

## WELCOME!

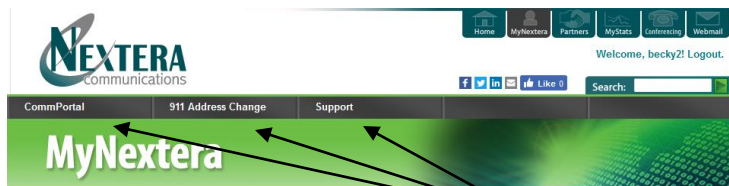
This guide is intended to get you up and running with the basic features associated with your phone service as part of MyNextera, your OnLine Account Manager.

### MyNEXTERA ACCESS

Step 1: Go to [www.nextera.net](http://www.nextera.net) (or [www.mynextera.net](http://www.mynextera.net) and skip Step 2).

Step 2: Click on 'MyNextera' icon.

Step 3: Enter your Username and Password then click 'Log In' button.



MyNextera Menu Items

CommPortal

tab:

Once you are logged in, you are within the CommPortal home page. This is where you can view your Call Manager settings and access a range of other services. Modifications can be completed at any time and as often as you'd like. **Please note that all changes become effective immediately.**

1. **Messages and Calls:** Click this link to view and retrieve any voicemails.
2. **Contacts:** Import your contacts from Outlook or create new ones, then click on a name to dial.
3. **Make Call:** Make a call directly from CommPortal.
4. **Phone Status:** Control your Call Manager settings.
5. **Your Services:** Manage changes to your services/settings.

### Messages and Calls:

The Messages and Calls tab displays all recent call activity. Here you can retrieve voicemails and view calls based on whether they were missed, received, dialed or deleted.

Click on one of the sub-tabs to get more detail. From the Missed, Dialed, and Received tabs you can click on the name

and either call them, add them to your contacts or jump to the caller's existing contact information.

Use the Action drop-down alongside each message to mark as Heard (or) New, Forward as Email, or Forward as Voicemail, or click the trash icon to delete it.

Click the Play arrow button to listen to a voicemail. Note that you can listen to your voicemails in any order. A window (as shown over the Messages and Calls screen) will open to display the Voicemail player where you can listen to and manage the message.

Click the New Voicemail button at the top of the page to record and leave a voicemail as a memo (your computer must have a microphone to use this function).

### Contacts

The Contacts page enables you to manage all of your contact information. Within it, you can create new contacts (using recent call information like a missed call, or create a new one from scratch), create groups of contacts, or import/export your contacts.

The fastest way to add your contacts is to import them from your email program. If you use Microsoft Outlook, follow these instructions:

- Open Outlook and go to the 'File' tab – then 'Import and Export'.
- A new window should appear.
- Select Export to File – click Next.
- Select Comma Separated Values from the list and click Next.
- Select Contacts from the folder tree and click Next.
- Save exported file as 'Outlook Contacts' and click Next- save in a place you can easily locate such as the Desktop or My Documents.
- Go back to the CommPortal Contacts page.
- Click the import button.
- Click the Browse button to find the 'Outlook Contacts' file.
- Click Import.
- Your contacts are now in CommPortal.

## Making Calls from CommPortal

You can make a call direct from CommPortal by clicking Make Call to launch the Dialer.

On the Dialer you can enter the number you want to call either by typing it in or selecting from a dropdown list of your Contacts. You then choose which of your telephone numbers will be used to make the call.

## Phone Status / Call Manager

The Phone Status panel in the center of the CommPortal Home page displays status of Call Manager features. By clicking on any of the feature names or the Go to Call Manager tab, you can set your availability status and manage how incoming calls are routed to you.

### 1. Forwarding:

- a. **Immediately:** When activated, will immediately forward all calls to selected telephone number. Choose whether to have your phone ring once when a call is forwarded.
- b. **Busy/No Answer:** Choose whether or not to have same configuration for when you are on your phone (busy) as when you don't answer the phone (no answer). When No Answer, also choose how many seconds before the call is forwarded.
- c. **Selected Callers:** Choose to forward calls immediately from selected callers by identifying the telephone numbers of those calls and the forwarding telephone number.
- d. **Forwarding Destinations:** If you frequently forward calls to the same telephone numbers, enter a memorable name for that telephone number and use it when establishing any of your forwardings.

2. **Follow Me:** If subscribed, allows you to configure all of your follow-me rules. Check the box and click Apply button to activate service.

Note that to add multiple TNs that ring at the same time, choose the same 'step' number when adding a rule. Each TN within each step can be set for duration of ringing and don't need to be the same.

Same TN can be added to multiple steps.

### 3. Screening:

- a. Establish **Do Not Disturb** which rejects all calls and will send caller to voicemail (if configured).
- b. **Selective Rejection** will reject callers with TNs you have identified.
- c. **Anonymous Rejection** immediately rejects anonymous callers.
- d. **Priority Call** makes calls ring distinctively if they are from selected TNs.

## Your Services

The buttons at the bottom of your Home page allows various changes to your services / settings:

### 1. Groups:

*The Groups button will only display if you are a member of any Sim-Ring/Multiple Access Directory Numbers (MADNs), Multi Line Hunt Groups (MLHGs), and/or Call Pickup Groups.*

After clicking on the Groups button, on the left side of the screen, a list of all the Sim-Ring/MADNs, MLHGs, and Call Pickup Groups that you are a member of will be identified. If you are a member of a MLHG, you will also see an icon alongside each MLHG to indicate whether you are currently logged in or out of that group.

Selecting a group displays full details of the group on the right of the screen. Under Status, you can see how many lines are logged in and your status. Also can change your status by clicking 'Login' or 'Logout'.

### 2. Call Settings:

- a. **General:** Configure a **Call transfer number** which allows a caller that is put through to your Voicemail, the option of being transferred to the number you configure instead of leaving a message. Also can Disable Caller ID name and number for incoming calls.
- b. **Call Forwarding Preferences:** When you are using your phone and enter the phone access code to turn on forwarding services, you can either allow the service to use the preconfigured number or to require to you enter the phone number you want to forward to.

- c. **Call Blocking:** Identifies the call types which you are restricted from calling. Typically, these are set by your company administrator.

### 3. Message Settings:

- a. **General:** Allows you to forward all of your received voicemails and faxes to your email account. When doing this forwarding, you have the choice of leaving messages so you can still access them within CommPortal or deleting them. This option will be available if you are subscribed to UCM (Unified Call Messaging).
- b. **Mailbox Access:** Allows you to customize your experience for when accessing your mailbox via the telephone:
  - o **Fast Login.** Generally when you dial into your mailbox you are asked to enter both your phone number and PIN. However, if Fast Login is enabled, then when accessing your mailbox from your own telephone, your phone number is recognized and you only need to enter your PIN.
  - o **Skip PIN:** If Skip PIN is enabled, then when accessing your mailbox from your own telephone you are not required to enter your PIN. Note that this reduces security as anybody with access to your telephone can then access your mailbox.
  - o **Auto-play voicemail/fax:** If autoplay is enabled then when you log into your mailbox, instead of hearing the main menu, your messages will start playing immediately.
  - o **Voicemail Playback.** When your messages are played to you, you can choose whether you wish to hear the message details (who the message is from and when it was left), the message itself, or both.
- c. **Voicemail Greeting:** Allows you to configure which greeting will be played to callers who get forwarded to your voicemail. You can choose to either use a standard system greeting, or to record and use a personal message of your choice.

As well as defining the default greeting that you wish callers to hear, you can also:

- o Configure alternative greetings to be played outside business hours or when the line is busy.

- o Choose to play an extended absence greeting and optionally prevent callers from leaving messages while you are away.
- o Choose to play a different greeting when a caller comes from within your business group ('Group' messages).

#### Setting your default greeting

For your default greeting, you should select a greeting from the list of available greetings in the dropdown box. The list of greetings includes the following standard system greetings:

- o System which plays the normal system greeting with no identifying information.
- o System with Number that plays the normal system greeting including your phone number.
- o System with Name which plays the normal system greeting but includes your recorded name (this option will only appear if you have recorded your "spoken name").

You can also choose to use a greeting where you can record a personal message. These greetings include Personal, Extended Absence or Group. Greetings that already have a recording will be marked with a \* beside the name in the list. You can choose to re-record a greeting if you wish by selecting it as your chosen greeting and clicking "edit". Greetings that do not yet have a recording will display the 'record' link that you can click to launch the Greeting Recorded pop-up. Further information is available in the Help section or in the Nextera Voicemail Guide.

- 4. **Account Codes:** If subscribed, allows you to view the Account Codes that have been assigned, if your Company Administrator allows. Typically, Account Codes would be for the entire Business Group rather than Personal. The Options section identifies the Call types that require an account code. Typically, the Call types will only be configurable by your Company Administrator.
- 5. **Notifications:**
  - a. **MWI (Message Waiting Indicator)** allows you to configure your phone and to add another phone (that is under the same account as your phone) to receive MWI indications (typically visual light and stuttered audio tones). Choose the types of messages that trigger the notification including All Faxes, Urgent Voicemail or All Voicemail.

Note that to retrieve messages from other than your own telephone, must use Remote Access steps.

- b. **Pager Notification** allows you to configure the voicemail system to page you when you receive a new message. You can choose whether you want to be paged every time you receive a message or only when you receive a certain type of message, for example, an urgent voicemail.
  - c. **Override** enables you to configure the voicemail system to notify you differently (than pager notifications) for a period of time. For example, while you are on vacation, you might only want to be notified of urgent messages and you might want to be notified in a different way from normal.
6. **Reminders:** This service allows you to configure your phone to ring at a specified time (for example as a wake-up call). Reminder calls may be scheduled to occur either 1) once at a time of your choice in the next 24 hours, 2) every week at a time and day of your choice, 3) every day at a time of your choice, or 4) every weekday at a time of your choice. You can schedule multiple reminder calls and can be any combination of those types.

## Account Settings

The panel at the bottom of the CommPortal Home page allows you to make account setting changes, including:

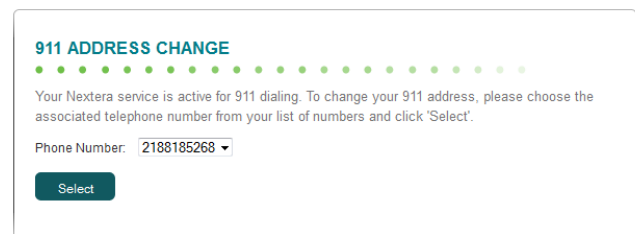
- a. Change Call Services PIN. A Call Services PIN is needed for Remote Access to Call Forwarding
- b. Change Voicemail PIN. A PIN is required for voicemail access.

### 911 Address Change tab:

Nextera automatically makes 911 emergency dialing available when you sign up for a VoIP 'transient' service. During signup you were prompted to complete physical address location information. If you need to change this address, you can edit it via the 911 Address Change link at any time and as often as needed. **Note: Any changes to your emergency calling service become effective within minutes.**

To view or make modifications to your current physical address:

- Choose the appropriate telephone number from the dropdown list and click 'Select'.



The screenshot shows a web interface titled "911 ADDRESS CHANGE". Below the title is a progress indicator consisting of a row of 15 dots, with the first few being green and the rest grey. The main text reads: "Your Nextera service is active for 911 dialing. To change your 911 address, please choose the associated telephone number from your list of numbers and click 'Select'." Below this text is a label "Phone Number:" followed by a dropdown menu showing "2188185268" with a downward arrow. At the bottom of the form is a blue button labeled "Select".

Make appropriate address modifications and click 'Update'.

Only click the Update button once. It may take a few moments to update.