SMARTLINK

MYPHONE PORTAL USER GUIDE

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LINK

Norvado

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 Access your MyPhone Portal

Visit **https://myphone.norvado.net/** and login using your 10-digit Phone Number and Password.

Note: For business group administrator use visit **https://myphone.norvado.net/bg**

MyPhone Portal Web
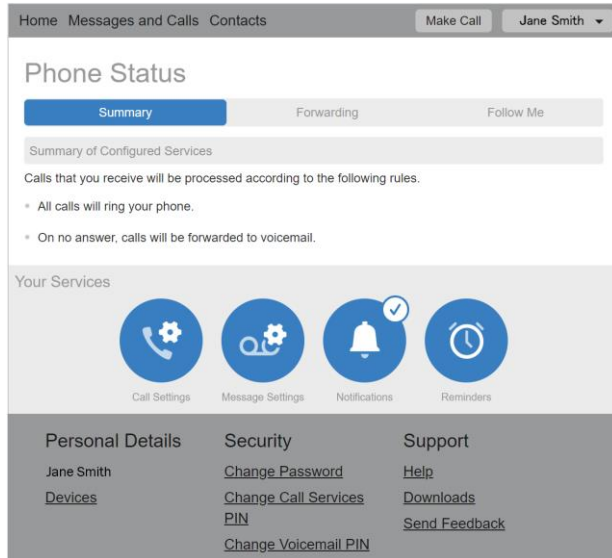
Please log in below.

Number: |

Password:

☐ Remember me on this computer.

Login

If you have forgotten your password, please contact customer support at 800-250-8927.

Summary

Once logged in to the MyPhone Portal you will see the **Summary**, which gives a quick overview of your line.

Updating Your Emergency Response Location

When using MaX UC Desktop, 911 calls are routed to your designated Emergency Response Location.

Important Note: If your physical location differs, emergency service will be delayed or unavailable. In these situations, please have an alternate means of contacting 911.

1. Browse to myphone.norvado.net.

2. Log in using your 10-digit Norvado Smartlink PBX phone number and password.

3. Click on Set Emergency Location.

4. Fill in the address information, then click Update Address. **Note:** *Address Line 2 must include your "dispatchable location," such as floor, suite, room number, or similar information necessary to adequately identify the location of the calling party.*

5. Confirmation of address update will be displayed. Your update is complete!
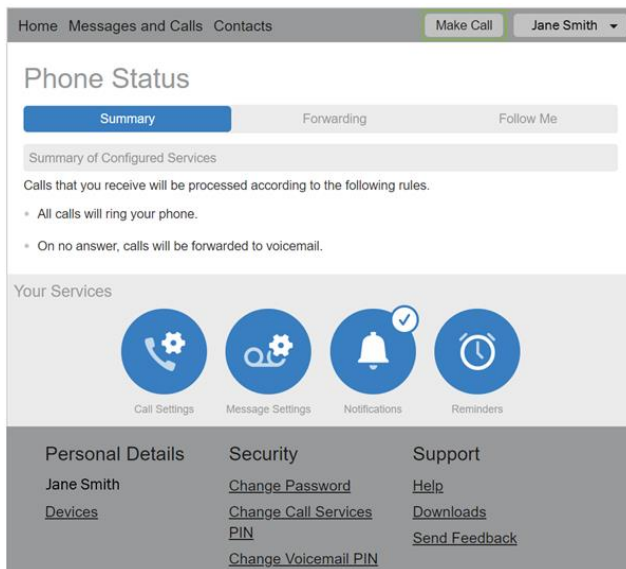
Messages and Calls

The **Messages and 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.
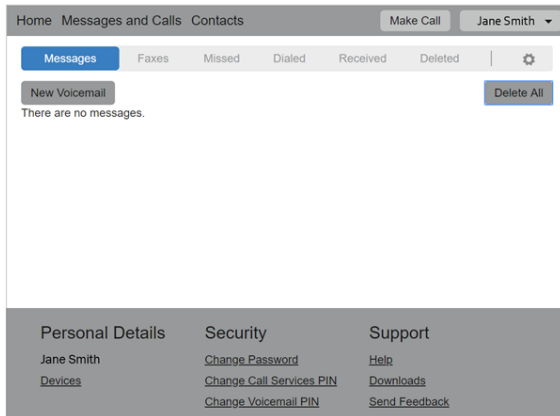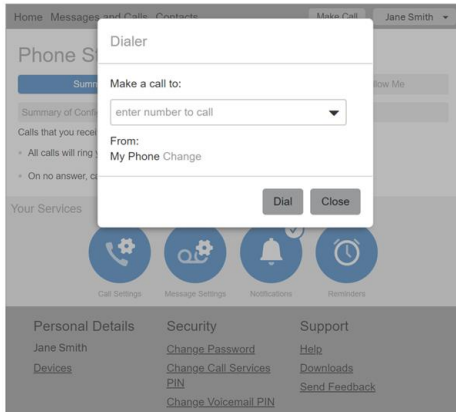

Make a Call

The **Make Call** button will allow you to initiate a phone call from the computer.

The service will first call the phone in the **From** field. Once you pick up that phone, it will call the number in the **Make a Call to** field. This allows you to directly copy and paste numbers from websites and other places on your computer to make a call.
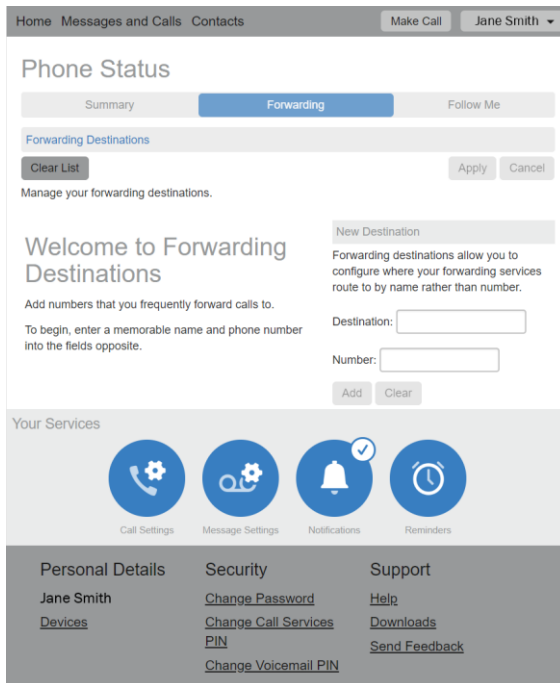
Home

From the **Home** screen you will be able to configure **Call Forwarding**.

Forwarding

The **Forwarding** service will allow you to forward your calls to another number.
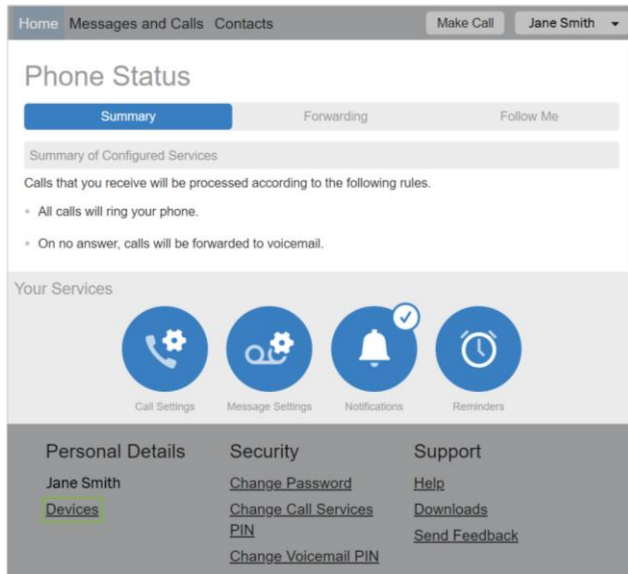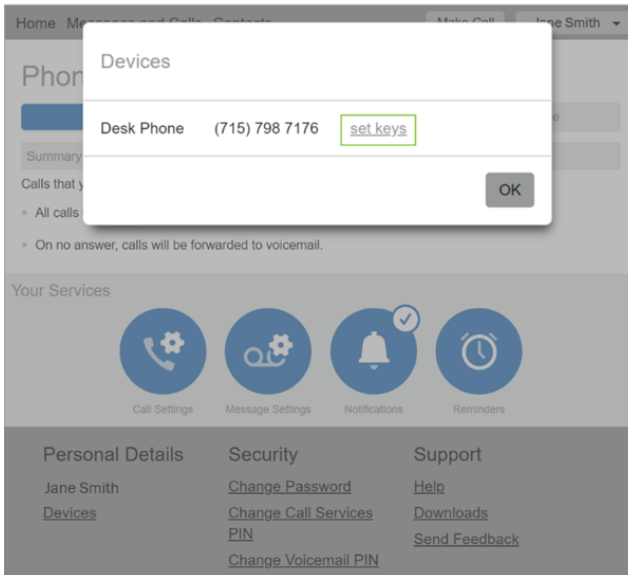

Security

The **Security** menu will allow you to reset your password and PIN numbers.

Customize your Phone

Step 1: Select Devices under Personal Details.

Step 2: Select **set keys** to customize your phone.

# 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.

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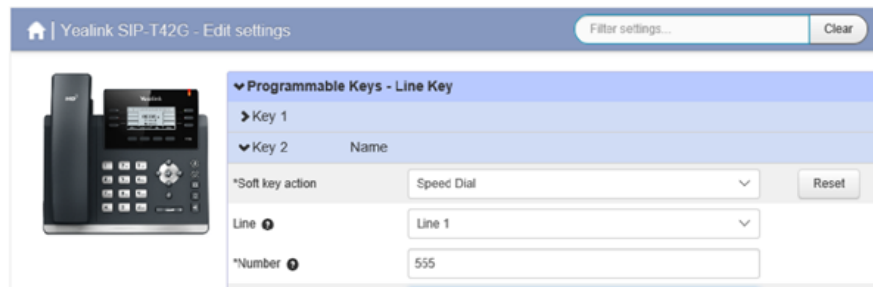
LOCATION

Headquarters
43705 US Hwy 63
PO Box 67
Cable, WI 54821

BUSINESS HOURS

Monday - Friday
8:00am – 4:30pm
Saturday Closed
Sunday Closed

PHONE

800-250-8927
Diggers Hotline 800-242-3044