



SMARTLINK

USER GUIDE



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Visit help.norvado.com for additional information and support.

[

MyPhone Portal

What is MyPhone portal?

MyPhone Portal is a central tool that will allow you to manage most aspects of your phone line from Norvado. From MyPhone Portal you can listen to and manage voicemail messages along with many other features.

How to Access your MyPhone Portal

Visit <https://myphone.norvado.net/> and login using your 10-digit Phone Number and Password.

Note: For business group administrator use visit <https://myphone.norvado.net/bg>



MyPhone Portal Web

Please log in below.

Number:

Password:

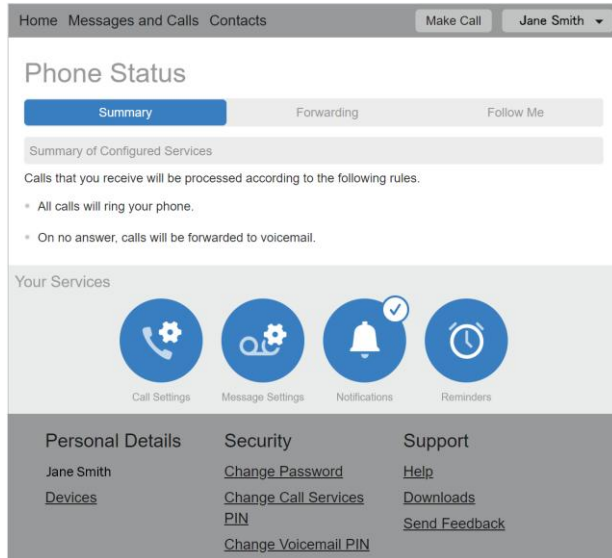
Remember me on this computer.

Login

If you have forgotten your password, please contact customer support at 800-250-8927.

Summary

Once logged in to the MyPhone Portal you will see the **Summary**, which gives a quick overview of your line.



Updating Your Emergency Response Location

When using MaX UC, 911 calls are routed to your designated Emergency Response Location.

Important Note: If your physical location differs, emergency service will be delayed or unavailable. In these situations, please have an alternate means of contacting 911.

1. Browse to myphone.norvado.net.
2. Log in using your 10-digit Norvado Smartlink PBX phone number and password.

3. Click on Set Emergency Location.

Home Messages and Calls (2) Contacts Make Call Spooner SL2 1991

Phone Status

Available for Calls Apply Cancel

Incoming calls will: Ring your Account Phone

A Account Phone
(715) 520 1991

If there is no answer

Forward to another phone after 36 seconds

Send to voicemail after 24 seconds

If your phone is busy

Forward to another phone

Send to voicemail

Advanced Settings

Forward Selected

Forward if Unavailable

Your Services

Groups Call Settings Message Settings Notifications Reminders Agent Dashboard

Personal Details Security Support

Spooner SL2 1991

Devices

Set Emergency Location

Change Password Help

Change Call Services PIN Downloads

Change Voicemail PIN Send Feedback

4. Fill in the address information, then click Update Address. *Note: Address Line 2 should include your "dispatchable location," such as floor, suite, room number, or similar information necessary to adequately identify the location of the calling party.*

The following address is your current address last updated on Jul 19, 2022 at 04:18PM:
Please review the following address information and change it if it is not correct.

Items marked with * are required.

Your name:*

Address line 1:*

Address line 2:

City:*

State:* Wisconsin

Zip code:*

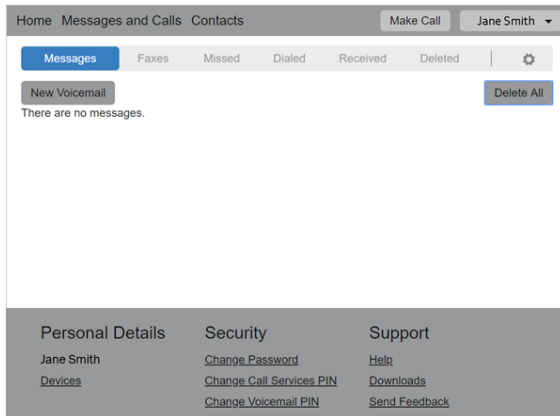
Update Address Cancel Update

Address updates may take a few moments. Please only click the Update button once.

5. Confirmation of address update will be displayed. Your update is complete!

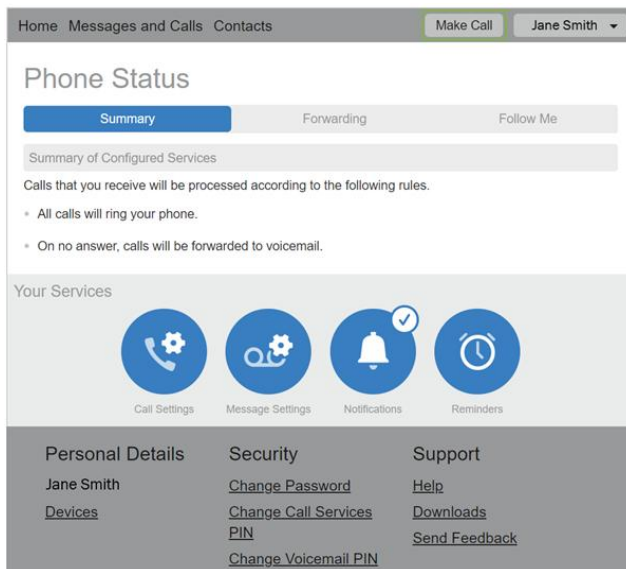
Messages and Calls

The **Messages and Calls** menu will show any voicemails in the voicemail box for your line. You can listen to the messages from here as well as forward the messages to other voicemail boxes or delete them.

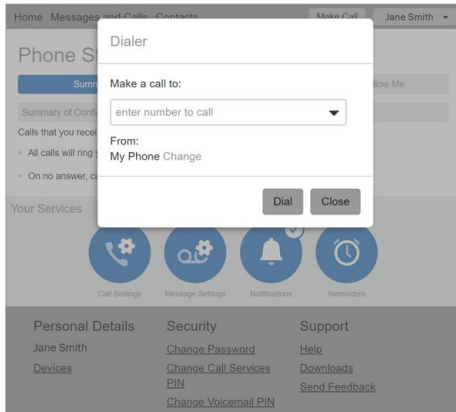


Make a Call

The **Make Call** button will allow you to initiate a phone call from the computer.



The service will first call the phone in the **From** field. Once you pick up that phone, it will call the number in the **Make a Call to** field. This allows you to directly copy and paste numbers from websites and other places on your computer to make a call.

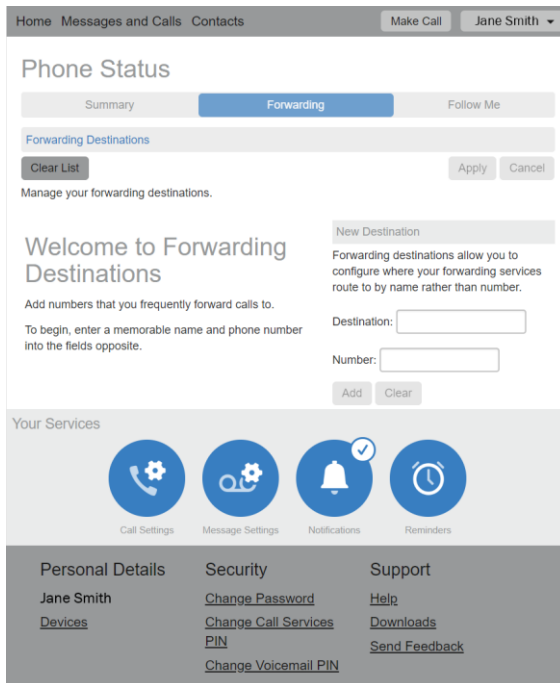


Home

From the **Home** screen you will be able to configure **Call Forwarding**.

Forwarding

The **Forwarding** service will allow you to forward your calls to another number.

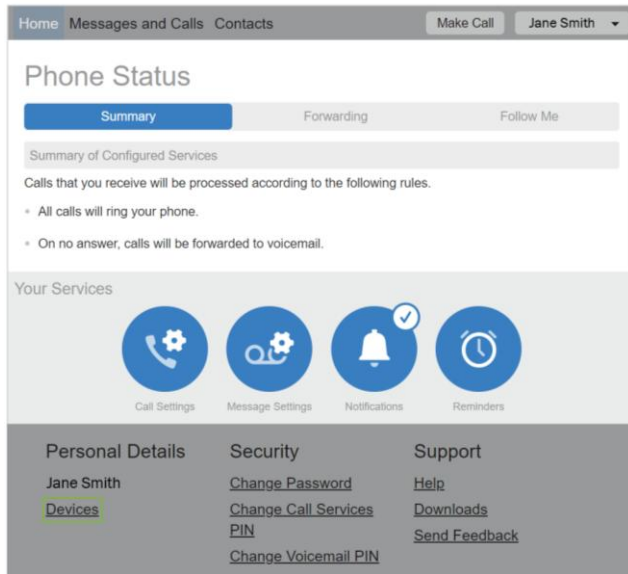


Security

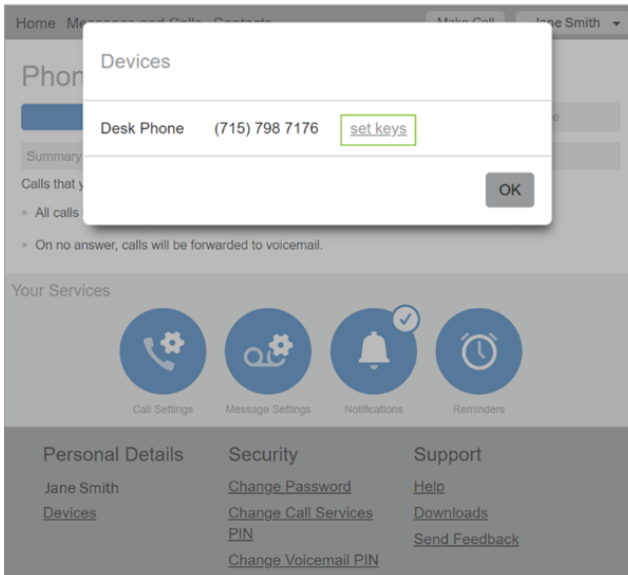
The **Security** menu will allow you to reset your password and PIN numbers.

Customize your Phone

Step 1: Select Devices under Personal Details.



Step 2: Select **set keys** to customize your phone.



Configuring Desk Phone (SmartLink Subscribers Only)

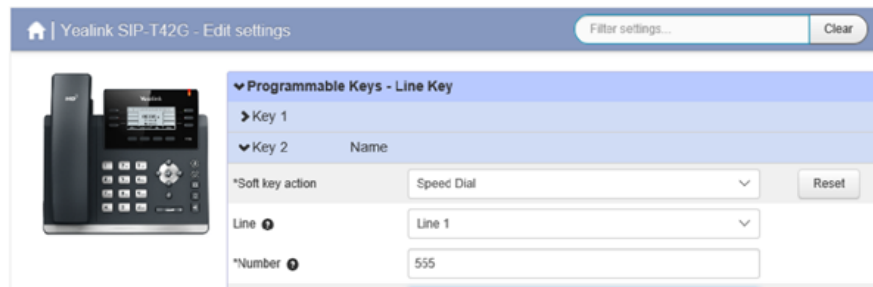
Phone Selection Screen

Once you have clicked the **set keys** link you will be taken to the **Phone selection** screen. The phone pictured will vary depending on the model of phone assigned to your line.



Setting Screen

Once you have selected the phone to configure you will be able to customize the settings. An example would be to select the **Programmable Keys – Line Key** drop down, then select a key and set it to a **Speed Dial**. After any setting changes you will need to click the **Save changes** button in the bottom right corner of the window and then reboot the phone once the settings are saved. Phones will automatically update overnight.



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
Mail Box Settings	4
Access Deleted Messages	6
Log on as a 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 information when the original voicemail was received or if your phone is

configured with call restrictions which prevent you from calling the originator's number.

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	# (skips header, goes to message body)	# (skip to next 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 (from main menu)	5	5
Work with Greetings	3 (from main menu)		
Mailbox Settings	4 (from main menu)		
Access Deleted Messages	6 (from main menu)	n/a	After playing a deleted message, 2 to save, 3 to permanently erase
Log on as a different user	7 (from main menu)		
Help	0	0	0
Return to Main Menu, Exit Voicemail System	* (repeatedly, depending on how deep you are in the menu)	*	*
Increase Volume	n/a	6	n/a
Slow Playback	n/a	7	n/a
Pause Playback (at other times, pauses activity for 30 secs)	n/a		n/a
Speed playback	n/a	9	n/a
Skip back 5 secs	n/a	7 7	n/a
Skip forward 5 secs	n/a	9 9	n/a

Call Manager Helpful Hints

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 for telling the Message Center that you have finished entering a number.
- When you are not entering 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, & SENDING MESSAGES:

- Press **4** 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.

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 **GREETINGS** 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, selection **3** on the Main Menu.

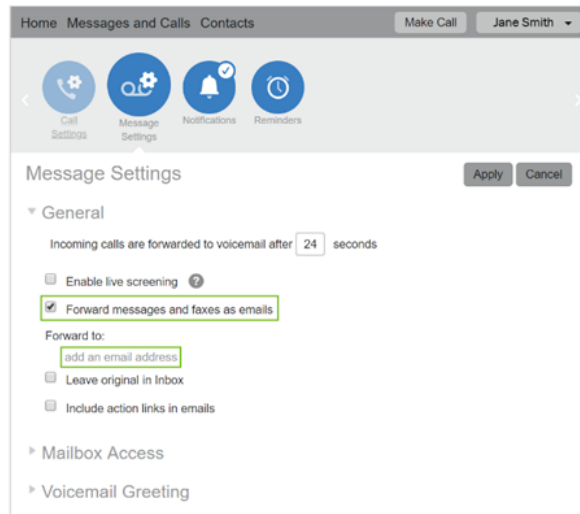
Forward Voicemails to Email

Log into your **MyPhone Portal**.

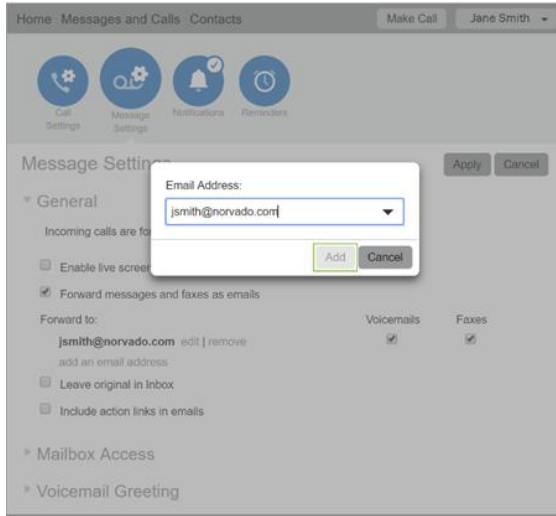
1. Click Message Settings.



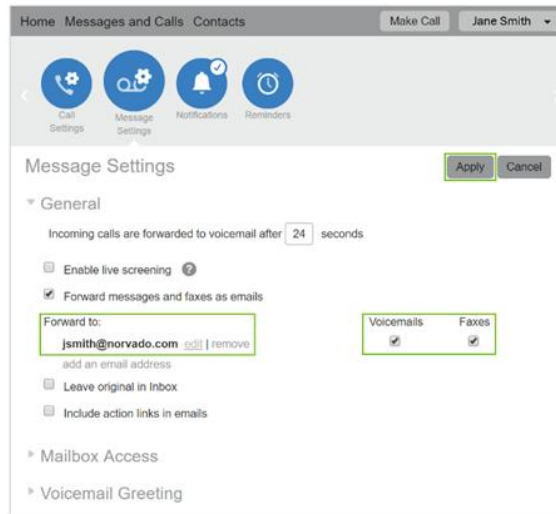
2. Check the box for Forward messages and faxes as emails and click on add an email address.



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 email.

Auto Attendant

Step 1: Use the following link to log in to your MyPhone account.

<https://myphone.norvado.net/bg>



MyPhone Portal Web

Please log in below.

Number:

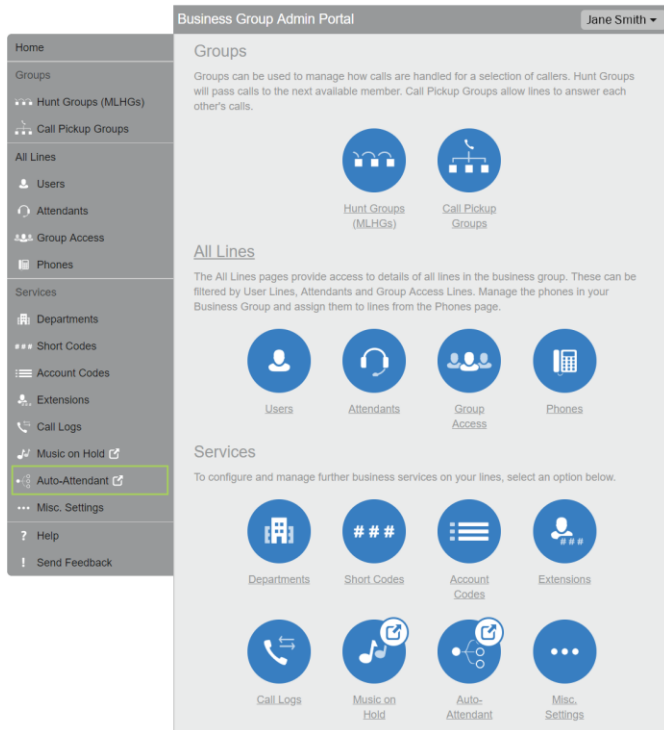
Password:

Remember me on this computer.

Login

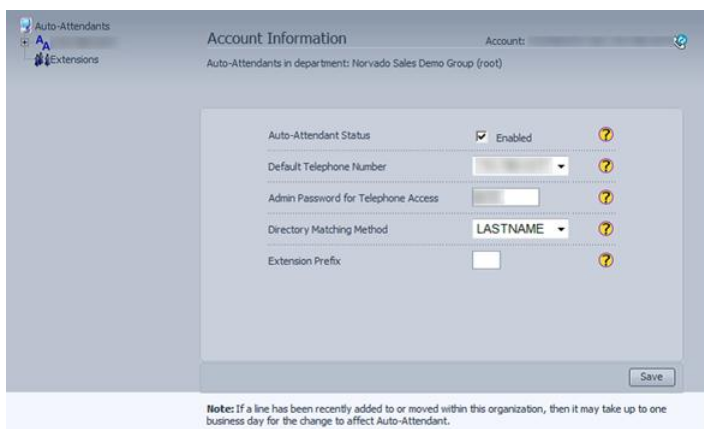
If you have forgotten your password, please contact customer support at 800-250-8927.

Step 2: From the menu click on **Auto-Attendant**.

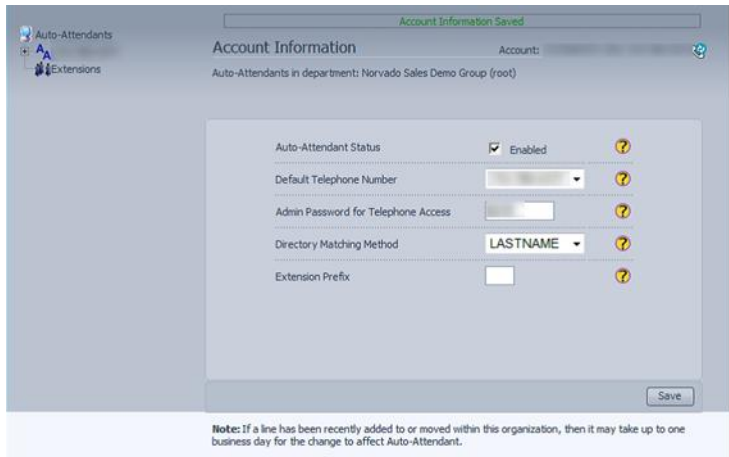


Step 3:

- Check the box for **Enabled**. Confirm **Default Telephone Number** is correct.
- Confirm Admin Password for Telephone Access is correct.
- Confirm Directory Matching Method.
- Keep the field for **Extension Prefix** blank and click **Save** once completed.



Step 4: Confirm Account Information Saved



The screenshot shows the 'Account Information' configuration page for an Auto-Attendant. The page title is 'Account Information' and it indicates the account is for 'Norvado Sales Demo Group (root)'. The configuration options are:

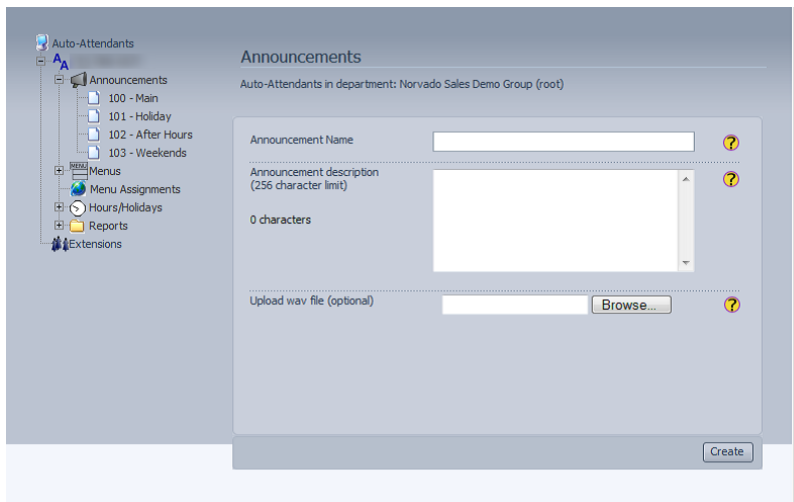
- Auto-Attendant Status: Enabled
- Default Telephone Number: [Redacted]
- Admin Password for Telephone Access: [Redacted]
- Directory Matching Method: LASTNAME
- Extension Prefix: [Empty]

A 'Save' button is located at the bottom right. A note at the bottom states: 'Note: If a line has been recently added to or moved within this organization, then it may take up to one business day for the change to affect Auto-Attendant.'

Step 5: Press the + next to the account number in the menu on the left side of the screen. This action opens up the listing for further details and expands the menu options.

This will open options for **Announcements**.

- Click on Announcements.
- Select a specific announcement to modify.
- Play a specific announcement for review.
- Upload computer saved recorded announcements.



The screenshot shows the 'Announcements' configuration page for an Auto-Attendant. The page title is 'Announcements' and it indicates the account is for 'Norvado Sales Demo Group (root)'. The configuration options are:

- Announcement Name: [Empty]
- Announcement description (256 character limit): [Empty]
- Upload wav file (optional): [Empty] Browse...

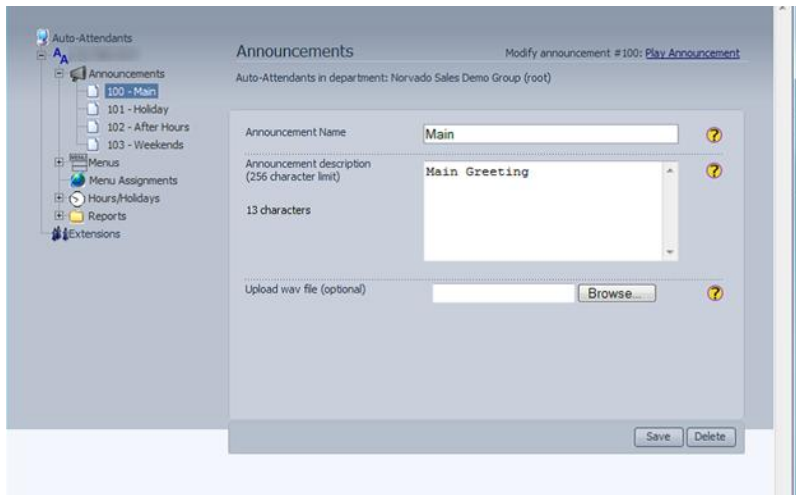
A 'Create' button is located at the bottom right. The left sidebar shows the 'Announcements' menu expanded, with sub-items: 100 - Main, 101 - Holiday, 102 - After Hours, and 103 - Weekends.

Record announcements:

- During Telephone User Interface Session
- Please notice, the system auto-assigns ID numbers for each system announcement.
- These are always three-digit numbers
- This is important information for announcement recording purposes.

Selecting a Specific Announcement:

- Rename announcement
- Change Announcement description
- Play Announcement
- Delete Announcement



Considering Announcements for Planning Purposes

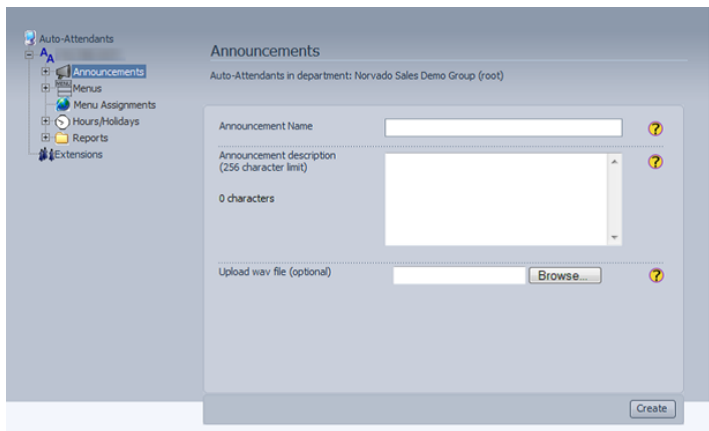
1. Normal Business Operation Times
2. After Business Hours Times / Early AM or Late PM
3. Weekend Business Times

4. Holidays and / or Seasonal Times

Tip: Planned scripts and message timing are helpful during Recording Sessions.

Business Hours and Holiday Selections Setup

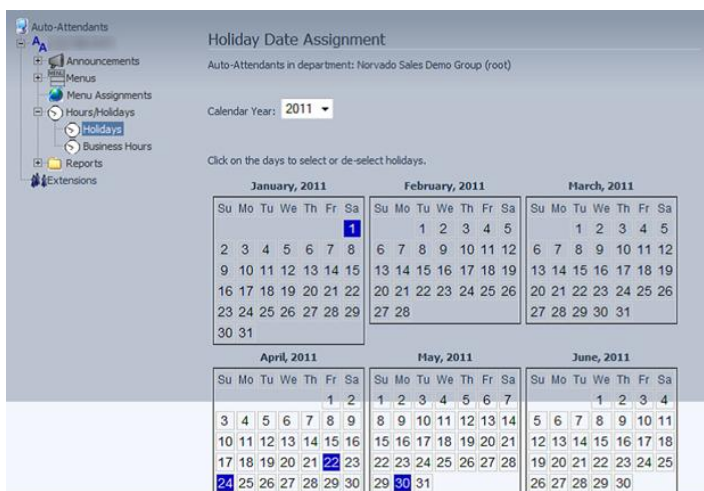
From the **Announcements** screen, press the **+** next to **Hours/Holidays**. This will open up the Holiday and Business Hours options.



- Select Current Calendar Year.
- Select Specific Holiday Days.

As the days are chosen, they are highlighted in blue and a message is displayed as to the selection being added or removed from the Holiday Calendar.

Once you have finished, leave the calendar area.



After you have completed your Holiday Selections use the following steps to set Business Hours.

1. Select Business Hours.
2. Select proper **Time Zone**.
3. Fill out the associated daily hours of business. Use the 24 hour (HH:MM) method.

Tip: If the day of the week is not a business day, leave the start and date blank.

Auto-Attendants

Business/Weekend Menu Assignment

Auto-Attendants in department: Norvado Sales Demo Group (root)

Time Zone
Please choose the time zone of this schedule.
US/Central

Business Hour Definition
Enter the start and end time (24 hour HH:MM) of each business day in the appropriate week day.
If the week day is not a business day, leave both the start and end time fields blank..

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Start Time	8:00	8:00	8:00	8:00	8:00		9:00
End Time	16:30	16:30	16:30	16:30	16:30		12:00

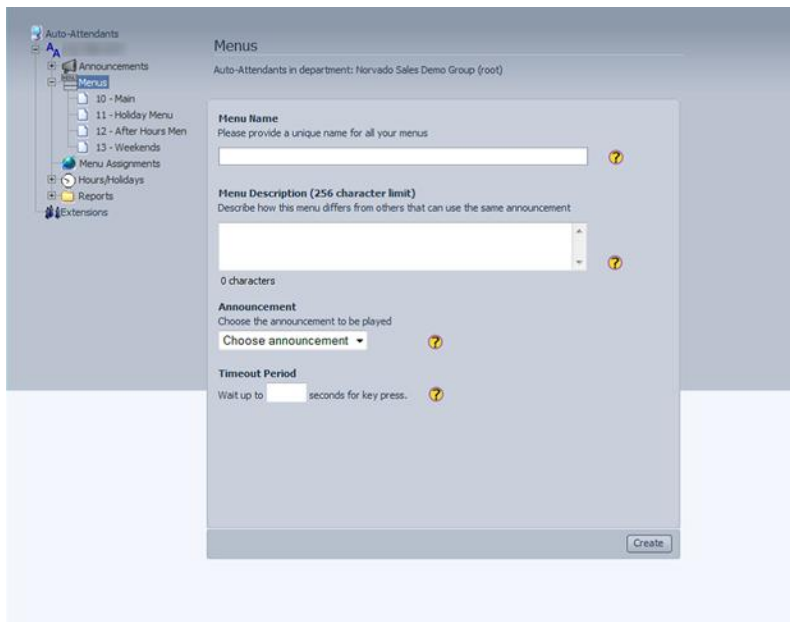
Save

Create, Control and Modify Auto-Attendant System Calling Menus

Create Menu:

- Click on the **+** next to **Menus**
- Give the Menu a name
- Complete a short description
- Select Announcement to be played
- Give Keying timeout period

Once completed, select **Create Menu**.



The screenshot displays the 'Menus' configuration window within the Auto-Attendant System Calling interface. The window is titled 'Menus' and is located under the 'Auto-Attendants in department: Norvado Sales Demo Group (root)' section. The left sidebar shows a tree view with 'Menus' selected, and other options like 'Announcements', 'Main', 'Holiday Menu', 'After Hours Men', 'Weekends', 'Menu Assignments', 'Hours/Holidays', 'Reports', and 'Extensions'. The main content area contains the following fields:

- Menu Name:** A text input field with a placeholder 'Please provide a unique name for all your menus' and a help icon.
- Menu Description (256 character limit):** A text area with a placeholder 'Describe how this menu differs from others that can use the same announcement' and a help icon. Below the text area, it shows '0 characters'.
- Announcement:** A dropdown menu with the placeholder 'Choose announcement' and a help icon.
- Timeout Period:** A text input field with a placeholder 'Wait up to [] seconds for key press.' and a help icon.

A 'Create' button is located at the bottom right of the window.

You will need to complete the menu options for each menu created.

Tip: From **Menu Options**, filter menus and **Choose an Action** to apply to all selected menus.

As Menu options are added, the **Key Action Parameter** information is added below. As options are added, the list will refresh with each new option added. Also, as options are deleted, the list will refresh as well. This shows current menu set-up and key press schedule.

Once all your menu options are completed and are acceptable to your plan and call actions, select **Save**.

New Menu [Test] saved

Auto-Attendants

Announcements

Menu

10 - Main

11 - Holiday Menu

12 - After Hours Men

13 - Weekends

14 - Test

Menu Assignments

Hours/Holidays

Reports

Extensions

Menus

Auto-Attendants in department: Norvado Sales Demo Group (root)

Menu Name
Please provide a unique name for all your menus
Test

Menu Description (256 character limit)
Describe how this menu differs from others that can use the same announcement
test
4 characters

Announcement
Choose the announcement to be played
100 - Main

Timeout Period
Wait up to 5 seconds for key press.

Save Delete

Menu Options
To add an option to the menu, choose a filter and an action to perform for the filter.
Choose a filter Choose an action Add

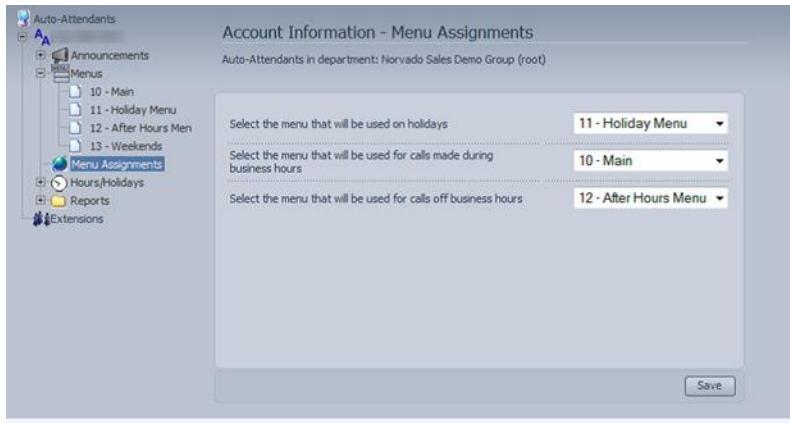
Current Menu Options

Key	Action	Parameter
-----	--------	-----------

Once all your menus are created and all menu options are saved you will need to complete **Menu Assignments**.

- Select Menu to use on Holidays.
- Select Menu to use during Business Hours.
- Select Menu to use during off Business Hours.

Once completed, select **Save**. You are now ready to **Record Announcements**.



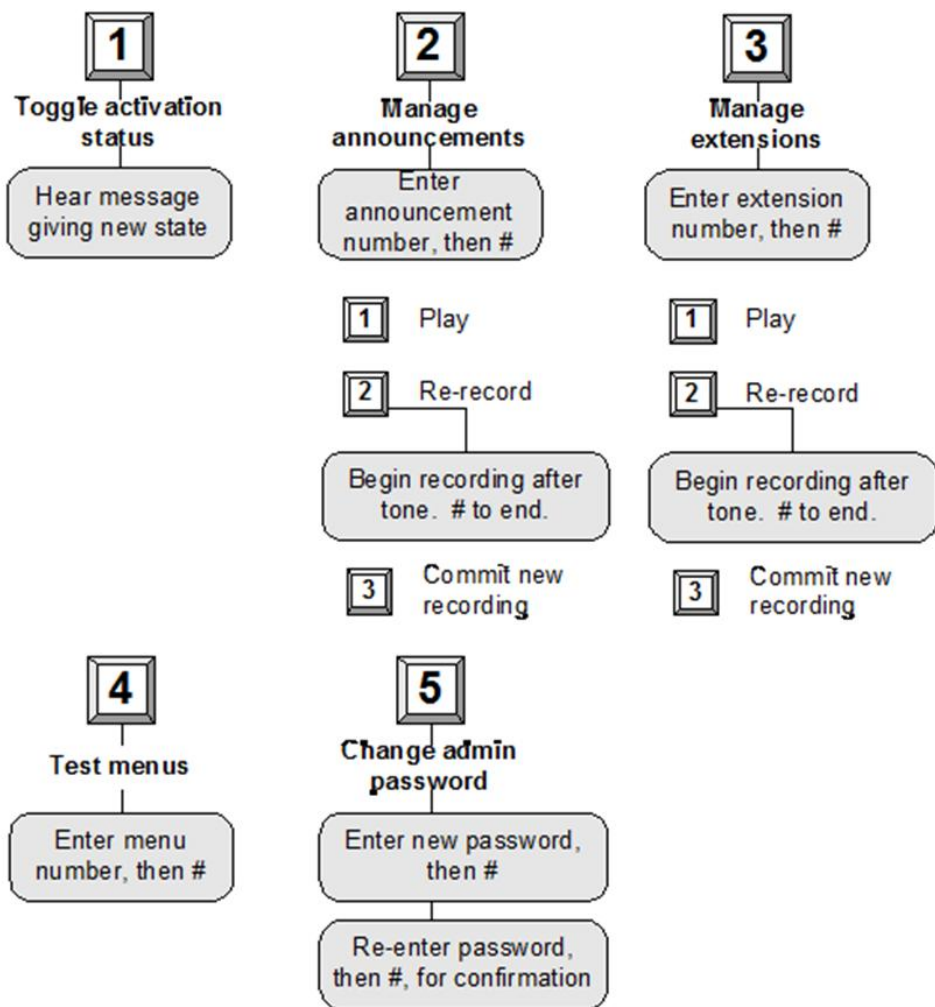
Calling into the Auto Attendant—Telephone User Interface (TUI)

Dial 715-798-9850.

This is for:

- Enabling System, either on-off Auto Attendant Services
- Recording all Announcement Messages / Recordings
- Reviewing all Menu Assignments
- Reviewing all Transfer Numbers and Codes
- Access Code and Account Changes

Main Menu



Music on Hold

Introduction

As part of the Business Group Features for the Norvado SmartLink PBX service, Music on Hold is one of the easiest to use. With this feature, you can create unique messages to entertain your callers while they are on hold. In five simple steps you can begin informing your callers of all the exciting offers and advancements your business is making.

Step 1: Use the following link to log in to your MyPhone account.

<https://myphone.norvado.net/bg>



MyPhone Portal Web

Please log in below.

Number:

Password:

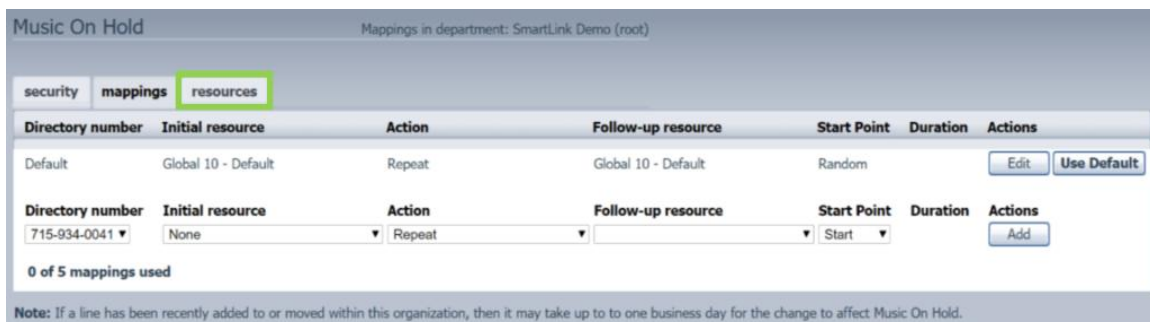
Remember me on this computer.

If you have forgotten your password, please contact customer support at 800-250-8927.

Step 2: Select Music on Hold.



You will need to have the music file you want to be played while your customers are on hold uploaded. If this step has not been completed click the **Resources** tab.



Complete the following information for the new resource file.

- **ID.** Assign a number between 10 and 99 to the resource file.
- **Description.** Use a unique description for your reference.
- Select **Chose File** to choose the file to be uploaded. Files can be in either **.wav** or **.mp3** format.
- Once the resource file has been selected, click **Add**.

ID	Description	Upload local resource file	Actions
<input type="text"/>	<input type="text"/>	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Add"/>

Once the upload is complete you will see the new resource in the list. Now click back to the **mappings** tab to assign the resource to be played.

Music On Hold

[security](#) [mappings](#) [resources](#)

Global Media List

ID	Description	Length
10	Default	30 seconds

There are currently no local resources stored.

ID	Description	Upload local resource file	Actions
<input type="text"/>	<input type="text"/>	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Add"/>

Set the **Default** mapping to the resource you have just uploaded.

The **Initial Resource** will play first, and the **Follow up Resource** will play after the **Initial Resource** finishes.

Additional **Music on Hold** mappings can be set to individual lines if desired. Resources are added for this the same as above.

The screenshot shows a web interface titled "Music On Hold" with a subtitle "Mappings in department: SmartLink Demo (root)". There are three tabs: "security", "mappings" (which is highlighted with a green box), and "resources". Below the tabs is a table with the following columns: "Directory number", "Initial resource", "Action", "Follow-up resource", "Start Point", "Duration", and "Actions".

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
Default	Global 10 - Default	Repeat	Global 10 - Default	Random		Edit Use Default
715-934-0041	None	Repeat		Start		Add

0 of 5 mappings used

Resources

Select the **Resources** tab and choose **Edit**.

Music On Hold

security mappings **resources**

Global Media List

ID	Description	Length
10	Default	30 seconds

ID	Description	Gain	File size	Length	Actions
10	default MOH	0	0.23 MB	30 seconds	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

ID	Description	Upload local resource file	Actions
<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="button" value="Browse..."/>	<input type="button" value="Add"/>

Disk Used: 0.23 MB of 100 MB used.
Resources: 1 of 10 used.

Gain now has dropdown arrow. Adjust for higher (+1,+2,+3) or lower (-1,-2,-3) volume. Click **Save**.

ID	Description	Gain	File size	Length	Actions
10	<input type="text" value="default MC"/>	<input type="text" value="0"/> ▼	0.23 MB	30 seconds	<input type="button" value="Save"/> <input type="button" value="Delete"/>

MaxUC for Mobile Devices

Your Norvado phone service can be used to make or receive calls from your desk phone, your PC or Mac, and your mobile devices.

For this to work on your mobile or tablet, you need to install the MaX UC for Mobile app. This guide will help you to do that.

ENSURE YOUR DEVICE IS COMPATIBLE

MaX UC for Mobile works on:

- Android phones and tablets running 4.0 or later version.
- iPhone running iOS7 or later.

Video calling only works on devices that have a front-facing camera.

FIND YOUR PASSWORD

You will need your Norvado MyPhone phone number and password to start using MaX UC for Mobile. If you don't have this information, contact our Support Team at 1-800-250-8927.

DOWNLOAD AND INSTALL THE APP

Search for MaX UC in Google Play or the Apple App Store and select **Install** to download the app to your device. Read the Terms & Conditions and select **Accept & Continue**.

Tap **Open** on the app and select **Norvado** as your Carrier. Enter your Norvado Phone Number and Password and tap **Log in**.

If you want to have the ability to switch calls to your own cellular network (for example, if you move to an area with poor WIFI connection during a call made on MaX UC) enter your own mobile phone number and tap **Continue**.



EXPLORING Max UC

MaX UC for Mobile is like having your desk phone on your mobile. You can make and receive calls, hold calls, transfer calls, and make three-way calls. You can even push and pull calls from your phone to other twinned devices, mid-call.

You can also use MaX UC to send messages to other people in your corporate directory who are using Max UC (on any device).

MaX UC uses the Wi-Fi, broadband, or mobile data services available, so you can make and receive calls without using your mobile minutes.

MAKING CALLS

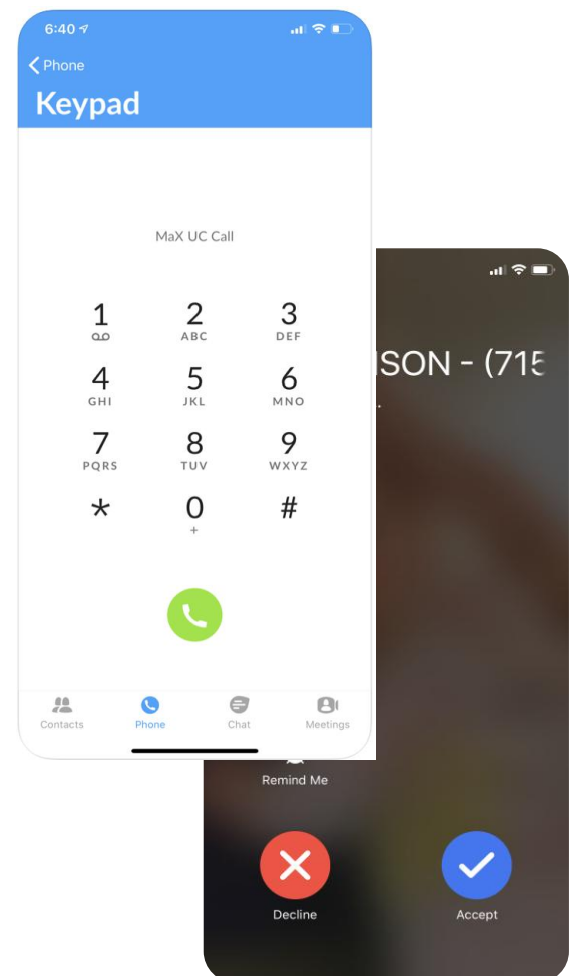
To make a call, select the **Dialer** tab and enter the number you are calling into the Accession dialer, or simply tap on the contact and touch the number you would like to use to call the contact.

If the person you are calling has caller ID, they will see your individual Norvado phone number.

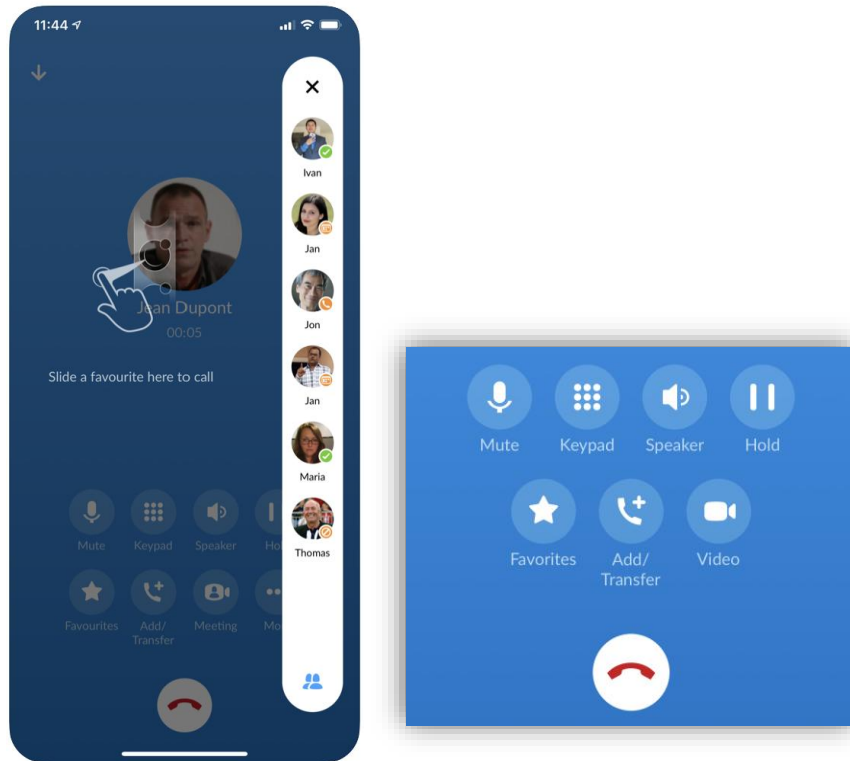
RECEIVING CALLS

When someone calls your Norvado number, the MaX UC app offers you the choice to accept or reject the call.

Depending on the other services you have from Norvado you may also see the incoming call on your desk phone, on your desktop, or on a tablet device. You can answer the call on whichever device is most convenient for you.



DURING THE CALL



While a call is in progress you can use the call window to:

1. Mute your microphone
2. Access the keyboard
3. Turn your call on speaker
4. Put the call on hold
5. Access Favorite contacts
6. Add a participant or transfer a call
7. Switch to video calling mode
8. End the call

You may receive another call while you are already on a call. MaX UC for Mobile gives you the option to:

- **Hold** the existing call and answer the new call.
- **End** the existing call and answer the new call.
- **Ignore** the new call.

VIDEO CALLING

If the person you are talking to is also using MaX UC and your phone has a front-facing camera, you can add video to your call any time. Click on the **Video** icon to send your video. The other person will receive a prompt inviting them to switch on their video too. Click on the **Video** icon at any time to turn off your video feed.

TRANSFER THE CALL TO SOMEONE ELSE

Use the **Call Transfer** icon to send any call to another number. A menu will pop-up allowing you to select a contact, or you can type in a completely new number to transfer the call to. You can also transfer the call to another of your devices that has MaX UC installed, without having to hang up!

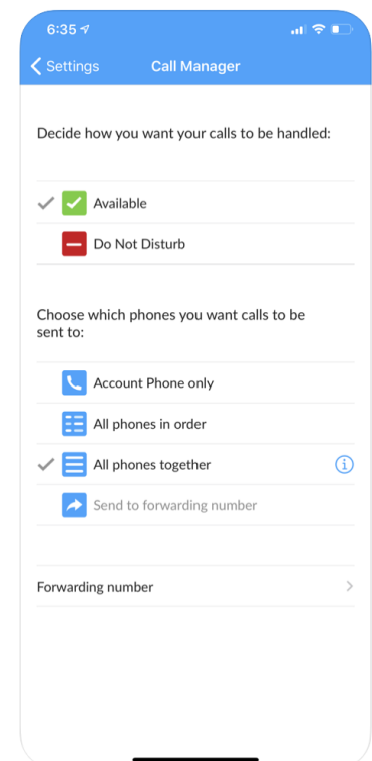
CALL MANAGER

You can tell MaX UC how to handle your incoming calls. Tap the **Call Manager** tab and select **Available**, **Do not disturb**, or **Forward all calls**.

If you select **Do Not Disturb**, callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voicemail. None of your devices will ring until you turn off **Do Not Disturb**, so be sure to use it carefully!

Select **Forward all calls** and, in the **Forwarding number** box, enter the number you want to forward all calls to.

Note that when you change your **Call Manager** settings, the change applies on all of your MaX UC devices.



CALL HISTORY

See your full call history by selecting the **Call History** tab.

VOICEMAIL

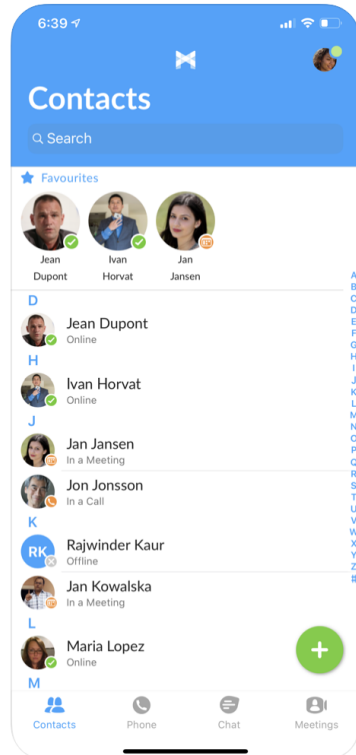
If you have a voice or video message, the **Messages** tab indicates the number of messages received. Select the **Messages** tab and tap on a message to listen to it.



YOUR CONTACTS LIST

MaX UC for Mobile assembles a contact list for you to use. Select the **Contacts** tab to view your Contacts list. Depending on how your service is set up, the **Contacts** list may include:

- Contacts that you type directly into MaX UC for Mobile.
- Contacts stored on your mobile device.
- Contacts in MyPhone contacts.
- Contacts in your corporate directory.



SETTINGS

Use the **Settings** tab to manage your **Call**, **Contact**, and **Account** settings, and to access additional setup options. You can also send error reports from the **Settings** tab.

EMERGENCY CALLS

MaX UC lets you make calls from anywhere on the most convenient device. If you place a 911 call from MaX UC, the 911 operator may not be able to identify where you are calling from.

QUESTIONS?

If you have any additional questions about MaX UC, contact our support team at 1-800-250-8927 or email sales@norvado.com for assistance.

MaxUC for Desktop

Your company phone service can be used to make or receive calls from your desk phone, your PC or Mac, and your mobile devices.

For this to work on your desktop, you need to install the MaX UC for Desktop software on your PC or Mac. This guide will help you to do that.

ENSURE YOUR COMPUTER IS COMPATIBLE

MaX UC for Desktop works on PCs running Windows 7 or Windows 8. It also runs on Macs that have OS X 10.7 or later versions.

You can use your computer's built-in microphone and speakers, but you will have much better audio quality if you use a headset. MaX UC works with most common headsets, including Bluetooth. It will even work with the answer/reject call button on some headsets.

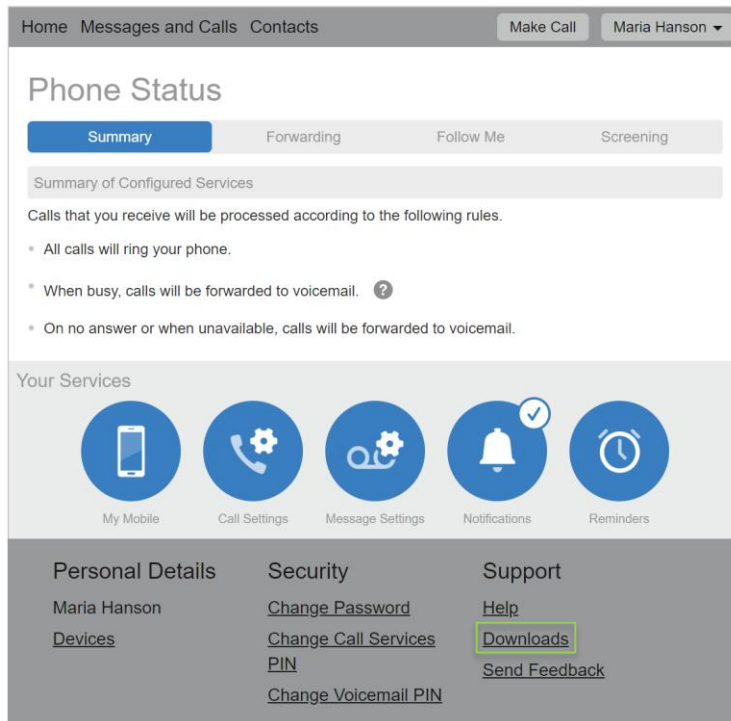
FIND YOUR PASSWORD

You will need your Norvado MyPhone phone number and password to start using MaX UC for Desktop. If you don't have this information, contact our support team at 715-798-3303.

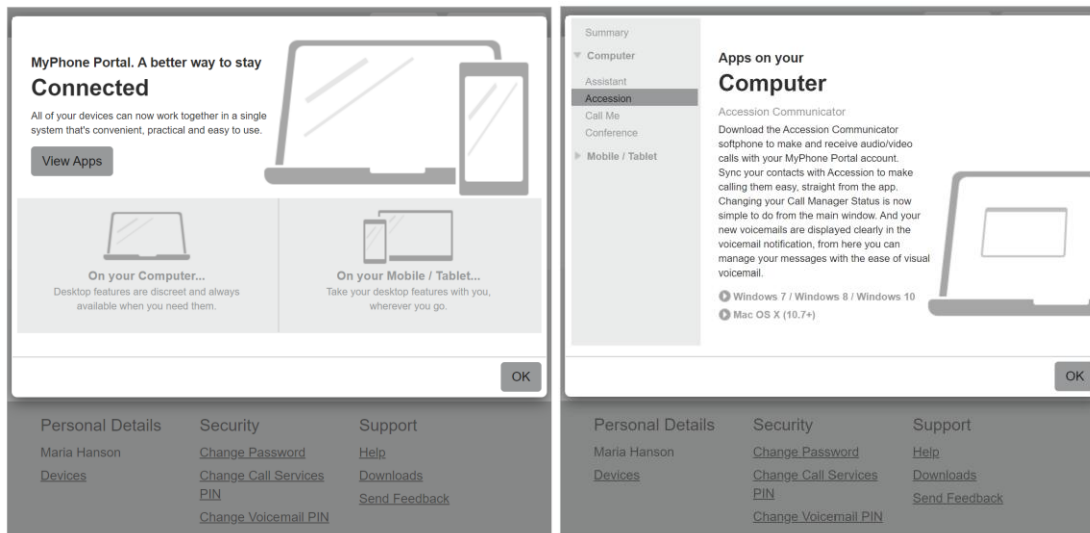
DOWNLOAD AND INSTALL THE SOFTWARE

Visit <https://myphone.norvado.net> and login to the MyPhone portal using you phone number and password.

Select **Downloads** from the Support menu at the bottom of the screen.

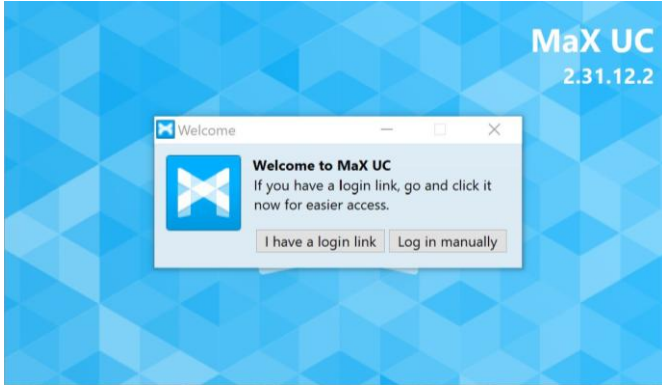


Next, select **View Apps** and choose Accession from the menu on the left and choose the option that fits your computer (Windows 7/ Windows 8/ Windows 10 or Mac OS X (10.7+)).

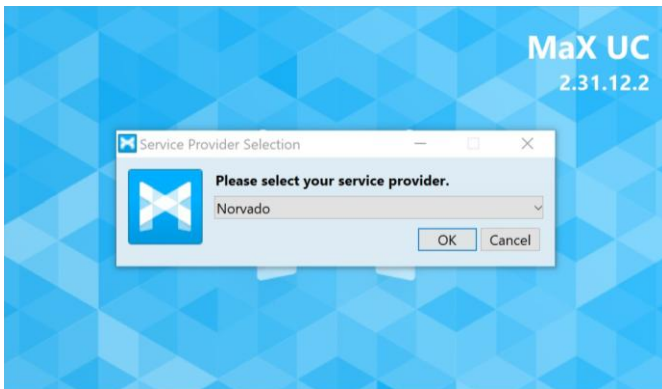


When prompted, save the file. Find the file in your downloads folder, open it, and follow the on-screen instructions to install the software.

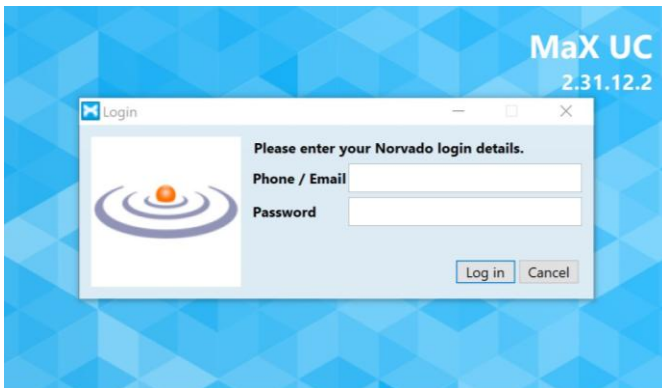
Once the software has installed, open the app and select **Log in manually**.



Select **Norvado** from the list of service providers.



Enter your phone number and password and click **Log in**. You're in!



EXPLORING MAX UC

MaX UC for Desktop is like having your desk phone on your computer. You can make and receive calls, hold calls, transfer calls, and make three-way calls.

You can also use MaX UC to send instant messages, transfer files, and send Presence information to other people in your corporate directory who are using MaX UC (on any device).

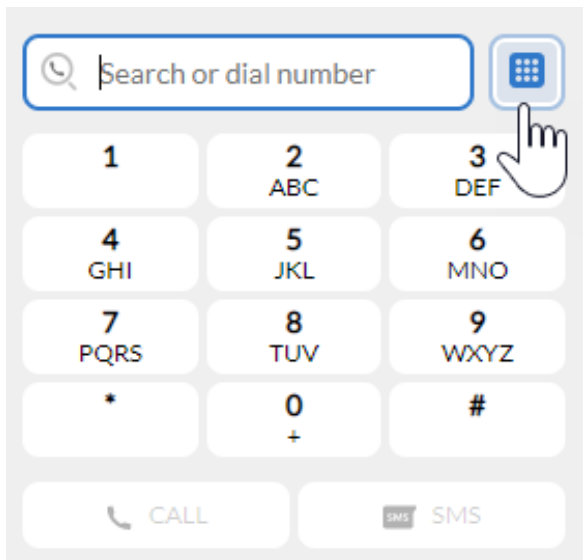
MaX UC uses the WIFI, broadband, or mobile data services available and connected to your computer.

MAKING CALLS

Making a call is as easy as entering the number on the keypad or clicking on a contact's call button.

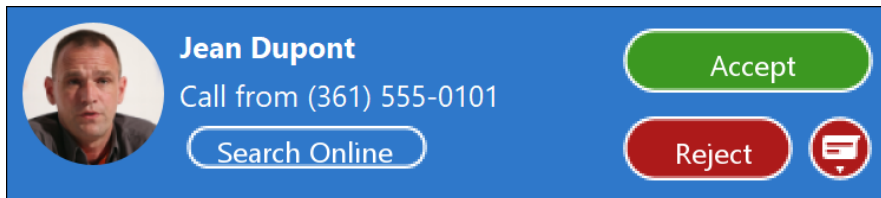
If your contact has more than one number, you can choose which number to call from the drop-down list.

If the person you are calling has caller ID, they will see your individual Norvado phone number.



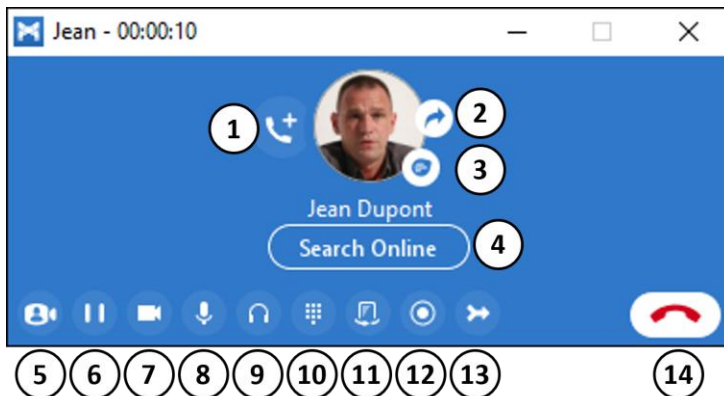
RECEIVING CALLS

When someone calls your Norvado number, you will see a pop-up window appear on your computer screen and hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If that person's details are already in your contacts list, the pop-up displays the caller's name.



Depending on the other services you have from Norvado, you may see the incoming call on your desk phone, on your mobile phone, or on a tablet device. You can answer the call on whichever device is most convenient for you.

DURING THE CALL



While a call is in progress you can use the call window to:

1. Add a participant.
2. Transfer the call to another contact, number, or device with **MaX UC Client** installed, without having to hang up!
3. Send a chat message to the other person.
4. Look up the contact in your Customer Relationship Management (CRM) system.
5. Put the call on hold.

6. Turn your video on or off.
7. Mute your microphone.
8. Adjust the volume.
9. Access the keypad.
10. Switch to another call.
11. Record the call.
12. Merge calls.
13. End the call.

You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one or click on the **Merge calls** icon to merge other callers into a single call.

VIDEO CALLING

If the person you are talking to is also using MaX UC on the same network, you can upgrade your call to video at any time. Click on the **Video** icon to send your video. The other person will receive a prompt inviting them to switch on their video too. Click on the **Video** icon at any time to turn off your video feed.

CALL TRANSFER

Use the **Call Transfer** icon to send any call to another number. A menu will pop-up allowing you to select a contact, or you can type in a completely new number to transfer the call to. You can also transfer the call to another of your devices that has MaX UC installed, without having to hang up!

Basic Troubleshooting

UNABLE TO MAKE/RECEIVE CALLS

A phone that is unable to make or receive calls can be caused by many factors.

If this issue is widespread it is most likely an internet issue.

1. Verify that the internet is working on all computers. If the internet is down everywhere, try rebooting any firewalls, routers and modems. Wait 5 minutes after rebooting these devices and reboot all phones.
 - a. The phones are rebooted by disconnecting the cable from the LAN (or internet depending on phone model) port, waiting 10 seconds and plugging it back in.
 - b. If there is a POE switch for the phones, then rebooting the switch will reboot all phones.
2. If there is a separate internet service for the SmartLink phone system it is possible that the internet on the computers is working, but the phones are down. In this case, reboot any firewalls, routers and modems associated with the phone system, then reboot the phones.
3. If everything has been rebooted and the phones are still unable to make or receive calls please contact the Norvado Support staff by emailing a description of the problem along with phone number of the phone and time of the problem to operationsupport@norvado.com or calling 1-800-250-8927.
4. If the issue is isolated to one phone, please reboot the phone. If the issue is not resolved, or if this is a repeated issue please contact Norvado Support by emailing a description of the problem along with phone number of the phone and time of the problem to operationsupport@norvado.com or call 1-800-250-8927.

POOR CALL QUALITY

The Norvado SmartLink phone system depends on the internet connection. If the internet connection for the phone system is shared with the computers there is a possibility that the internet bandwidth is being used by the computers.

Common causes of poor call quality are:

- Improper Quality of Service (QoS) settings in network configuration. It is highly recommended that any network that is used for voice services be setup with QoS to

prioritize voice traffic over anything else. If you are unsure if this is configured properly on your network feel free to contact Norvado Support for help.

- Online Backup Programs: If you are using an online backup program please make sure it is scheduled to backup only during non-business hours, and that there is no syncing during the day.
- Uploading files to the internet: This can be to any social media site or to any document storage system
- Streaming video: Any video streaming services like Netflix or Youtube should be avoided on internet connections that are shared by Norvado SmartLink phones.
- Downloading Large Files: If you share an internet connection between your Norvado SmartLink phones and your computer please schedule any large downloads for non-business hours.

ONE-WAY AUDIO

One-Way audio is when one calling party can hear the conversation, but the other cannot. This is usually caused by improper programming of the phone. Please reboot the phone if this is an isolated incident.

If this is an ongoing problem, please contact Norvado Support by emailing a description of the problem to operationssupport@norvado.com or call 1-800-250-8927.

PHONE LOCKS UP OR FUNCTIONS IN AN UNEXPECTED WAY

The Norvado SmartLink phones are basically like small computers, so it is possible that there are software bugs or the phones may freeze up.

- If this is an isolated incident, please record the date and time (and phone number of the other caller if available) and reboot the phone.
- If this is a repeated incident, please contact Norvado Support by emailing a description of the issue and accurate times to operationssupport@norvado.com or call 1-800-250-8927. Please include what functions on the phone were being used when the problem occurred. Examples of phone functions may include: dialing a call, putting a call on hold, transferring a call, checking voicemail, or anything else you may be doing on the phone.

IN CASE OF AN EMERGENCY

If there is a widespread issue affecting the function or call distribution of your Norvado SmartLink phones and you need immediate resolution, please contact Norvado Support at 1-800-250-8927.

Please be aware that there may be charges associated with the restoration of services if the cause is determined to be your equipment.



LOCATION

Headquarters
43705 US Hwy 63
PO Box 67
Cable, WI 54821

BUSINESS HOURS

Monday - Friday
8:00am – 4:30pm
Saturday Closed
Sunday Closed

PHONE

800-250-8927
Diggers Hotline 800-242-3044