

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 operationssupport@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 operationssupport@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 operationsupport@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 operationsupport@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
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BUSINESS HOURS

Monday-Friday

8am-4:30pm

Saturday Closed

Sunday Closed

PHONE

Headquarters 715-798-3303

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Technical Support 800-420-4384

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Diggers Hotline 800-242-8511

