



# Super Bundles

User Guide & FAQs

# What are Super Bundles?

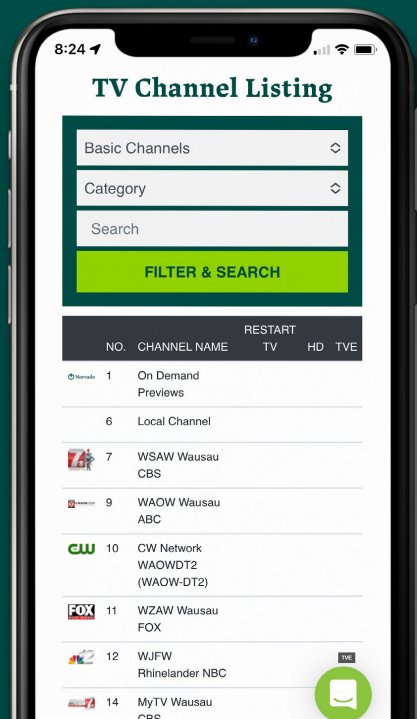
Norvado's Super Bundles are telecom bundles that include, at a minimum:

- Streaming television via Norvado TV
- Monthly Streaming Rewards credit
- Wildly Impressive Internet (up to 1 Gbps)
- Apex Threat Defender & Managed WIFI (including a WIFI 6 router, parental controls and network firewall)
- Home phone delivered via VoIP technology
- An Amazon Fire 4K Max streaming device
- \$99<sup>99</sup> of streaming installation, setup and training

## What is included with Norvado TV?

Norvado TV includes the Basic channel lineup.

**x** Visit [www.norvado.com/tv](http://www.norvado.com/tv), enter your zip code and scroll down to view the channels included in the Basic channel lineup.

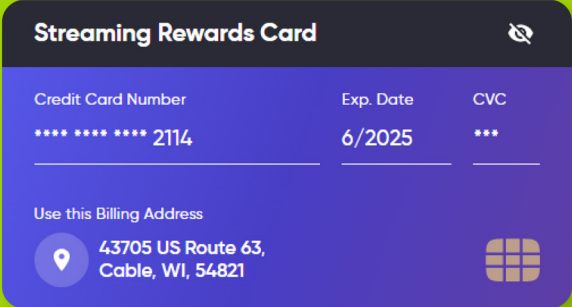
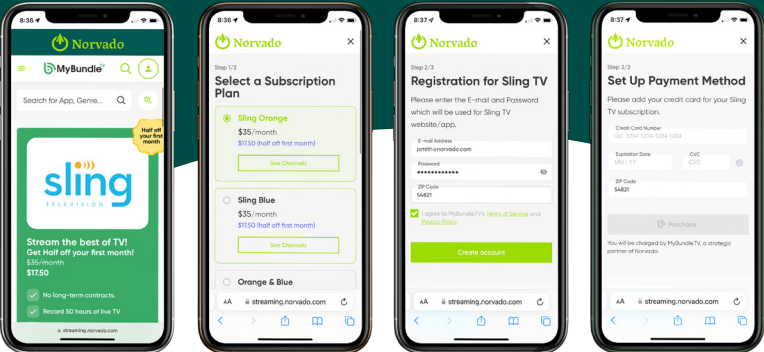


# What can I buy with the additional content credit and where do I buy it from?

You can buy subscriptions to most available streaming services (Netflix, Hulu, HBO Max, Disney Plus, Sling, etc). The Norvado streaming portal includes 160+ streaming options.

Your additional streaming subscriptions are purchased and managed through the Norvado streaming portal.

[x.streaming.norvado.com](https://x.streaming.norvado.com)



## **What are my options when it comes to plans?**

**There are five Super Bundles to choose from.** Each Super Bundle includes a foundation of Wildly Impressive Internet, Apex Threat Defender & Managed WIFI, Norvado TV and Cloud DVR (with the exception of Super Bundle 5), monthly Streaming Rewards credits, home phone with local calling, and a Firestick streaming device. Check out the full lineup at [norvado.com/super-bundles](https://norvado.com/super-bundles).

## **Can I add additional funds to my Streaming Rewards Card?**

**Yes!** You have the option to add additional funds to your Streaming Rewards Card. Additional funds can be added to your Streaming Rewards card on a monthly recurring basis. To add funds, contact the Norvado team at 800-250-8927 or [info@norvado.com](mailto:info@norvado.com). Additional funds will be billed via your monthly billing statement from Norvado.

In the event you would like to adjust the amount of additional funds you are adding to your card, simply contact our team at 800-250-8927.

# How do I play Norvado TV or other streaming services on my television?

There are several ways to stream television on your set. Traditionally, a set top box was used. With streaming, a streaming device is needed. That can be an external device like Apple TV 4K, Fire TV, a Roku device, or a smart television. Norvado recommends Fire 4K MAX or Apple TV 4K as they are WIFI 6 enabled and have adequate processing speed.

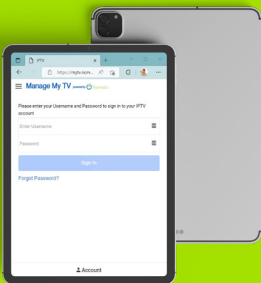
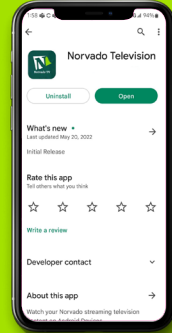
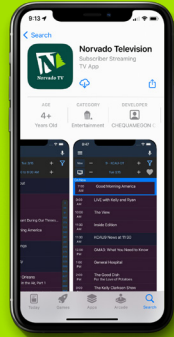
**Note:** An Amazon Fire 4K Max streaming device is included with your Super Bundle subscription.



# Can I watch Norvado TV (and other streaming services) from my mobile phone?

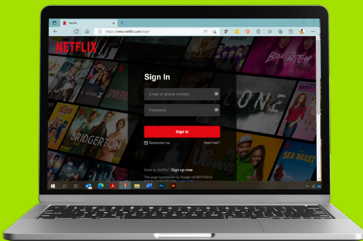
Yes, there are Norvado TV (and most other streaming services) apps built for Android and Apple phones.

To download the Norvado TV app, open the App Store or Play Store and search **Norvado Television**. Click on the listing shown below and select **Download**. Easy as that!



# Can I watch Norvado TV (and other streaming services) from my computer?

Yes, Norvado TV and most streaming services allow the playing of content via their website.



x For Norvado Television, visit [mytv.norvado.net/iptv](http://mytv.norvado.net/iptv).

x For other streaming services, navigate to the streaming service website (i.e [Netflix.com](http://Netflix.com)) and login with your credentials.

# How do I download the Norvado TV App on my TV?

Norvado TV is available in the Roku, Fire TV, Apple TV stores and certain late model smart TVs.

**Amazon Fire TV:** Press the Home button on your Fire remote and navigate left to the search magnifying glass. Type in or use Voice Search to enter **Norvado TV**.

Select and click the **Get** button to download the app. Once the installation is complete, you will be prompted to enter a Login and Passphrase. If you haven't received these, please contact our office. After entering the Login and Passphrase, press Save and you're ready to stream.

**For more information, check out the Norvado TV User Guide for Amazon Fire TV.**

**Apple TV:** Press the Menu button, swipe right to the App Store from the home screen of your Apple TV and press the Touch surface. Select the Search option on the top-level menu and use the onscreen keyboard to type in **Norvado TV**.

Select and click the Install button to begin the installation. Once the installation is completed, you will be prompted for a Login and Passphrase. If you haven't received it, please contact our office.

**For more information, check out the Norvado TV User Guide for Apple TV.**

**Roku TV:** Login to Roku.com and search for Norvado in the Channel Store.

From your Roku device select My Channels and on the right side of the screen a channel should be there called Norvado TV, click on this channel to open it. The first time you open the channel you will be prompted for a Login and Passphrase, if you have not received this, please contact our office.

**For more information, check out the Norvado TV User Guide for Roku Devices.**

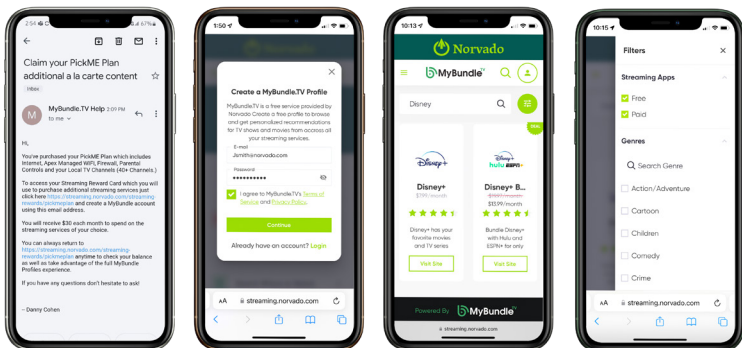


# How do I access the streaming credits provided with my Super Bundle?

You can manage and purchase your additional streaming services on the Norvado Streaming Portal by going to [streaming.norvado.com](http://streaming.norvado.com).

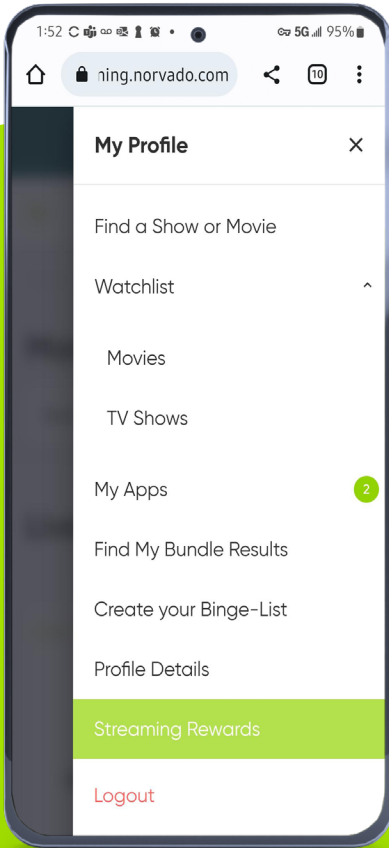
Once you purchase the plan Norvado will issue the appropriate credit amount on the portal. You will receive an email with directions to create an account and access your streaming credits.

1. Click on the link provided in the email and set up your account. Your username will be your email address that the email was sent to. Create a password.
2. Read the directions on how to use the portal.
3. Search for content you would like to purchase within the Marketplace Tab. You can browse, search by name or genre or use the filters to search for similar channels.
4. Once you find content you'd like to buy, click on **Free Trial** or **Subscribe**.
5. Sign up for that particular service by creating a username and password.
6. Enter payment information using your virtual credit card from the streaming rewards and follow any further prompts for the streaming service.
7. Stream your content on your phone, TV, tablet or computer using the login information you just set up.



**a. How to find your Streaming Rewards card in the portal:**

- i. Click on your profile icon in the top right corner
- ii. Scroll down and click on Streaming Rewards
- iii. Note: You can also view your reward balance



## **Is the Streaming Rewards credit a one-time credit?**

No, your Streaming Rewards credit is a monthly credit.

## **When will I receive my credit?**

Every 30 days from the date you receive the first streaming credit.

## **What is I don't like a subscription I purchased?**

You are stuck with it for one month. After that you can cancel the subscription and use your Streaming Rewards for an alternative streaming service.

## **What is I already pay for a streaming service?**

You can continue to pay for it with your own credit card or change the payment to the virtual card provided with Streaming Rewards.

## **Still have questions?**

Visit [norvado.com](https://norvado.com) or give us a call at 800-250-8927.



## **Location**

### **Headquarters**

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PO Box 67  
Cable, WI 54821

## **Business Hours**

### **Monday-Friday**

8am-4:30pm

**Saturday** Closed

**Sunday** Closed

## **Contact Us**

**Toll Free** 800-250-8927

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

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