











# **TELEPHONE** User Guide

With Solarus home phone service you never have to worry about minutes, coverage maps, or whether EMT's can find your home during an emergency. Our popular calling features make it easy to stay in touch with everyone in your circle.

-  Voicemail
-  Caller ID
-  Call Waiting
-  Call Forwarding
-  Conferencing
-  Speed Dialing
-  Call Back
-  Call Blocking
-  Intercom



## VOICEMAIL

### To Access Your Voicemail From Your Home Phone

- Dial 715-423-6699.
- If prompted, enter your password and the #.  
Your default password is four zeros (0000).

### To Access Your Voicemail From a Different Phone

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

#### Main Menu Options

- Press 1 Listen to your messages
- Press 3 Send message
- Press 7 Play date and time
- Press 9 Mailbox setup
- Press 0 Help

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

### Record Your Voicemail Greeting

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

## VOICEMAIL cont.

### Change Your Password

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

### Retrieve Messages

- Access your voice mailbox.
- 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.”
- Press 1 to listen to new messages.
- 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 Play 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 Voicemail to Email

- 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.
- Open the attachment and your media player will play.
- If desired, save the attachment on your PC.
- Follow the links in the message to save or delete the message.

### Using the Web Portal

- From any web browser, go to: [solarus.net/voicemail](http://solarus.net/voicemail).
- Enter your 10 digit telephone number as the username.
- Enter your password. Your default password is four zeros (0000). For security reasons we recommend changing your password.

- You will then 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 888-686-8638 and we can reset it for you.

## CALLER ID

Enables you to see the name and number of the person calling.

### To Use

- When you receive a call, wait until your telephone completes the first ringing signal.
- The name and/or number of the person calling you will automatically appear on your display screen.
- If you choose to answer the call, the name and/or number will remain on the screen until you or the caller hangs up.

Note: If the letter “P” or “Private” appears on your screen, the caller may have blocked the display of their number by pressing \*67 before placing the call. You can choose to answer the call or not.

If an “O” or “Out Of Area” appears, the caller is in an area that does not support Calling Number Services.

QUESTIONS ABOUT YOUR SERVICE?

**24-HR TECH  
SUPPORT**



CALL

**888-676-8638**



EMAIL

**[support@solarus.net](mailto:support@solarus.net)**



## CALL WAITING

Solarus telephone service lets you use your telephone without missing other calls. If you're on the phone when you get another call, a special tone alerts you that you're receiving another call.

### To Answer another Call

- When you're already on the phone, a tone alerts you of another call.
- Simply press and release the "switchhook" or press the flash button on your telephone. Your first caller is automatically placed on hold, while you're connected with the second caller.

### You May Choose to Ignore A Second Incoming Call

- You'll hear a special tone to remind you of the second call. Just disregard the call and it will go to voicemail, if enabled.

### To Alternate Between Callers

- Simply press and release the "switchhook" or press the flash button. While you talk with one caller, the other will automatically be placed on hold. Each conversation remains private.

### To End a Call

- Hang up. Your phone will ring.
- When you answer, you'll be connected with the other caller.

## CALL FORWARDING

With Call Forwarding, you can direct incoming calls to ring at another number. Each time a call is forwarded, your phone will make one short ring. If you have Solarus TV Service, the on screen Caller ID will also display. It can still be used to make outgoing calls.

### To Forward Incoming Calls to Another Number

- Lift the handset and listen for a dial tone.
- Press \*72. (On a rotary phone, dial 72).
- Dial the number where you'd like your calls forwarded to.
- When the phone is answered, your Call Forward is in effect.

### If the Line is Busy, Or There Is No Answer

- Hang up. Within two minutes, repeat the steps from above. You'll hear a confirmation tone once Call Forward is working.

### To Deactivate the Call Forwarding Service

- Lift the handset and listen for a dial tone.
- Press \*73. (On a rotary phone, dial 73).
- Listen for the confirmation tone, then hang up. Your Call Forward is now disabled and calls will ring normally on your original phone.

### To Change the "Forward To" Number

- Turn off Call Forward.
- Repeat steps 1-5 in the "To Turn On Call Forward" section, entering the new "forward to" number.

**NOTE:** Dial the number exactly as if you are calling directly. For a local number, dial the 10-digit phone number. For a long-distance number, dial "1" plus the area code.

## 3-WAY CALLING (CONFERENCING)

When you're talking with someone, you can add a third person to the call. It's easy to coordinate family schedules or hold a telephone conference.

### To Add a Third Person to Your Call

- Press and quickly release the "switchhook" or press the flash button to place the first person on hold.
- Listen for dial tone.

## 3-WAY CALLING cont.

- Dial the third person's phone number.
- When the third person answers, you can talk privately before making it a three-way conversation.
- To make the three-way connection, press and quickly release the "switchhook" or press the flash button. You can now talk with both people at the same time.

### To Cancel the Three-Way Connection

- If the third person did not answer or you wish to disconnect them, just press and quickly release the "switchhook" or press the flash button twice. You'll be reconnected to the person holding.
- If the third person hangs up, you can add a different third person by repeating the steps. To disconnect the third person, press the "switchhook" or press the flash button twice.

### To End the Call Completely

- All parties will be disconnected when you hang up.

## SPEED DIALING

You can enter 8 phone numbers into your Speed Dial list to reach those people by dialing a single digit.

### To Program Your Speed Dial List

- Pick up the handset and listen for the dial tone.
- Press 74# for Speed Dialing (On a rotary phone, dial 74).
- Listen for the dial tone.
- Dial a one digit speed code (Choose any number, 2 through 9).
- Dial the telephone number you wish to assign to that speed code. (For long distance calls, be sure to include "1" plus the area code).
- Two beeps confirm the entry.

### To Call Someone On Your Speed Dial List

- Pick up the handset and listen for the dial tone.
- Dial the one-or two-digit speed code, then press the # key. (On a rotary phone, wait four seconds after dialing).



### To Change Your Speed Calling List

- Pick up the handset and listen for the dial tone.
- Press 74# for Speed Dialing (On a rotary phone, dial 74).
- Listen for the dial tone.
- Dial the one or two-digit speed code you wish to change.
- Listen for the cancellation tone, then the dial tone.

## CALL BACK

Your phone has the ability to call back the last number that called you whether you answered or not.

### To Use Callback

- Pick up the handset and listen for a normal dial tone.
- If you were already on the phone and ignored a call-waiting tone, depress the "switchhook" or press and release the flash button
- Press \*69 (On a rotary phone, dial 1169. Your call will automatically be dialed if you press "1").

### If the Line is Busy

- Hang up. Your phone will keep trying the line for up to 30 minutes.
- A special callback ring alerts you if the line becomes free. (Some phones ring normally).
- Pick up the handset to automatically place the call.

### To Cancel

- Press \*89. (On a rotary phone, dial 1189).
- Listen for confirmation tone or announcement. Hang up.

**NOTE:** After you dial \*69, a voice will give you the phone number of the call you missed and ask if you want to use the Automatic Callback feature. Just follow the voice instructions.

Does not work on 800 numbers, 900 numbers, numbers outside the specified service area, or lines using Call Forward and some other call services.



## CALL BLOCKING

Prevents your phone number from being displayed to the recipient of your call.

### To Use

- Pick up your handset and listen for the dial tone.
- Press \*67. (On a rotary phone, dial 1167).
- Dial the number you're calling as usual.
- The person you've called will not be able to see your name and/or number displayed on their telephone display screen.

Note: You must dial \*67 before each call you place. Otherwise, your phone number will be released to the person receiving your call.

## INTERCOM SERVICE

If you have more than one regular single line telephone, you have a simple intercom at your fingertips. This feature, single-party revertive calling (SPRC) or sometimes referred to as "ring-back", allows a customer to ring their own telephones (all phones ring at once).

### To Use

- Dial your own phone number.
- When you hear a special recording, hang up the phone.
- All phones will ring and when answered at another extension phone, the ringing will stop.
- At this point, answer the phone and begin your conversation.

## TELEPHONE ASSISTANCE PROGRAMS

### Lifeline

Telephone customers may be eligible to receive Lifeline, a government assistance program that offers qualified, low-income customers a discount on their monthly telephone bill. Qualified customers will save at least \$15 per month. You may be eligible for a Lifeline discount if you currently participate in a qualifying public assistance program or otherwise satisfy the federal income requirements. Visit: [www.fcc.gov/lifeline-consumers](http://www.fcc.gov/lifeline-consumers) for more info.

### Link Up

In addition to Lifeline, Link Up assistance provides qualified residents of Tribal lands a one-time waived activation fee for new telephone service.

## DO NOT CALL REGISTRY

The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls. You can register your home or mobile phone for free at [www.donotcall.gov/register.html](http://www.donotcall.gov/register.html).

NOTE: After you register, other types of organizations may still call you, such as charities, political groups, debt collectors and surveys. To learn more, visit [donotcall.gov](http://donotcall.gov).

QUESTIONS?  
**WE'RE HERE TO HELP!**  
24/7 TECHNICAL SUPPORT



 **888-676-8638**

 [support@solarus.net](mailto:support@solarus.net)



## KEEPING YOU CONNECTED IS OUR TOP PRIORITY.

We back all of our services with 24/7 local technical support. Whether you've forgotten your PIN, have a question, or are experiencing issues with your service, our highly skilled agents are always ready to help!

QUESTIONS?  
**WE'RE HERE TO HELP!**  
24/7 TECHNICAL SUPPORT



 **888-676-8638**


 [support@solarus.net](mailto:support@solarus.net)

### WISCONSIN RAPIDS

 440 E. Grand Ave.  
Wisconsin Rapids, WI 54494

 **715-421-8111**

### MANAWA

 131 2nd St.  
Manawa, WI 54949

 **920-596-2535**