Norvado

A Quick Reference to Telephone Features and Services

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I. INDIVIDUAL FEATURES

A. CALL WAITING

Now you never have to miss another call while you're on the phone. With Call Waiting, a beep alerts you to another incoming call. Put the first call on hold while you answer the second. Easy to use and perfect for a busy home or office.

How to use Call Waiting:
1.   A short beep in your earpiece while you are in the middle of a call means that someone else is trying to reach your number.
2.   Ask the first caller if you may put them on hold, then press and release the switchhook. The first caller will be put on hold and you will automatically be connected to the second caller.
3.   Pressing and releasing the switchhook for about one second will let you alternate between parties. Each conversation is absolutely private.

B. CANCEL CALL WAITING

Turns off Call Waiting on a per call basis, and prevents Call Waiting tones from interrupting regular conversations.

Using Cancel Call Waiting before a call:
1.   Press * 7 0. (On a rotary phone, dial 1170.)
2.   Enter the number you wish to call.

Using Cancel Call Waiting during a call:
Requires Three-Way Calling
1.   Depress the switchhook for one second to place the call on hold.
2.   Listen for dial tone, press * 7 0. (On a rotary phone, dial 1170.)
3.   Listen for special beep tone, depress the switchhook for one second and return to your call.

C. THREE-WAY CALLING

Ideal for bringing everyone together on the same call. Three-Way Calling lets you and two other parties all talk together. It works with local calls, long distance° calls, or a combination of both. Three-Way Calling can be used whether you have received or have placed the first call.

To add a third party to your call:
1. Press and release your telephone's switchhook to place the first caller on hold. Listen for three short beeps and the dial tone.
2. At dial tone, enter the number of the third party.
3. When the third party answers, press and release the telephone's switchhook to add them to your Three-Way Call.

How to end Three-Way Calling:
1. Press and release the telephone's switchhook to disconnect the last party added. If either party hangs up you can continue to speak with the remaining party or add another party to your call. If the party originating the Three-Way Call hangs up, all parties will be disconnected.

D. SPEED CALLING 30 NUMBER

Tired of looking up those frequently called numbers that you just can't seem to remember? Speed Calling 30 Number stores the numbers you call most often, then dials them with just the push of a couple of buttons.°

How to program Speed Calling 30 Number:
1. Select a two-digit code (numbers 20-49) for each number you wish to enter.
2. Press * 7 5 (On a rotary phone, dial 1175.)
3. Listen for dial tone°°. Enter the code you have selected and the complete telephone number, including the 1 + area code for long distance numbers°, then press #. Two beeps will confirm your entry. Then hang up.

How to change a number stored in memory:
Repeat steps 1, 2 and 3. Enter the code number you originally assigned for the number you want to change followed by the new number. The older numbers will be automatically replaced in the phone's memory with the new number.

How to use Speed Calling 30 Number:
Simply press the speed dial digits that correspond to the number you want to reach. For example * 2 2. (On a rotary phone, dial 1122.) Your call will be dialed automatically.

D. CALL RETURN°°°

Ever experience the frustration of rushing for the phone only to find the caller has just hung up and you're left wondering who tried to reach you? Call Return solves the problem. By entering a

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° Toll charges apply on long distance calls.
°°Customers on Fiber service should not listen for dial tone.
°°°Works with most calls within the local calling area.

simple code, your phone automatically calls back the last number that tried to reach you.

How to use Call Return:
1. Press * 6 9. (On a rotary phone, dial 1169.) After you press *69, a recorded voice will give you the phone number of the call you missed and ask if you want to use the Call Return feature.°°
    1. If you would like to return the call, press 1. Listen for ringing and wait for an answer.
    2. If you do not wish to return the call, hang up.

    *Note: If you are on the phone and ignore a Call Waiting tone, you can use Call Return to call back the number that tried to reach you. Press and quickly release the switchhook, then press *69 to activate Call Return. If you hear more than one Call Waiting tone, you can only call back the last number that tried to reach you. If the call is from a blocked number you will not be given the number, but you can return the call.*

If the line is busy:
1. Listen for announcement telling you the line is busy.
2. Hang up. Your phone will keep trying the line for up to 30 minutes.
3. A special callback ring alerts you if the line becomes free. (Some phones ring normally.)
4. Lift the handset to automatically place the call.

To cancel your Call Return request:
Press * 8 9. (On a rotary phone, dial 1189.) Listen for the confirmation tone or announcement. Hang up.

F.   REPEAT DIALING°

Allows your phone to keep trying a busy number for up to 30 minutes. When the called party's line clears, Repeat Dialing signals you with a special ring and automatically places the call when you pick up the phone.

How to use Repeat Dialing:
1. When you hear a busy signal, press and release the switchhook. Listen for a special tone. If you've already hung up, lift the handset and listen for a normal dial tone.
2. Press * 6 6. (On a rotary phone, dial 1166.) If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.

3. A special callback ring alerts you if the line becomes free. (Some phones ring normally.) Lift the handset to automatically place the call.°

To cancel your Repeat Dialing request:
1. Depress the switchhook and release. Listen for a special dial tone. If you've already hung up, lift the handset and listen for a normal dial tone.
2. Press * 8 6. (On a rotary phone, dial 1186.) Listen for the confirmation tone or announcement. Hang up.

Notes:
• *To restart the 30-minute clock, repeat steps 1-3 under "How to use Repeat Dialing."*
• *You can program multiple numbers, but you will not know which call is ringing you back unless you have Caller ID.*
• *If you cancel a Repeat Dialing request, it will cancel all the Repeat Dialing numbers programmed.*

G. CALL TRANSFER

This feature allows you to transfer a call to another line or to voicemail. You can transfer calls you originate or incoming calls.

How to use Call Transfer:
1. After the calling party or called party is on the line, depress and release the switchhook, listen for dial tone. The present call is placed on hold.
2. Dial the third person to whom you want to transfer. Speed Calling codes may be used.
3. When this person answers you may hold a private conversation with them before making the connection between the two people. If you cannot complete the call to the third person, press the switchhook twice to get back to the person you have on hold.
4. To connect the two, and disconnect yourself, simply hang up.
5. To form a three-way call, depress and release the switchhook to add the person you have on hold. You may drop out of the conversation at any time and the other two parties will still be connected. Either party may drop out and leave you connected to the other. To drop the third party, press the switchhook and you will be left with only the first party.

Notes:
• *Once you hang up, you cannot be reconnected to the call.*
• *Toll charges apply to calls transferred to a long distance number.*
• *Subscription to Call Transfer includes the Three-Way Calling feature.*

° Toll charges apply on long distance calls.

H.   CUSTOMER ORIGINATE TRACE°

If you're annoyed by nuisance calls, take charge! Customer Originate Trace enables you to initiate a trace on your last incoming call. Traced information will be provided to law enforcement officials if you choose to prosecute.

How to use Customer Originate Trace:
1.   When you get a nuisance call, press and quickly release the switchhook. Listen for a special dial tone. If you've already hung up, just lift the handset again and listen for a normal dial tone.
2.   Press * 5 7. (On rotary phone, dial 1157.) After you press *57, you'll hear an announcement telling you whether or not the call can be traced. Just follow the voice instructions to dial an additional code, and the call will be traced.
3.   Listen for a confirmation announcement that the last call has been traced. Hang up.
4.   The number you traced will be recorded at Norvado.

Notes:
*   *Customer Originate Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.*
*   *If the call is traceable, call your local law enforcement agency and report the information to have a case opened.*
*   *After a case number has been assigned, call Norvado at 715-798-3000 and they will follow the appropriate steps to have the call traced.*
*   *The proper authorities will contact you in regards to any information collected.*

II. CALL FORWARDING FEATURES

Doesn't it always seem to happen? The moment you leave your home or office, that's when you get the call you've been waiting for. Now you can relax with our Call Forwarding feature options. So go ahead, enjoy coffee with your neighbor or attend that important meeting. You can have the calls follow you to another location or cell phone.

A. CALL FORWARDING

If you know where you are going to be, you can forward your incoming calls to that location. You control the forwarding of your calls to any number including your cell phone or pager, anytime you choose.

How to use Call Forwarding:
1. Press * 7 2 (On a rotary phone, dial 1172.) and listen for a dial tone.°°
2. Enter the number to which your calls are to be forwarded. Call Forwarding works with either local or long distance calls.°
3. When someone answers, Call Forwarding is activated. If the number you called is busy or if there is no answer, hang up and repeat the previous steps within two minutes. Listen for two beeps or special dial tone and Call Forwarding is activated. From that moment on, all calls will go to that number until you change the number or end Call Forwarding.

How to change the Call Forwarding number:
To change the Call Forwarding number you must deactivate the old number by using the instructions below and enter a new number using the directions above.

How to end Call Forwarding:
1. Press * 7 3 (On a rotary phone, dial 1173.) and you will hear two beeps or a special dial tone. This informs you that Call Forwarding is no longer activated, and calls to your number will ring at your telephone normally.

Notes:
•   *While your calls are being forwarded, your telephone will ring briefly each time your number is dialed. You cannot answer the calls, but the ring is a reminder that Call Forwarding is still in effect.*
•   *If you forward your calls outside of your local calling area, you will be charged for any calls forwarded from your number to the long distance number.*
•   *While calls are being forwarded, you can still make outgoing calls.*
•   *If you have the Distinctive Ring feature you can choose to not have the Distinctive Ring calls forwarded. Only calls to the main number will be forwarded when Call Forwarding is active.*

B.   CALL FORWARDING BUSY

You can automatically forward your calls to another number
when your phone line is in use. With this feature, calls can
be forwarded to a long distance number.° You can activate,
deactivate and program "forward-to" numbers from your phone.

How to use Call Forwarding Busy:
1.   Press * 9 0. (On a rotary phone, dial 1190.) Listen for the
     dial tone.°°
2.   Enter the number to which the calls are to be forwarded.
3.   When someone answers, Call Forwarding Busy is activated.
     If no one answers, or the line is busy, hang up and repeat
     steps 1 and 2 above. If you do so within two minutes, you'll
     hear two beeps signaling you that Call Forwarding is active.

To end Call Forwarding Busy:
1.   Press * 9 1. (On a rotary phone, dial 1191.)
2.   Listen for two beeps or a special dial tone, then hang up.

C.   CALL FORWARDING NO ANSWER

This feature allows you to forward your calls to another number
when you are not at home or unable to answer your telephone.
You may answer the call, or if unanswered after your specified
number of rings, the call will forward to your "forward-to" number.°
You can activate, deactivate and program the "forward-to" number
from your phone.

How to use Call Forwarding No Answer:
1.   Press * 9 2. (On a rotary phone, dial 1192.)
2.   Listen for a dial tone.°°
3.   Enter the number to which the calls are to be forwarded.
     When someone answers, Call Forwarding No Answer is
     activated. If the number you called is busy, or if there is no
     answer, hang up and repeat the previous steps within two
     minutes. Wait for two beeps or special dial tone and Call
     Forwarding No Answer is activated. From that moment on,
     all calls will go to that number until you change the number
     or end Call Forwarding No Answer.

How to end Call Forwarding No Answer:
1.   Press * 9 3. (On a rotary phone, dial 1193.)
2.   Listen for two short beeps or special dial tone, then hang up.
     Your Call Forwarding No Answer is no longer active.

° Toll charges apply if you forward calls to a on long distance calls.
°° Customers on Fiber service should not listen for dial tone.

D. CALL FORWARDING REMOTE ACCESS

If you forgot to forward your calls before leaving your home or office, no need to worry. Call Forwarding Remote Access allows you to program your Call Forwarding feature from virtually any touchtone phone or cell phone.°

How to use Call Forwarding Remote Access:
1.   From a remote touchtone telephone, enter 715-XXX-9100. "XXX" represents your telephone exchange. (i.e. 798, 372, 934, etc.)
2.   Listen for a ring and wait for special dial tone or a voice prompt. Dial your 7-digit phone number with the Call Forwarding Busy feature. Immediately after entering your phone number, dial your PIN given to you by Norvado.
3.   Listen for special dial tone and enter the Call Forwarding code you want to activate or deactivate. Follow the instructions for that Call Forwarding feature. For Call Forwarding press * 7 2 (On a rotary phone, dial 1172.). For Call Forwarding Busy, press * 9 0 (On a rotary phone, dial 1190.). For Call Forwarding No Answer, press * 9 2. (On a rotary phone, dial 1192.)

To end Call Forwarding Remote Access:
1.   Follow steps 1 through 3 of "How to use."
2.   Press the deactivation instruction that corresponds to the forward feature you want to deactivate.

E. SELECTIVE CALL FORWARDING°°

Selective Call Forwarding enables you to have your most important calls follow you. You select and program the calling phone numbers you want forwarded and the destination number to which they are forwarded.° When this feature is turned "on," calls from numbers in your forward list will be routed to your "forwarded-to" number.° All others will ring at your phone as usual.

How to use Selective Call Forwarding:
1.   Press * 6 3. (On a rotary phone, dial 1163.) Listen for an announcement telling you whether the feature is currently on or off. A prerecorded voice will then tell you how many (if any) numbers are currently stored in your forward list.
2.   Follow the voice instructions and press 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

° Toll charges apply if you forward calls to a long distance number.
°° This feature will not work with calls originating from an area or long distance carrier not providing Caller Identification service, toll free numbers, some 700 and 900 numbers, international calls and some cellular calls.

To add the last caller to your forward list:
Press # 0 1 #. (On a rotary phone, dial 1201.)

To enter your "forward-to" number:
The first time you turn on the service, you'll be asked to enter the number you'd like your special calls forwarded to. From then on, the system will simply remind you of the current "forward-to" number.

1. If the current number is correct, press 1.
2. If you wish to change the current "forward-to" number press 0, and then follow the voice instructions.

To add a number to your list:
Press #. (On a rotary phone, dial 12.) Follow the voice instructions. You can store up to 32 phone numbers on your forward list.

To remove a number from your list:
Press *. (On a rotary phone, dial 11.) Follow the voice instructions to remove any of the numbers from your list.

To remove all numbers from your list:
Press * 0 8. (On a rotary phone, dial 1108.)

To hear the phone numbers on your list:
Press 1. After the list is read, voice instructions will follow.

To hear instructions again:
Press 0.

Notes:
•   *You may press 1, 0, #, or * (On a rotary phone, dial 1, 0, 12, or 11.) at any time rather than waiting for the voice instructions.*
•   *The list you create here is separate from any other lists you may be using for Selective Distinctive Ring, Selective Call Acceptance and similar services.*
•   *This service can work with Call Forwarding (all calls). Numbers on your selective list will follow you to your Selective Call Forwarding number.° All other calls will be routed to your Call Forwarding° number.*

F.   WARM LINE

This feature allows the phone to automatically dial a preprogramed number° if the receiver is off the hook for more than 30 seconds without a number being dialed.

° Toll charges apply if you forward calls to a long distance number.

Programming is done through Norvado.

G.   HOT LINE

This feature allows the phone to automatically dial a preprogrammed number°° when the receiver is removed from the switchhook. Programming is done through Norvado.

H.   FIXED CALL FORWARD

Norvado forwards all your calls to your preselected, permanent destination number. It's ideal for the person or business that has moved to another location. You can keep your established number while forwarding calls to your new location.°

Great for out-of-town businesses. Looks like you've established a local branch just providing a local phone number.

Programming changes are made through Norvado.

III. CALL SCREENING FEATURES

Answering the phone doesn't have to be like solving a mystery.

Wouldn't it be nice if your telephone was able to screen your calls? Well, now it can with our advanced Call Screening options. You can identify who a call is for, or who is calling and selectively block or receive phone calls. It's like having your own receptionist – without the expense.

A.   CALL IDENTIFICATION FEATURES

I.   DISTINCTIVE RING

Distinctive Ring allows you to have up to four°°° phone numbers on a single phone line. When called, each number has its own unique ring.

Great for teenagers, roommates, or a home-based business,°°°° Distinctive Ring can help you create an individual identity. The unique ring can also help you identify incoming calls as to the type of call or who it is for – before you answer. Distinctive Ring gives you some of the benefits of additional lines at a fraction of the cost. Even works with Call Waiting°°°°° and Caller ID features.

° Toll charges apply if you forward calls to a long distance number.
°° Toll charges applly if the preprogrammed number is a long distance number.
°°° Two numbers are available in some exchanges.
°°°° May require a business rate.
°°°°° Each number has a distinctive beep.

II. SELECTIVE DISTINCTIVE RING°

Allows you to create a list of numbers with its own distinctive ring. The distinctive ring tells you it's one of your special callers from your list. Even works with Call Waiting°° and Caller ID Features.

How to use Selective Distinctive Ring:
1.   Press * 6 1. (On a rotary phone, dial 1161.) Listen for an announcement telling you whether the feature is currently on or off. A prerecorded voice will then tell you how many (if any) numbers are currently stored in your Selective Distinctive Ring list.
2.   Follow the voice instructions and press 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your list:
Press # 0 1 #. (On a rotary phone, dial 1201.)

To add a number to your list:
Press #. (On a rotary phone, dial 12.) Then follow the voice instructions. You can store up to 32 numbers on your Selective Distinctive Ring list.

To remove a number from you list:
Press *. (On a rotary phone, dial 11.) Follow the voice instructions to remove any or all of the numbers from your list.

To hear the phone numbers on your list:
Press 1. After the list is read, voice instructions will follow.

To hear instructions again:
Press 0.

Notes:
•   *You may press 1, 0, #, or * (On a rotary phone, dial 1, 0, 12, or 11.) at any time rather than waiting for the voice instructions.*
•   *The list you create here is separate from any other lists you may be using for Selective Call Forwarding and similar services.*

°This feature will not work with calls originating from an area or long distance carrier not providing Caller Identification service, toll free numbers, some 700 and 900 numbers, international calls and some cellular calls.
°°A distinctive beep lets you know it's a call from your list.

III. CALLER ID°

Know who's calling before you answer. A special caller ID display device or display phone lets you see the calling telephone number and/or name of the person associated with that number in the telephone company records, giving you the option of answering or not. Caller ID, dramatically enhances your privacy and security. To use Caller ID, you need a display phone or a display add-on unit for your existing phone that displays name and number.

How to use Caller ID:
1. When you receive a call, wait for the start of the second ring of your phone. The telephone number and/or the name of the person calling will automatically appear on your display screen.
2. If you choose to answer the call, the number will remain on the screen until you or the caller hangs up.

Notes:
- *If the letter "P" or "Private" appears on your screen, the caller may have blocked the display of his or her name and/ or number. You can choose whether or not to answer the phone.*
- *If "Unknown Name" and/or "Unknown Number" appears, the caller is calling from an area or long distance carrier that does not provide Caller Identification service.*
- *Not all phone companies can display the calling name.*
- *Most Caller ID display phones or display devices record and store the name and/or phone number of callers, even while you are out.*

IV. CALLER ID/CALL WAITING°

Want to know who's trying to call you even when you're already talking on your phone? A special Caller ID display device or display phone lets you see the name and number of the person calling when you hear the Call Waiting beep.

How to use Caller ID/Call Waiting:
When you are already on the phone and someone tries to call you, the caller's name and number will appear on your display screen after the first call waiting beep.

°This feature will not work with calls originating from an area or long distance carrier not providing Caller Identification service, toll free numbers, some 700 and 900 numbers, international calls and some cellular calls.

Notes:
- *Subscription to Caller ID/Call Waiting includes the Call Waiting and Caller ID – Name and Number features.*
- *Subscription to Caller ID/Call Waiting requires a special display phone or display device for this feature to work.*
- *Not all phone companies can display the calling name.*
- *If the letter "P" or "Private" appears on your screen, the caller may have blocked the display of his or her name and/ or number. You can choose whether or not to answer the phone.*
- *If "Unknown Name" and/or "Unknown Number" appears, the caller is calling from an area or long distance carrier that does not provide Caller Identification service.*
- *The caller's name will appear as the name associated with the calling number in the telephone company records.*
- *Most Caller ID display phones or display devices record and store the name and/or phone number of callers, even while you are out.*

B. CALL BLOCKING FEATURES

I. SELECTIVE CALL ACCEPTANCE°

Selective Call Acceptance allows you to block all calls except those from your list of special phone numbers. You can add, delete or change numbers on your list at any time. Works with local and long distance phone calls to prevent nuisance and solicitation calls. Calls from numbers not on your list are sent to an announcement that you are not receiving calls at this time and are terminated.

To "turn on" Selective Call Acceptance:
1. Press * 6 4. (On a rotary phone, dial 1164.) Listen for an announcement telling you whether the feature is currently on or off. A prerecorded voice will then tell you how many (if any) numbers are currently stored on your acceptance list.
2. Follow the voice instructions and press 3 to turn the feature ON (if it is currently off) or turn the feature OFF (if it is currently on).

To add a number to your list:
Press #. (On a rotary phone, dial 12.) Follow the voice instructions. You can store up to 32 phone numbers on your acceptance list.

°This feature will not work with calls originating from an area or long distance carrier not providing Caller Identification service, toll free numbers, some 700 and 900 numbers, international calls and some cellular calls. 14

To remove a number from your list:
Press *. (On a rotary phone, dial 11.) Follow the voice
instructions to remove any of the numbers from your list.

To remove all numbers from your list:
Press * 0 8. (On a rotary phone, dial 1108.)

To hear the phone numbers on your list:
Press 1. After the list is read, voice instructions will follow.

To hear instructions again:
Press 0.

Notes:
- *You may press 1, 0, #, or * (On a rotary phone, dial 1, 0, 12, or 11.) at any time rather than waiting for the voice instructions.*
- *The list you create here is separate from any other lists you may be using for Selective Call Forwarding and similar services.*

II. SELECTIVE CALL REJECTION°

You can program your phone to block calls from your selected
list of phone numbers. Those callers receive a prerecorded
announcement that you are not receiving calls at this time and are
terminated. Calls from other numbers are not blocked. You can
change numbers on your list at any time.

To "turn on" Selective Call Rejection:
1. Press * 6 0. (On a rotary phone, dial 1160.) Listen for an
   announcement telling you whether the feature is currently
   on or off. A prerecorded voice will then tell you how many (if
   any) numbers are currently stored in your rejection list.
2. Follow the voice instructions and press 3 to turn the feature
   ON (if it is currently off), or turn the feature OFF (if it is
   currently on).

To add the last caller to your list:
Press # 0 1 #. (On a rotary phone, dial 1201.)

To add a number to your list:
Press #. (On a rotary phone, dial 12.) Follow the voice
instructions. You can store up to 32 phone numbers on your
rejection list.

° This feature will not work with calls originating from an area or long distance carrier not providing Caller Identification service, toll free numbers, some 700 and 900 numbers, international calls and some cellular calls.

To remove a number from your list:
Press *. (On a rotary phone, dial 11.) Follow the voice
instructions to remove any of the numbers from your list.

To remove all numbers from your list:
Press * 0 8. (On a rotary phone, dial 1108.)

To hear the phone numbers on your list:
Press 1. After the list is read, voice instructions will follow.

To hear instructions again:
Press 0.

Note:
See Notes under Selective Call Acceptance.

III. CALLER ID BLOCKING

Prevents your name and/or number from being shown on
someone's Caller ID display.

Per-Call Blocking is accomplished by entering a simple code,
which prevents your name and/or number from being displayed
on an individual call basis.

Per-Line Blocking through Norvado prevents calls placed from
your number from being displayed. There is no charge for Caller
ID Blocking.

How to use Caller ID Blocking Per-Call:
1. Press * 6 7. (On a rotary phone, dial 1167.) Enter the
    number you're calling as usual.
2. The person you've called will not be able to see your name
    and/or number displayed on their display screen. Instead, a
    "P" or "Private" will be displayed. You must press *67 before
    each call you place. Otherwise, your name and/or phone
    number will be released to the person receiving the call.

How to use Caller ID Blocking Per-Line:
If you have requested Per-Line Blocking from Norvado, you do
not need to dial a code to block your name and/or number each
time. Your number will always appear as "Private."

To turn off Per-Line Blocking:
(Allowing your name and/or number to be displayed on an
individual call)

Press * 8 2 (On a rotary phone, dial 1182.) before placing the call. Enter the number you're calling as usual.

Note: Caller ID Blocking will not work when calling toll free numbers, 700, 900, 976, 950, or 911 numbers.

IV. ANONYMOUS CALL REJECTION°

You can reject all callers who have chosen to block their name and/or number from being displayed on your Caller ID device

How to activate Anonymous Call Rejection:
1. Press * 7 7. (On a rotary phone, dial 1177.)

2. Listen for two beeps confirming that Anonymous Call Rejection is activated. Then hang up.

How to deactivate Anonymous Call Rejection:
1. Press * 8 7. (On a rotary phone, dial 1187.)
2. Listen for two beeps confirming the Anonymous Call Rejection is turned off. Then hang up.

*Note: Callers who have blocked the display of their name and/ or number will hear an announcement that you do not accept calls from private numbers and they should remove the blocking by dialing *82 and call again. All other calls will ring through as usual.*

IV. INDIVIDUAL SERVICES

A. ADDITIONAL LISTING
In this hectic world, a second (or even a third) telephone line may be a necessity. Use it exclusively for the children, as a dedicated fax line, or as a separate home business line (may require a business rate). Installing both lines at the same time can save on installation charges…and you get a separate telephone listing for each line.

B. ALTERNATE LISTING
Now everyone can maintain their own identity. Alternate listings in the white pages of your local phone book are one of the most inexpensive ways to help you make a name for yourself. Perfect for teenagers, roommates, or home-based businesses.

C. NON-PUBLISHED NUMBER
If you choose this service, your telephone number will not be published in the telephone directory and will not be given out through directory assistance.

D. NON-LISTED NUMBER
You can choose to not have your telephone number listed in the telephone directory, but it would be available through directory assistance.

E. WIRE PROTECTION PLAN
Protect yourself against the high cost of service calls and repair fees if trouble should occur in the wiring or telephone jacks in your home – even if they are damaged by lightning. It provides peace of mind for pennies a day.

F. NORVADO LONG DISTANCE
For unbeatable convenience, choose Norvado Long Distance service. One company, one bill, one number to call if you have a question or problem. It is that easy. Plus enjoy a simple rate plan that offers a low per-minute rate and no monthly surcharge. No blackout times or restrictions – rates are good 7 days per week, 24 hours per day. Personal and business incoming 800 numbers are also available. Call toll free 1-800-250-8927 for more information or to sign up.

G. TOLL RESTRICTIONS
Choose any combination of these toll blocks to fit your calling needs.

900# Block
The improper use of 900# calls can do serious damage - both financially and emotionally – especially in families with children. We can block calls to 900 toll numbers protecting your children against solicitation and from unexpected charges. There is no charge for this service.

0+ and 1+
Blocks toll calls from being made from your phone when dialing 0 or 1, 411, 10/10 dialing and international calls.

International Block
Restrict calls to international numbers. Available with or without PIN control.

10/10 Dialing Block
Restricts calls from being dialed from your phone using 10/10 long distance.

Extended Community Calling Block
Restricts calls from being made from your phone to extended community calling areas.

Total Block
Includes all above toll blocks except 800 toll free numbers.

H. **TOLL CONTROL WITH PIN**

Toll Control with PIN allows you to override Total Block, 900# Block, and International Block on a per call basis by entering your four digit Personal Identification Number (PIN). No one can make these toll calls from your phone unless they know your PIN. You can personalize your PIN and changes are made through Norvado. Touchtone service is required to operate Toll Control with PIN.

How to use Toll Control with PIN:
1.   Listen for a dial tone.
2.   Enter the number you want to call.
3.   You will be prompted to enter your PIN.
4.   Your call will be completed as normal.
5.   When you hang up, Toll Control with PIN will reactivate.

I. CUSTOMER LINE IDENTIFICATION

Are nuisance calls becoming a problem? Then sign up for Customer Line Identification service. It is a thirty (30) day service that allows you to trace any incoming calls during the thirty days. Customer Line Identification is easy, and unlike Customer Originate Trace it does not rely on Caller ID services to track the caller.

How to use Customer Line Identification:
1.   After you receive a nuisance call, hang up and then immediately write down the date and time of the call.
2.   Contact your local law enforcement agency and report the information to have a case opened.
3.   After a case number has been assigned, call Norvado (715-798-3000) and they will release the information to the appropriate law enforcement agencies.

Note:
•   *This service captures the originating telephone number and/ or carrier.*

J. NORVADO CONFERENCE CALLING

Norvado Conference Calling is great when you need to speak with multiple people at the same time, but can't all be in a the same place. Phone and Internet access to the conference bridge makes connecting easy. Invitations into a conference are given to conference participants by providing them with the access telephone number or website for the conferencing service and your participant code. The participant(s) then dial the telephone number or go to the website and enter the code when prompted. You can also invite a participant into the conference by dialing out to his/her telephone number (outdial). For example, you may want to do this if the participant does not normally attend your conferences and therefore does not have the participant code.

How to use Norvado Conference Calling:
1. The moderator must call into the bridge by dialing 1-866-202-6403 or 715-798-4980 and then dial the Moderator Code (XXXXXX).
2. Participants will need to dial 1-866-202-6403 and then dial the Participant Code (XXXXXX) at the time of the call.
3. For on-line access go to https://conference.norvado.net. Use Participant and Moderator codes to login and control the conference online.
4. Your conference call bridge is now set up and these codes are available for your use at any time.

How to invite participant with outdial call:
1. Press 1 and then dial the participant's telephone number followed by #.
2. Listen for announcement giving instructions for linking the participant into the conference. Press # to skip instructions.
3. Listen for usual ringing or busy tone while the participant is being called.
4. When the participant answers, press 1 to return to the conference. You will then hear a prompt to record the participant's name before joining the conference, in the same way as a participant dialing in. Record the name and then press #.
5. If the participant is not available or does not want to join the conference, press * to cancel and return to the conference.

Note:
*   *When making an outdial call, you cannot dial the access code (normally *67) to control the presentation of your calling number on the outgoing call. If you attempt to do this, the outdial attempt fails and you're returned to the conference.*
*   *You cannot make an outdial call to the conference telephone number to link a conference into another conference.*
*   *Participants added to the conference using outdial are not*

included in the count of attendees in the Call History page in the web interface.

*   *Participants added to the conference using outdial do not hear announcements when the call ends or when they are removed from it.*

K. CALL MANAGER VOICEMAIL SERVICE

Call Manager Voicemail Service is an easy-to-use system that requires no new equipment and offers several advantages over answering machines. It takes messages while you are away from home or on the phone. It can accept multiple incoming messages at the same time, and there's no more worrying about power outages. Messages are protected by passcode, and many features are available including multiple mailboxes. After your account is set up, you can access your mailbox by following the steps below.

How to complete initial setup of Call Manager Voicemail Service:
1. Dial the voicemail access number*:
    Access Number (715-XXX-9000)
    Example: 715-798-9000

715-278-9000	715-746-9000
715-794-9000	715-363-9000
715-747-9000	715-795-9000
715-372-9000	715-763-9000
715-798-9000	715-739-9000
715-765-9000	715-934-9000
715-742-9000	715-774-9000
715-364-9000	715-685-9000

2. Dial the Security Code provided.
3. Follow the instructions you hear on the voicemail tutorial. If this step is not completed it will replay each time the mailbox is accessed.
    i.   *Change the preset Security Code:*
         First, to secure your account, you must set up a new Security Code. A prompt asks you to enter a new Security Code, and explains the length allowed by your telephone service provider.
         1.   Enter a new Security Code, press # when inished.
         2.   Con irm the new Security Code by re-entering it and press # when inished. Record your name response.
    ii. *Record your name:*
         Next, you are prompted to record your name. This is used by Call Manager Voicemail Service for some system-generated announcements, for example when

greeting your callers or when you leave messages for others.

Your recording should be less than ten seconds long. If it is too long, you will be asked to re-record a shorter version.

1. Record your name and press # when finished.
2. An announcement plays your recording back to you. If you want to re-record it, press 1. If you want to save it, press #. An announcement plays your recording back to you.

iii. *Record your personal greeting:*

Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greeting.

1. To record your own personal greeting, press 1. Then record your greeting, pressing # when finished.
2. To use a system-generated greeting that announces your recorded name, press 2.
3. To use a system-generated greeting that reads out your phone number, press 3.
4. To use a system-generated greeting that neither announces your name nor reads out your phone number, press 4.

   An announcement plays back your selected greeting. To record or select a different greeting, press 1. To save it and use it as your greeting, press #.

Notes:
- *When you get a voicemail message, you will be notified with a stutter dial tone or by a Message Waiting Light flashing on your phone.*
- *Unhook your answering machine or turn off that feature if you have it built into any of your phones. Having it on will create problems with the Call Manager Voicemail Service.*
- *Multi-user accounts require additional setup.*

How to access your Call Manager Voicemail Service from home:
1. Dial your access number (715-XXX-9000) or *318.
2. Enter your Security Code when prompted.
3. Listen to the voice prompts to accomplish your desired task.

How to access your Call Manager Voicemail Service remotely:
1. Dial your area code and phone number.
2. When you hear your personal greeting, press *.
3. Enter your Security Code when prompted.
4. Listen to the voice prompts to accomplish your desired task.

NORVADO LOCATIONS

Cable, WI Location
43705 US Hwy 63
Cable, WI 54821-4616
(715) 798-3303

Hayward, WI Location
15818 Railroad Street
Hayward, WI 54843-7110
(715) 934-3303

Ashland, WI Location
1310 Lake Shore Drive East
Ashland, WI 54806-2162
(715) 682-0290

Norvado

Mailing Address:
P.O. Box 67
Cable, WI 54821

Customer Service: (800) 250-8927
Service Department: (855) 330-1143
www.norvado.com