

VOICEMAIL QUICK GUIDE



USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

ACCESSING VOICEMAIL

The first time you access your voicemail box you will be asked to set up your mailbox and record your name and a greeting to be played to callers. When you have one or more unheard voice message waiting, your phone will display a solid red light on the top of the phone.

FROM YOUR OWN PHONE:

1. Dial ***318** or press the **Voicemail/Messages** button
2. Enter your voicemail PIN followed by **#**.
3. If you have new messages, the messages will be identified.
4. After hearing any new messages, you will be presented with the Voicemail Main Menu.

FROM ANOTHER PHONE:

1. Dial your phone number (**715-XXX-XXXX**).
2. When you hear your greeting, press *****.
3. Enter your **PIN** followed by **#**.
4. After hearing any new messages, you will be presented with the Voicemail Main Menu.

VOICEMAIL MAIN MENU

ACTION	KEY
Play inbox messages	1
Send messages	2
Work with greetings	3
Mailbox settings	4
Access deleted messages	6
Log on as different user	7
Help	0
Exit voicemail system	*

RECORDING YOUR PERSONAL GREETING

1. Access your voicemail box.
2. From the Main Menu, press **3**.
3. To set up a personal greeting, press **1**.
4. To set up a system generated greeting or to change the recording of your name press **3**.
5. To change the greeting that callers hear when you're busy, press **5**.
6. If you don't record a personal greeting, a generic greeting will be played.

REPLYING TO A MESSAGE - DIALING THE ORIGINATOR

- When listening to a message, call the person back by pressing **4** and selecting option **1**.
- This capability will not work if the voicemail system was not able to identify the Caller ID formation when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

For more info visit help.norvado.com.

FORWARDING A MESSAGE

- While listening to messages, you can send a copy of the message to another recipient.
- To forward the current message, press **5**.
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
- Press **#** when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press **#** when finished.
- Press **#** to send or press 1 for delivery options, followed by **#** to send. Delivery options include the following:

ACTION	BEFORE MESSAGE
Review the message	1
Mark message as urgent	2
Mark message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Schedule the message to be delivered in the future	9
Send the message as is	#
Exit or cancel press	*

MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages, the following options are available:

ACTION	BEFORE MESSAGE	DURING MESSAGE	AFTER MESSAGE
Skip message	#	#	n/a
Reply to message	n/a	4	4
Save message and go to next	n/a	2	2
Delete	n/a	3	3
Play inbox messages	1	n/a	1
Send messages	2	5	5
Work with greetings	3		
Mailbox settings	4		
Access deleted messages	6	n/a	2 (save), 3 (delete)
Log on as a different user	7		
Help	0	0	0
Return to main menu Exit voicemail system	*	*	*
Increase volume	n/a	6	n/a
Slow playback	n/a	7	n/a
Pause playback (at other times, pauses activity for 30 seconds)	n/a		n/a
Speed playback	n/a	9	n/a
Skip back 5 seconds	n/a	7 7	n/a
Skip forward 5 seconds	n/a	9 9	n/a

For more info visit help.norvado.com.

Dial *318 rather than (715) XXX-9000 to access the voicemail system.

TO HEAR HELPFUL HINTS WHILE IN YOUR MAILBOX, PRESS '0':

- Helpful Hints are divided into topics.
- If you press the # key, you can skip the Hints you're already familiar with.
- Leave Hints at any time by pressing the * key.
- Replay Hints from the start at any time by pressing 1.

KEY:

- Used from telling the Message Center that you have finished entering a number.
- When you are not entering a number, the # key lets you skip ahead to the next task.
- If you press the # key while listening to messages you will skip to the next message immediately.
- Press the # key to skip the rest of what the Message Center is saying.

*** KEY:**

- Used to skip back a section.
- When entering a telephone number or pin number, pressing the * key cancels the input and prompts you to start again.
- When adding addresses to a message the * key removes the last address or cancels sending the message once there are no addresses remaining. From the Options Menu the * key takes you back a step to the previous menu.

Note: When listening to a message pressing the * key will take you back to the main menu and not to the previous message. Pressing the * key at the Main Menu will end your call. The Message Center will then thank you for using the service and your call will end.

FEATURES FOR LISTENING TO MESSAGES:

- Press **7 7** during message playback to skip back 5 seconds.
- Press **9 9** during message playback to skip ahead 5 seconds.
- Press **1 1** to jump back to previous message.

PLAYBACK VOLUME:

- Pressing the **6** key while a message is playing allows you to increase the volume. Each time you press the **6** key, it increases the volume a little.

PLAYBACK SPEED:

- Press the **7** key while a message is playing to decrease playback speed.
- Press **9** during message playback to increase playback speed

Auto Play Option allows you to go directly to listening to your messages as soon as you access your mailbox instead of being provided an **Options Menu** and then having to select from the menu. This option can be found in the Mailbox Settings menu.

REPLYING, FORWARDING, AND SENDING MESSAGES:

- Press **1** to reply to a message.
- Press **5** to forward a message.

Press **2** from the **Main Menu** to send a message. If you press **2** you can record a new message and send it to another subscriber's mailbox. The next time they check voicemail they will hear your message. This is helpful when you need to send someone a message but don't want to disturb them by ringing their phone. When you receive this type of message, you can simply press 4 to reply to it. Another subscriber could press 2 to send you a message and you could press 4 to record a message right back to them.

If you'd like to share one of your messages with a friend or co-worker who also has voicemail, you can press **5** to forward a copy of the message. When you press **5** the voice tutorial will ask you for the phone number of the subscriber that you'd like to send it to and then will let you record an introduction to it. The other subscriber will hear your introduction followed by the message that you've copied to them.

For more info visit help.norvado.com.

NAME & GREETINGS

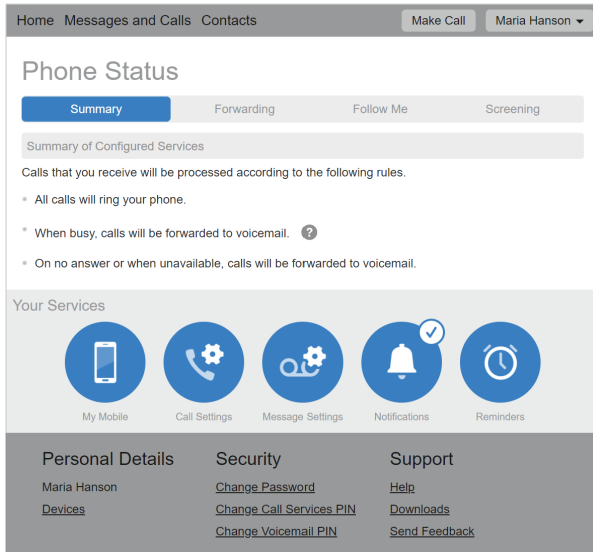
1. Your **name**. You are prompted to record your name to be used by our service for system generated announcements. When someone calls your house, or when you log into your voicemail, your recorded name is announced. Also, when you leave a message for another person that has Call Manager, your recorded name is played prior to the message.
2. Your **greeting**. You are prompted to record a custom greeting or choose from system-generated greetings. This is what you record to tell callers you cannot take their call right now, please leave a message.
3. Please make sure you have recorded these items correctly, as we have had some customers get them reversed. To change your name recording, first login to your mailbox. Select **3** (work with Greetings Menu), **3** again (system-generated greetings and name recording), and then **2** and follow the instructions. You can also change your greetings under the **Work With Greetings** menu, select **3** on the Main Menu.

FORWARD VOICEMAILS TO EMAIL

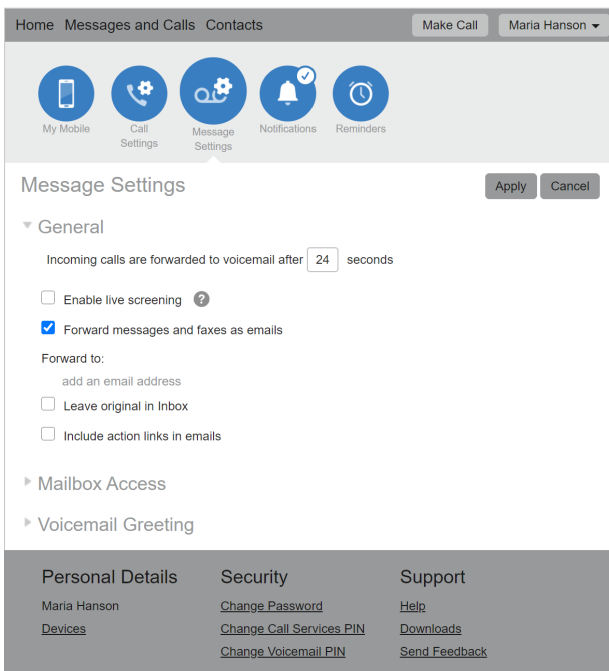


Log in to your MyPhone Portal.

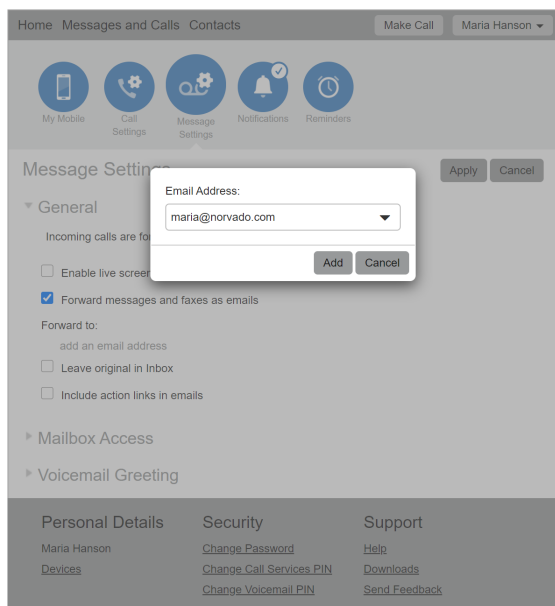
1. Click **Message Settings**.



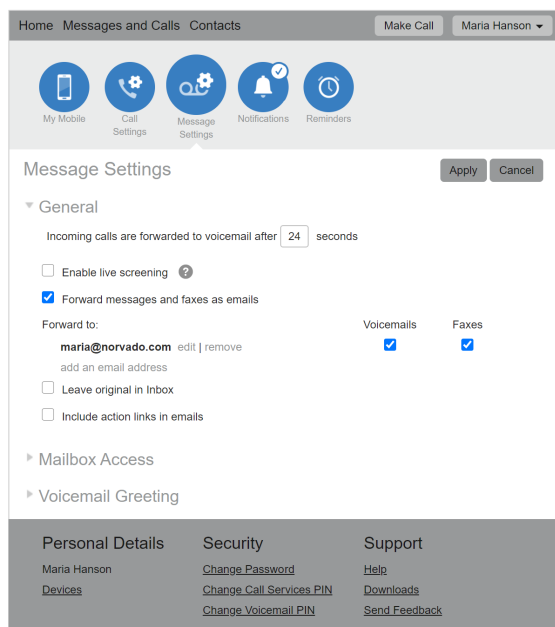
2. Check the box for **Forward messages and faxes as emails** and click on **add an email address**.



3. Enter the email address you want the messages and faxes forwarded to.



4. Verify that the email address is correct, check the appropriate boxes and click **Apply**.



Tip: Messages and faxes can be forwarded to multiple email addresses. After following the steps to enter the first email address, simply click **add an email address** to add another.

For more info visit help.norvado.com.

LOCATION

Headquarters

43705 US Highway 63

PO Box 67

Cable, WI 54821

BUSINESS HOURS

Monday - Friday

8 AM - 4:30 PM

Saturday Closed

Sunday Closed

PHONE

800-250-8927

