



**User's Guide
for
Pre-paid Accounts**

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Welcome!

We've prepared this User's Guide to help you get the most out of your Prepaid Account Service with Nargle® Communications.

We recommend you become familiar with all that your new telephone service has to offer. You are in charge of your own account. You control your settings. You are empowered.

Hopefully this guide will answer all of your questions; but, if you need more information, feel free to contact us at any time.

Note: A list of menu options and descriptions can be found at the end of this guide.

Quick Tips

Logging In to your Online Account: The Online Management allows you to select your settings, make payments to your account, view your call activity, and more. To login click on the blue *Login* tab located on the far right side of the toolbar on the Home page. Enter your email address and password.

Service Types

You can add other Nargle® Services to your account at any time. Such as: Calling Card, and Callback Service.

Select Service

Each service type has its own navigation menu and options. To view the options for each service type, use the pull down menu (located on the left hand side of the page, above the Navigation menu) and select the service type.

Viewing Account Balance

Your account balance is shown in the *Account Summary* page.

Making calls

If your account balance is zero, you will not be able to make or receive calls until you add funds to your account.

Adding Funds to your account

To deposit funds to your account balance, click on ***Make Payment***, located in the left side Navigation menu.

How to Dial

To place a call, always start with the Country Code! In the world of VoIP, there is no such thing as a “domestic” call. All calls require the country code, even USA to USA calls. We’ll use our telephone number for example. If you wanted to call us, you would first dial “1,” which is the country code for the USA, followed by “850,” which is the area code for Northwest Florida, then “502,” which is our city code, and then “2000”.

The cost of your calls will be deducted from your account funds on a per-minute basis. To find out the per-minute cost before you call, use the *Rate Calculator*, located on the left side Navigation menu. Use the pull down menu to select the County and then the City name or code. Call rates within the US (except Alaska and Hawaii) will be listed under US / Canada, City Code ‘1.’

Viewing your Call Activity

To view your call activity, click on the *Usage History* option, located on the Navigation menu. Select one or all services, then select a date range. Click the *Show* button to display the call detail. To export the call activity to a spreadsheet, click the *Export Call Logs* icon. You can also adjust the page size.

A more detailed call history is available on the *Advanced CDR* option on the Residential Service Navigation menu.

Viewing/Updating your Contact Information

To view or update your contact information, click on the *Profile* option, located on the left side Navigation menu. Your Profile page contains your address, password, email address, and credit card information, all of which can be updated on this page.

Updating your 911 Information

When you signed up with Nargle, your address and telephone number that you provided to us was forwarded to the National Emergency Database. This is the address to which Emergency Services will be dispatched in the event of an emergency if you should use your Nargle telephone number to place a 911 call.

Please take a moment to verify your information and activate the 911 service.

To verify that the National Emergency Database has your correct data, please click on *Edit 911 Info*. Also, if your information should change, please update this page.

Navigating the Online Menu Options

The following menu options are available to you after you log on. Unless otherwise noted, these options are available on all three Service menus.

Account Summary: Your account summary page provides you with a quick view of your account, including your PIN, your funds available, and call activity.

Profile: Your Profile page lists your personal information, including contact details and credit card information. You can update your Profile information at any time. You can also view your Email Alert Setting here.

Make Payment: Allows you to add funds (US dollars only) to your account. Select the amount you want to pay, select your payment method, and then click on Add to Cart or Purchase to add funds to your account.

Payment History: Shows your current balance and total amount of deposits made to your account.

View Invoice: Shows a breakdown of your usage by service type and phone number charges. As long as your account balance is positive, you may make and receive calls. If you do receive a system-generated invoice, please consider it to be a Statement, instead of an invoice. Your actual, real time account balance will be reflected on your *Account Summary* page. A positive balance is all you need.

Usage History. Allows you to view and export call records. To export calls to an Excel spreadsheet, click on the *Export Call Logs* link on the right-hand side of the screen.

Advanced CDR. Located on the Residential Services Navigation Menu. Gives you an advanced call detail record that you can export, showing calls by country. To show call activity, click on the *Show* button. To export calls to a spreadsheet, click on the *Export* button.

Edit 911 Info. The 911 information is tied to the address that is associated with the telephone number for your account. **If you change your address, you must update your new address and contact information or the Emergency Services Center will not have your correct information.** The Edit911 Info feature is located on the Residential Services page.

Speed Dial: Lets you assign a 2-digit dial setting for numbers that you call often. You can add, delete, modify, or reset your speed dial numbers at any time.

System Setting: Allows you to View your Voice Mail and Call Forwarding settings, including Voice Mail password. This is where you would add a Follow Me Number if your Call forwarding option is enabled. **SIP Login and SIP password** can be viewed.

Purchase Device Allows you to purchase analog telephone adapters, video telephones, and more. Located on the Residential Service menu.

Manage Voicemail: Allows you to select New or All voicemail messages for review. Located on the Residential Service menu.

Pinless Access: Lets you opt out of using your PIN when you want to use your Calling Card feature.

Rate Calculator: Shows the per-minute calling rate by country and city name or code. For example, the rate for calls in Canada and the US are listed under US / Canada. The international numeric prefix for the US is '1,' so that is the calling rate that you would use for most of the United States; the only exceptions are Alaska (City Name: USA – Alaska, City Code 1907) and Hawaii (City Name: USA – Hawaii, City Code 1808), as the calling rates are different for these two states.

Change Password: This setting allows you to change your password at any time.

Call Back Service (Global Call Back) Access Numbers: Provides a list of telephone numbers that you can call to access our Global Call Back feature. Available on the Call Back Service Menu.

Home Service (Calling Card) Access Numbers: Provides a list of local telephone numbers that you can use when you want to use your Calling Card. Available on the Home Service Menu.