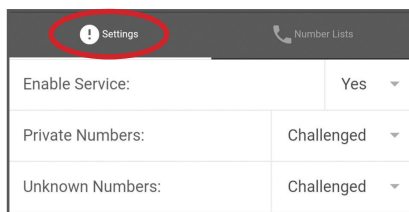
A screenshot of the ManageMyCalls login page. It features a header with the 'ManageMyCalls' logo, where the 'Manage' part is circled in red. Below the logo is a message: 'Please enter your username and password to login to your Single Number account.' There are two input fields: 'Enter Username' and 'Password'. A blue 'Sign In' button is at the bottom.

Click the menu button  in the upper left hand corner next to the ManageMyCalls logo and select the !Call Screening button from the dropdown menu.



From this Settings screen you can choose Yes to enable the service or No to disable it.

Please Note: Disabling the Service here does not deactivate it from your account. You will still be invoiced monthly. If you wish to deactivate the Call Screening service, please contact our Customer Service team at 715-421-8111.

A screenshot of the Settings screen. At the top, there are two tabs: 'Settings' (with a green circle and exclamation mark icon circled in red) and 'Number Lists'. Below the tabs is a table with three rows: 'Enable Service:' with a dropdown set to 'Yes', 'Private Numbers:' with a dropdown set to 'Challenged', and 'Unknown Numbers:' with a dropdown set to 'Challenged'.


Your service has been set to challenge all calls that display as Private on your CallerID and any out of area (Unknown) calls.

You have the option to Allow or Block all of these types of calls by toggling the drop down arrow. When you choose the Challenged option, your callers will be prompted to Press 1 on their phone to have their call completed (proving it is not an automated call).

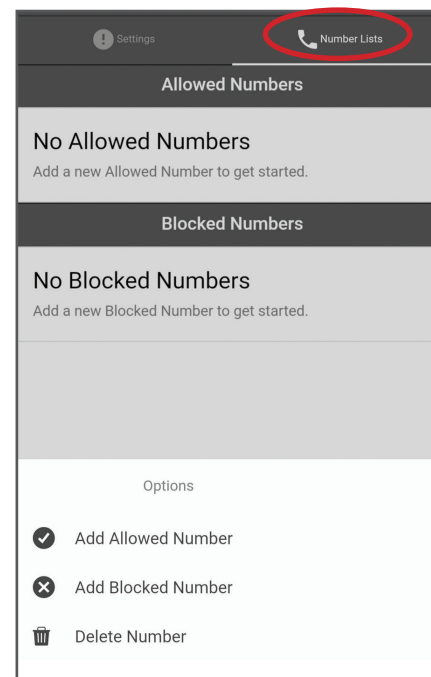
We encourage you to use the Challenge setting on both types of calls to get the maximum benefit out of your Call Screening service.

How to Allow and Block Numbers

Create a list of Allowed numbers (friends, family, schools, church, etc.) that will ring through without the caller having to hear the Challenge Message. You can also create a list of numbers you wish to Block.

Click on the Number Lists icon along the top menu. Next, select the  Green icon from the bottom right hand corner to open your Options window.

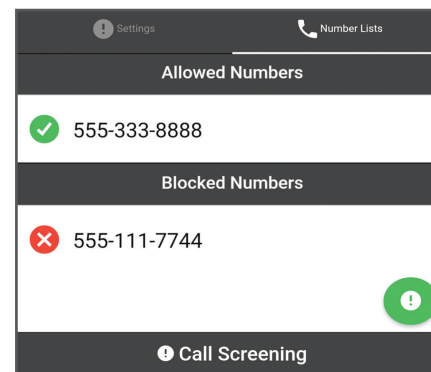
Choose Add Allowed Number or Add Blocked Number and enter the ten digit number (including Area Code) of the number(s) that you want Call Screening to Allow or Block from calling you.

A screenshot of the Number Lists screen. At the top, there are two tabs: 'Settings' and 'Number Lists' (with a green circle and exclamation mark icon circled in red). Below the tabs are two sections: 'Allowed Numbers' and 'Blocked Numbers'. Both sections currently show 'No Allowed Numbers' and 'No Blocked Numbers' respectively, with a prompt to 'Add a new' number. At the bottom, there is an 'Options' section with three items: 'Add Allowed Number' (with a checkmark icon), 'Add Blocked Number' (with an 'X' icon), and 'Delete Number' (with a trash can icon).

Use Delete Number to remove Allowed or Blocked numbers from either list.



The service will remember your friends and family who have pressed the Challenge Digit on their phone. They will be automatically added to your Allowed Numbers list.

A screenshot of the Number Lists screen. At the top, there are two tabs: 'Settings' and 'Number Lists' (with a green circle and exclamation mark icon circled in red). Below the tabs are two sections: 'Allowed Numbers' and 'Blocked Numbers'. The 'Allowed Numbers' section shows a green checkmark icon and the number '555-333-8888'. The 'Blocked Numbers' section shows a red circle with an 'X' icon and the number '555-111-7744'. At the bottom, there is a 'Call Screening' button with a green circle and exclamation mark icon.

DO NOT DISTURB



The Do Not Disturb feature allows you to designate quiet times (dinner time, overnight, baby's nap time, etc.), where you can choose to either divert all calls to voicemail or block them altogether, unless the caller has your unique 4 digit Override Code. Calls blocked during your specified Do Not Disturb times will hear a message stating: "We're sorry. The number you have reached is not accepting calls at this time."

How to Set Up Do Not Disturb Using Your Phone

From your home telephone, dial *95# and follow the Main Menu voice prompt to quickly enable or disable Do Not Disturb by pressing "1".

NOTE: Disabling your service will allow calls to come through normally.

To access additional Do Not Disturb Administration options, dial *95# and then Press 6, to get the following options:

- Press "1" To turn Do Not Disturb ON / OFF
- Press "4" To change your override code
- Press "7" To change your Do Not Disturb challenge treatment
- Press "0" To return to the main menu
- Press "*" To repeat menu options

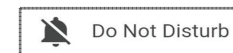
Override Code - By entering a 4 digit number on their phone pad, callers can bypass the Do Not Disturb service in case of emergency. You choose the 4 digit Override code and share it as you see appropriate.

Managing Do Not Disturb

How to Set Up Do Not Disturb from the Web

From your web browser, go to: <https://solarus.net/managemycalls>

Click the ManageMyCalls Main Menu ☰ in the upper left-hand corner and select Do Not Disturb from the drop down menu.



Here, you can Enable or Disable the Do Not Disturb feature and customize your Override Code.

Timeout Treatment enables you to determine how any incoming calls will be treated. You can choose to route them to voicemail, block or allow them during your scheduled Do Not Disturb time frames.

To schedule a Do Not Disturb time, click Schedule from the top menu bar. Next, click on the green icon in the bottom right-hand corner to enter specific days and times that you want the service enabled.

Choosing Add Day will open the New Schedule Entry window. Selecting Yes from the drop down will Enable the service for the entire day. Select No and fill in the time for the day that you want the service enabled.

For example, if you do not want calls during dinner with your family, use Schedule and set the service to be enabled during your dinner time each day.

LOCAL
24: HOUR
TECH SUPPORT

715-421-6085
support@solarus.net

PRICING

Call Screening Protection.....\$2.99/mo

Allowed/Blocked Call

Setup Assistance.....\$10.00

Additional Change Assistance.....\$2.00

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