



**SmartLink PBX Services**



# What is SmartLink PBX?

SmartLink PBX is a service that allows users to have all the features and functions of a PBX phone system without purchasing or installing the main hardware.

The backbone of the service is hosted by Norvado and all the customer needs are SIP phones and a high-speed internet connection.

A Business Group of SIP phones is created and hooked up to the customers' data network. This also allows customers' computers be plugged into the phones if extra data ports are not available.

## 6 Reasons to Switch to SmartLink PBX Today:



- 1. UTILIZE MAINTENANCE-FREE HARDWARE.** Installing, owning and maintaining a PBX controller, expansion cards, CO trunks and voicemail processors is more than many businesses have time to handle. SmartLink PBX eliminates hardware headaches. For most businesses, SmartLink PBX can be setup and running within a day.
- 2. SAVE MONEY.** With SmartLink PBX, you pay for connectivity only. Hardware costs become a worry of the past. And the best part? As your business grows, the savings grow too.
- 3. GAIN FLEXIBILITY.** SmartLink PBX accomodates your team wherever they are; with a customer, working from home, working in the office, or at a remote location. Smartlink PBX is

seamless and enables truly unified communications, enhanced productivity and increased availability.

- 4. EXPERIENCE BUSINESS CONTINUITY.** In the event of a power outage or loss of internet connection, you'll always be connected. SmartLink PBX allows you to reroute calls to your mobile device and manage your business from anywhere.
- 5. BOOST SCALABILITY.** SmartLink PBX allows you to easily increase or decrease your phone units to maintain the perfect setup for your business.
- 6. ACCESS MORE FEATURES.** With SmartLink PBX, you'll experience and utilize more calling features than ever before. Every phone can now have its own DID, Voicemail, Voicemail to Email, Follow Me Service, Call Details, and more. All included in the monthly price.

## Basic Features

These features are included in both the SmartLink PBX **Basic** and **Premium** Packages.

- Extension Dialing
- Direct Inward Dialing (DID)
- Emergency Calling
- Call Log Reports
- Call Forwarding
- Caller ID
- MyPhone Portal

## Premium Features

These features are included in the SmartLink PBX **Premium** Package.

- Instant Messaging
- SMS Texting
- Voicemail to Text Transcription
- Voicemail to Email
- MaxUC Unlimited (Desktop & Mobile)



**\$13.00/mo**  
per PBX line

## SmartLink PBX *Basic*

The **Basic** package is perfect for small businesses doing business locally. This package includes the following features:

- Local Calling
- Basic Features
- PBX Support
- Requires at least one premium PBX line.

## SmartLink PBX *Premium*

The **Premium** package is perfect for businesses with multiple locations, work-from-home employees, service-based businesses and more. This package includes:

- Local Calling
- Unlimited Long Distance
- Basic & Premium Features
- PBX Support



**\$29.99/mo**  
per PBX line

## SmartLink Hardware

The days of purchasing expensive PBX controllers, expansion cards, CO trunks and voicemail processors are over (Thank goodness!). Now, you only need to select the phones necessary to complete your business phone system, and we'll take care of the rest!

Norvado sells and supports a variety of Polycom and Yealink business and conference phones and accessories. These phones are available for either an upfront purchase or an affordable monthly lease.

## Add-On Features

Further customize your SmartLink PBX service to perfectly match your business needs with optional add-on features.

- **Automatic Call Distribution** (Basic, Premium & Supervisor)
- **Easy Auto-Attendant:** Simple automated menu with options for business & non-business hours
- **Premium Auto-Attendant:** Includes all features of Easy Attendant in addition to multiple menus and finer scheduling options.

**READY TO LEVEL UP YOUR BUSINESS WITH SMARTLINK PBX?**

We're here to help! Give us a call at 800-250-8927.



## Locations

### Headquarters (Cable)

43705 US Highway 63  
Cable, WI 54821

### Phillips Office

105 N Avon Ave  
Phillips, WI 54555

## Business Hours

**Monday - Friday:** 8:00 AM - 4:30 PM

**Saturday:** Closed

**Sunday:** Closed

## Contact Us

**Phone:** 800-250-8927

**Email:** [info@norvado.com](mailto:info@norvado.com)

**Website:** [norvado.com](http://norvado.com)