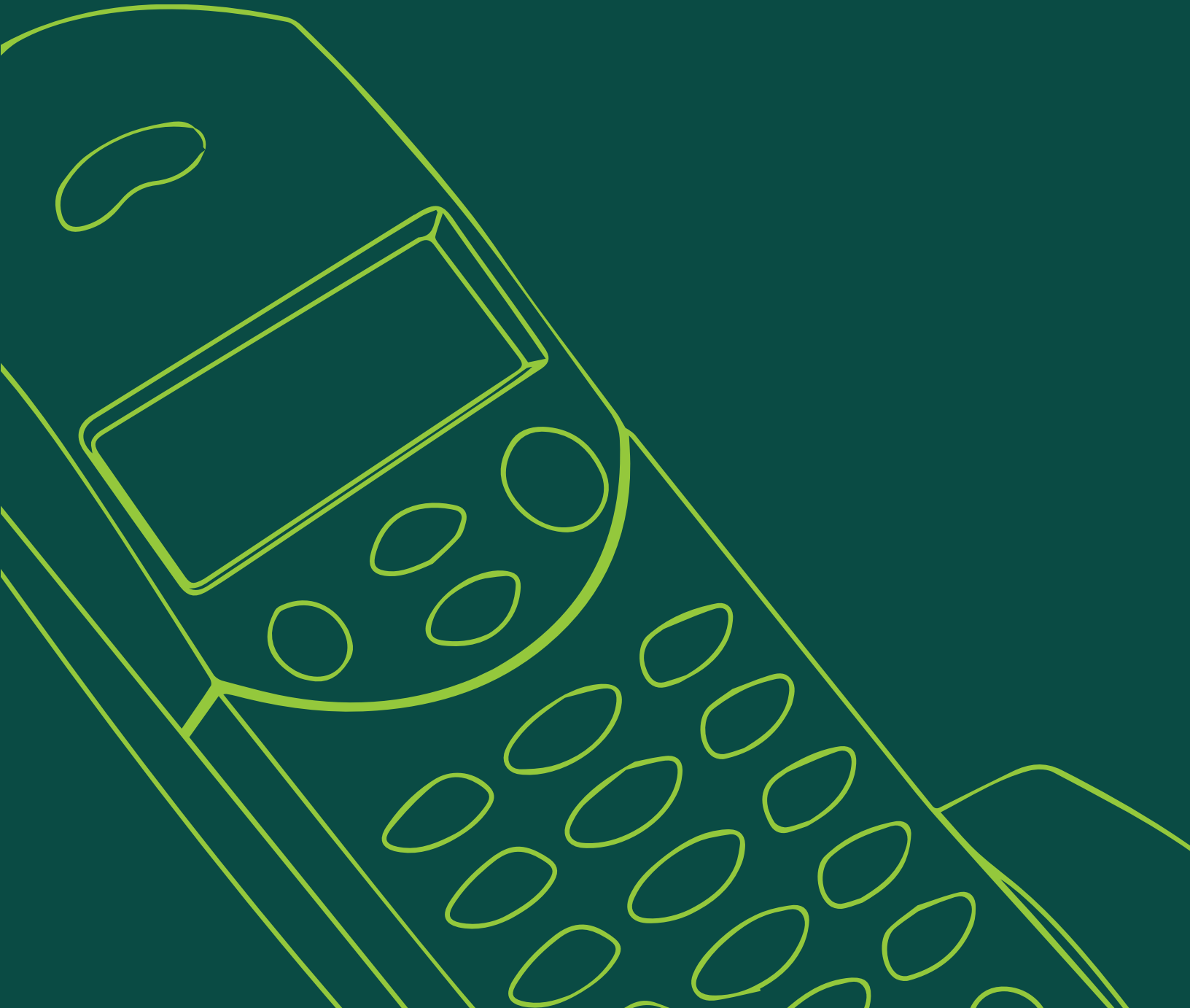




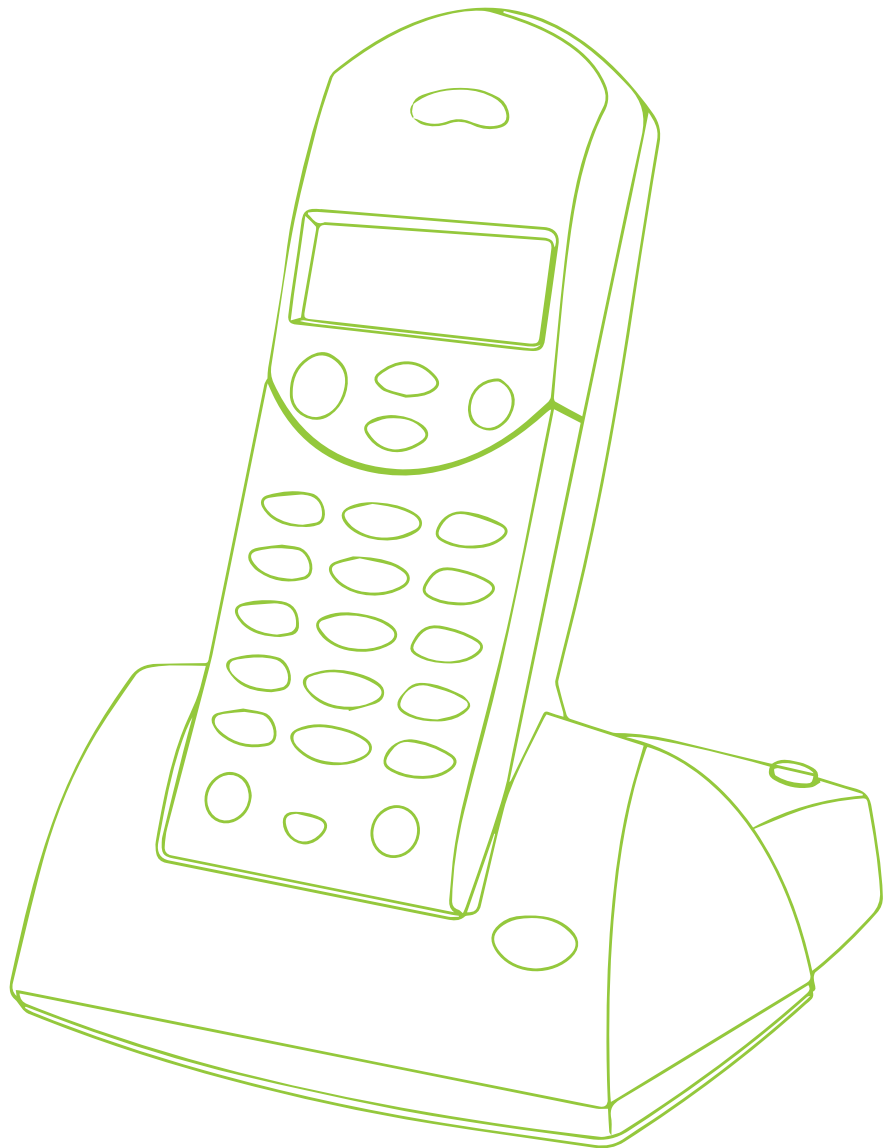
WELCOME TO YOUR  
**Phone Guide!**



# TELEPHONE FEATURES

Norvado's state-of-the-art Internet, TV and Security services were built upon a strong telephone cooperative foundation. After 60+ years of providing community members with top-notch phone service, Norvado is proud to say that its Phone services are even more reliable and robust than ever.

- Call Waiting
- Cancel Call Waiting
- Three-Way Calling
- Speed Calling 30 Number
- Call Return
- Repeat Dialing
- Call Transfer
- Customer Originate Trace
- Call Forwarding
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Remote Access
- Selective Call Forwarding
- Warm Line
- Hot Line
- Fixed Call Forward
- Distinctive Ringing
- Selective Distinctive Ringing
- Caller ID
- Caller ID/Call Waiting
- Selective Call Acceptance
- Selective Call Rejection
- Caller ID Blocking
- Anonymous Call Rejection
- Call Manager Voicemail Service
- Robocall Blocker



# 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. Save up to 15 messages two minutes in length for 15 days. All 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.

## INITIAL SETUP OF CALL MANAGER VOICEMAIL SERVICE

**STEP 1** Dial your voicemail access number (715-XXX-9000).

Example: 715-798-9000

715-278-9000	715-746-9000	715-339-9000
715-794-9000	715-363-9000	715-762-9000
715-747-9000	715-795-9000	715-518-9000
715-372-9000	715-763-9000	715-332-9000
715-798-9000	715-739-9000	715-661-9000
715-765-9000	715-934-9000	
715-742-9000	715-774-9000	
715-364-9000	715-685-9000	

**STEP 2** Dial the Security Code.

Follow the instructions you hear on the voicemail tutorial. If this step is not completed it will replay each time the mailbox is accessed.

**STEP 3** 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 Norvado.

**STEP 4** Enter a new Security Code.

**Press #** when finished. Confirm the new Security Code by re-entering it and then **press #** when finished.

## **STEP 5** Record your name.

Your name 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 record a shorter version.

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

## **STEP 6** 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 greetings.

- To record your own personal greeting, **press 1**, then record your greeting, pressing **#** when finished.
- To use a system-generated greeting that announces your recorded name, **press 2**.
- To use a system-generated greeting that reads out your phone number, **press 3**.
- 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 #**.

**Quick Tips:** 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 from Norvado.

# ACCESS YOUR CALL MANAGER VOICEMAIL SERVICE FROM HOME

**STEP 1** Dial your access number (**715-XXX-9000**) or **\*318**.

**STEP 2** Enter your Security Code when prompted.

**STEP 3** Listen to the voice prompts to accomplish your desired task.

# ACCESS YOUR CALL MANAGER VOICEMAIL SERVICE REMOTELY

**STEP 1** Dial your area code and personal number.

**STEP 2** When you hear your personal greeting, **press \***.

**STEP 3** Enter your Security Code when prompted.

**STEP 4** Listen to the voice prompts to accomplish your desired task.

## CALL MANAGER HELPFUL HINTS

There are many shortcuts you can utilize within the Call Manger Voicemail Service to help customize your experience. These are called Helpful Hints, and are described in this guide or are available for you to listen to within the Call Manager Voicemail system.

To listen to the Helpful Hints tutorial, dial your **Access Number** or **\*318**, **press 0**, and listen to the recording, otherwise read on to learn more.

- To **skip** hints you are familiar with, **press #**.
- To **leave** the hints menu, **press \***.
- To **replay** the tutorial, **press 1**.

## # KEY

Used for telling the Message Center that you have finished entering a number. When you are not entering a number, **press #** to skip ahead to the next task. If you **press #** while listening to a message, you will skip to the next message immediately. **Press #** to skip the rest of what the Message Center is saying.

## \* KEY

Used to skip back a section, not an action. When entering a telephone number or PIN, pressing **\*** cancels the input and prompts you to start again. When adding addresses (i.e. phone numbers) to a message the **\*** key removes the last address or cancels sending the message once there are no addresses remaining. When listening to a message, pressing the **\*** key will take you back to the main menu and not to the previous message. From the **Options Menu** the **\*** key takes you back to the previous menu.

**Note:** 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 FASTER

- **Skip Back:** Press **7** during message playback to rewind, or **press 7 7** to skip back 5 seconds.
- **Skip Ahead:** Press **9** during message playback to fast forward, or **press 9 9** to skip ahead 5 seconds.
- **Replay Previous Message:** Press **1 1** to jump back to previous message.
- **Auto Play Option:** Found in the **Mailbox Settings Menu**, it allows you to listen to your messages as soon as you access your mailbox instead of being provided an **Options Menu**.
- **Playback Volume:** Press **6** while a message is playing to increase the volume.
- **Playback Speed:** Press **7** while a message is playing to decrease playback speed, or **press 9** to increase the speed.

## REPLYING, FORWARDING, & SENDING MESSAGES

Similar to e-mail, you can reply to, forward and send voice messages to others straight from the Call Manager Voicemail Service using the following keys.

- **Press 4** to reply to the voicemail.
- **Press 5** to forward and share a message with a friend or co-worker who also has voicemail.  
When you **press 5** the voice tutorial will ask you for the phone number of the subscriber that you'd like to send the message to, and then will let you record an introduction. The other subscriber will hear your introduction followed by the message that you've forwarded to them.
- **Press 2** from the **Main Menu** to send a message.  
If you **press 2** you can record a new message and send it on to another subscriber's mailbox. The next time they check their voicemail they will hear your message. This is handy when you need to send someone a message, but don't want to disturb them by ringing their phone. Another nice thing about sending messages this way is that when you get a message like this you can **press 4** to reply back to it without having to enter their phone number.

## BASIC TROUBLESHOOTING TIPS

If your phone is not working, simple tests can be done to determine whether to call Norvado or another company. These tests may save you time and money, so before you call, attempt the following tests.

## TEST DEVICES

Hang up all telephones. Make sure phone accessories, answering machines, telephone sets, computers, modems and security systems are working. To check, unplug the phone cord from the jack and check for damage. Leave everything unplugged for 5 minutes. Then try plugging in devices one at a time to see if the trouble still exists.

If all of the devices are not working, you need to test to determine if the source of the problem is inside or outside of the home.

## TEST IF THE PROBLEM IS INSIDE OR OUTSIDE

Take a working, single-line phone to the Network Interface Device (NID). This may be outside or inside and is where your inside wiring connects to the buried plant. You will need to test in the jack that your inside wire is plugged into. In most cases, the port is labeled **POTS1** (see image below). You will need to unplug what is currently plugged into the **POTS1** port and plug in the working test phone. Once this is completed, try to make a call.



**If the same problem occurs:** The problem may be in the outside network facilities. Call Norvado at 800-420-4384 to report the trouble. If necessary, a Norvado Technician will be dispatched to your location to remedy the trouble at no charge.

**If the problem does not occur:** The problem is in your wiring. Call your Norvado to repair your inside wiring. Time, overtime and material charges may be incurred, dependant on maintenance contract.

**If the problem is in your telephone:** follow the instructions on your warranty or contact from your equipment retailer for repair or replacement.

For more details regarding phone service, please visit [www.norvadosupport.com](http://www.norvadosupport.com)



## **LOCATION**

### **Headquarters**

43705 US HWY 63  
PO Box 67  
Cable, WI 54821

### **Phillips Office**

105 N Avon Ave  
PO Box 108  
Phillips, WI 54555

## **BUSINESS HOURS**

### **Monday - Friday**

8:00am - 4:30pm

**Saturday** Closed

**Sunday** Closed

## **PHONE**

**800-250-8927**

**Fax** 715-798-3044

**Diggers Hotline** 800-242-8511

## **GET CONNECTED**

**@norvado | [www.norvado.com](http://www.norvado.com) | #discoverthepossibilities**