

MyPhone Portal Basics



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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 Get In

Go to <https://myphone.norvado.net/> and login with your 10-digit Phone Number and Password.

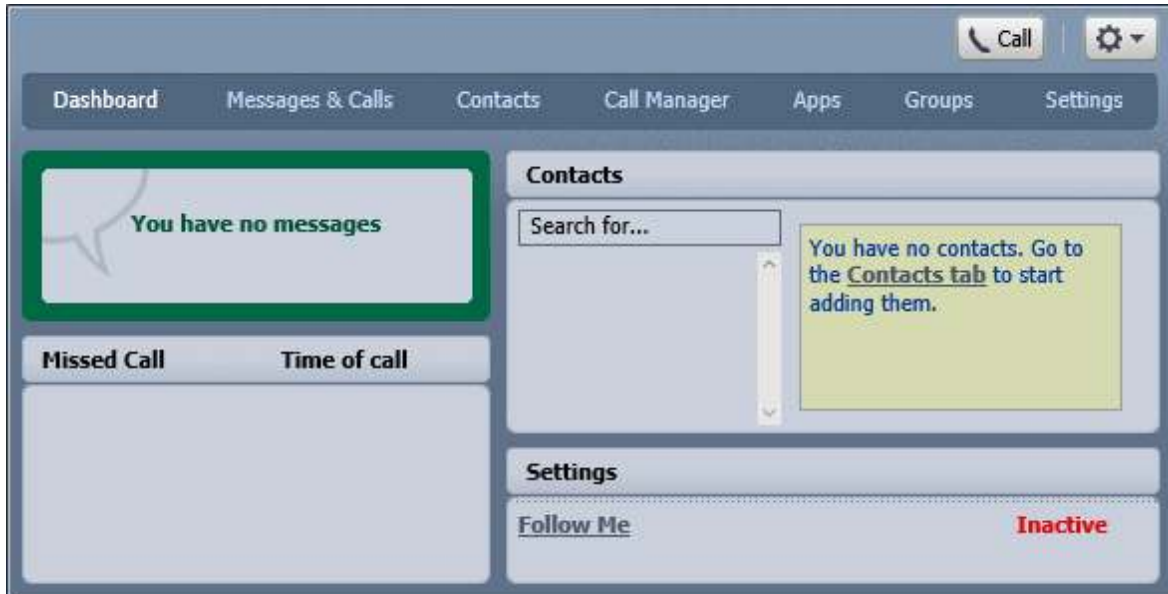


The image shows a screenshot of the Norvado MyPhone Portal login page. At the top left is the Norvado logo, which consists of a green tree icon inside a blue circle, followed by the word "Norvado" in green. To the right of the logo, the phone number "1-800-250-8927" and the website "www.norvado.com" are displayed in blue. Below the header, the text "MyPhone Portal" is centered. A white login box is centered on the page with a grey header that says "Please log in below." Inside the box, there are two input fields: "Number:" followed by a white text box, and "Password:" followed by a white text box. Below these fields is a checkbox labeled "Remember me on this computer." To the right of the checkbox is a grey "Login" button. At the bottom of the login box, there is a line of text: "If you have forgotten your password, please contact customer support at 800-250-8927."

Menu

Dashboard

Once logged in to the MyPhone Portal you will see the Dashboard, which gives a quick summary of your line. You will see missed calls and a summary of your voicemails from here, along with some other miscellaneous information.



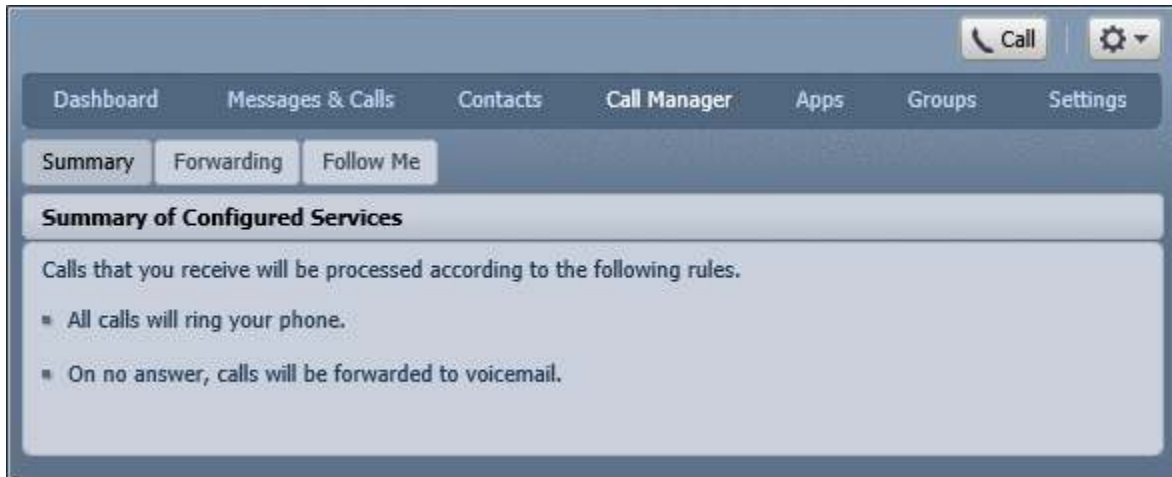
Messages & Calls

The Messages & 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.



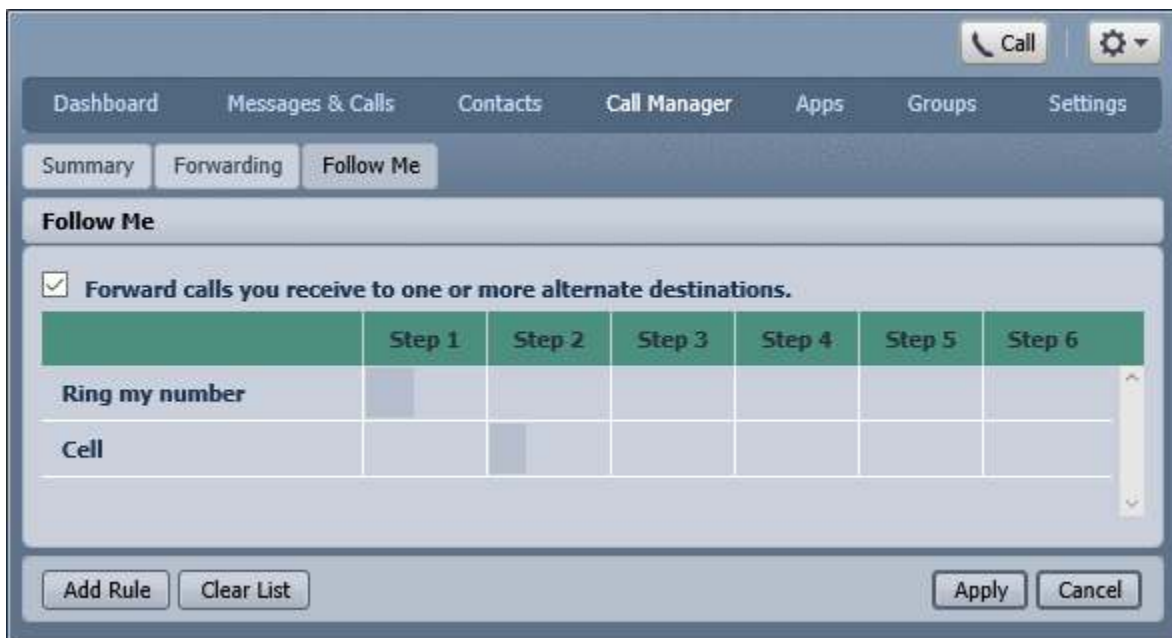
Call Manager

The Call Manager menu will allow you to setup call forwarding and Follow Me services for your line.



Call Manager – Follow Me

The Follow Me service will allow you to create rules to have calls to your line directed to other phone numbers, such as a Cell Phone.

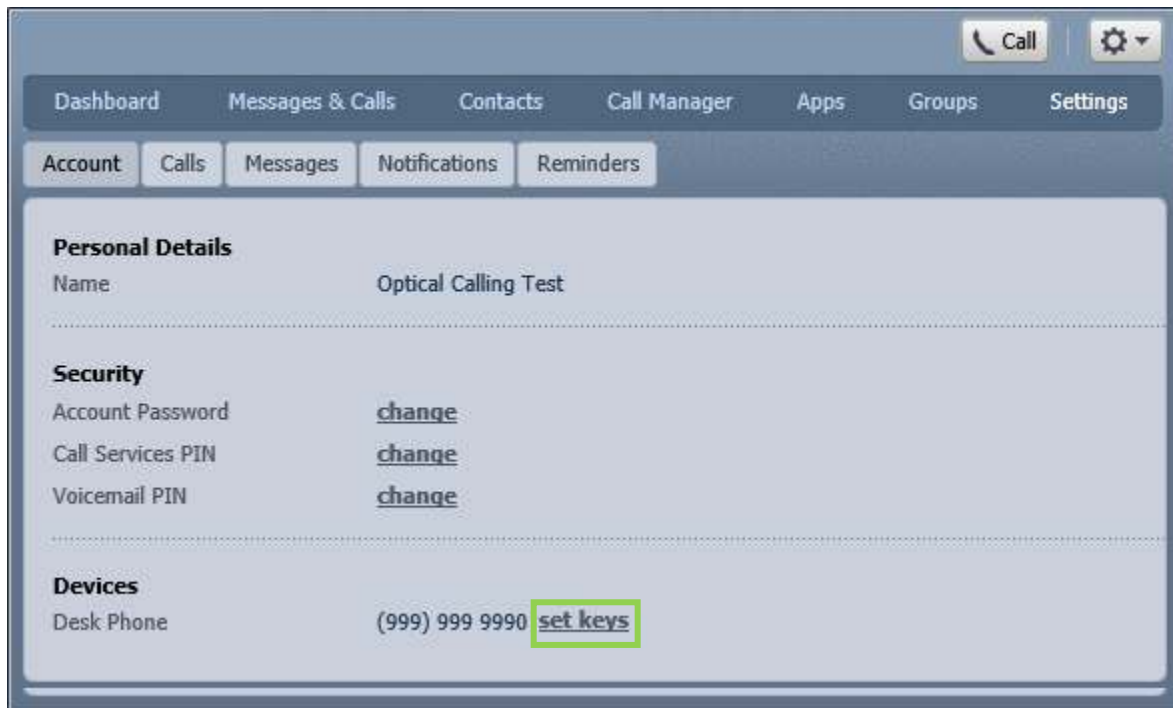


Settings

The Settings menu will allow you to reset your password and PIN numbers. The other options here are not covered in this quick guide.

If you are a Norvado SmartLink customer the Settings menu will also allow you to customize many of the features and keys on the desk-phone assigned to your line.

To customize your phone, click the set keys button in the Settings – Account menu.



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.



The screenshot shows a web interface for phone selection. At the top, there is a header with a home icon and the text "Phone selection". Below this, a central card displays a black Yealink SIP-T42G desk phone. Underneath the phone image, the text "Yealink SIP-T42G" is written in bold, followed by a button labeled "Edit". At the bottom of the interface, there is a blue bar with a button labeled "Create new profile".

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 of the window and then reboot the phone once the settings are saved. Phones will automatically update overnight.



The screenshot shows the "Yealink SIP-T42G - Edit settings" screen. On the left is a small image of the phone. The main area is titled "Programmable Keys - Line Key" and contains a table for configuring keys. The table has columns for "Key" and "Name". Key 2 is expanded, showing fields for "*Soft key action" (set to "Speed Dial"), "Line" (set to "Line 1"), "*Number" (set to "555"), and "Label" (set to "Name"). A "Reset" button is next to the "*Soft key action" field. At the bottom, there are buttons for "Print...", "Expand all", "Reset all to defaults", "Discard changes", and "Save changes".

Key	Name
Key 1	
Key 2	Name
Key 3	

*Soft key action: Speed Dial (Reset)

Line: Line 1

*Number: 555

Label: Name (X)

Buttons: Print..., Expand all, Reset all to defaults, Discard changes, Save changes

Click-to-Dial

The Click-to-Dial [Call](#) button will allow you to initiate a phone call from the computer. The service will first call the phone in the “From” area, then once you pick up that phone it will call the number in the “Make a call to” area. This allows you to directly copy and paste numbers off of websites and other places on your computer to make a call.

