NEXTERA
communications
voice . data . internet

## MyNextera – On Line Account Manager

MyNextera is a web-based tool for all Nextera customers and partners. As Administrator, you get instant access to a host of viewing, editing, and managing capabilities for your account and for the features enabled on all of the telephone numbers within your account.

Access to MyNextera is a Simple 3-Step Process

Step 1: Go to www.nextera.net
(or 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
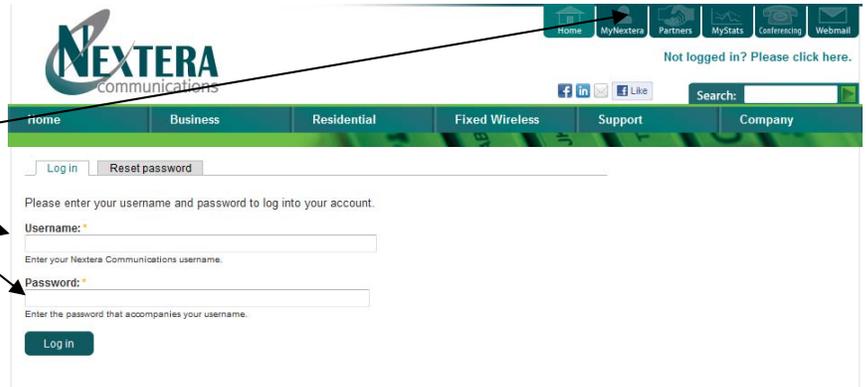
YOU ARE NOW INTO THE MYNEXTERA PORTAL!

MyNextera Menu Items

MyNextera Functionality and Menu Items

Customer tab includes 3 links:

① **Account Profile**   ② **Technical Contacts**

③ **Vendor Contact**

① **Account Profile** is divided into 2 sections:

. **Account Management** contains your account information as contained in the Nextera database. *The name and address fields are editable by clicking the 'Edit' button, making your changes, and then clicking the 'Update' button.*

. **Authorized Users** contains user validation information for those people that require full account disclosure. Only those identified will have the ability to inquire/receive account balances and invoices, inquire about usage, have the ability to add, modify and delete features and services, etc. *All of the fields are editable by clicking the 'Edit' button, making your changes, and then clicking the 'Update' button.*

② **Technical Contacts** contains your company's technical contacts. Nextera will use this contact information when communicating maintenance windows, service issues, technically-related updates, etc.

③ **Vendor Contact** contains your phone/data vendor contact information. Nextera will utilize this information for reference only. Nextera will not contact the vendor directly without customer acknowledgement/ approval.

Billing/Call Activity tab includes 4 links:

(1) **Balance**   (2) **Make A Payment**

(3) **Invoice & Payment History**   (4) **Call Activity**

---

(1) **Balance** - View your current billing cycle, payment due date and current balance.

(2) **Make A Payment –** Make a one-time payment or establish monthly payments. Payment options include Credit Card (Visa, MasterCard, Discover, AMEX) or Checking/Savings.

(3) **Invoice & Payment History –** Identify the date of and total billed for each of your invoices and the dates and amount of payments applied. Click the 'View PDF' button associated to any invoice and download the invoice for review or printing.

---

(4) **Call Activity** –

View your calls from previous billing cycles or your current activity (not yet billed).

View the activity for all of the lines in your group (by choosing all) or select a particular line number.

The matrix will populate based on the Billing Cycle and Line Number(s) chosen. Sort by clicking on any of the headings.

Download a csv file to manage your call records in a spreadsheet program of your choice by clicking on the 'Export CSV' button.

CALL ACTIVITY

Which Billing Cycle?
Billing Cycle: Current ▾

Choose Which Line(s)
Line Number: All ▾

[Export CSV] ☐ Export Column Headings

*Note: Click on headings to sort in ascending order, click again for descending order.

SEQ#	BILLING_NUMBER	ACCOUNT_NAME	CALL_DATE	CALL_TIME	CALL_TYPE	CITY	STATE	TO_NUMBER	DURATION
1	(218)818-6420		11/08/2011	01:39:16pm	DIR DIAL	HINSDALE	IL		00:01:36
2	(218)818-6420		11/08/2011	01:41:04pm	DIR DIAL	HINSDALE	IL		00:01:48
3	(218)818-6420		11/08/2011	02:15:49pm	DIR DIAL	HINSDALE	IL		00:04:18
4	(218)818-6420		11/10/2011	02:48:50pm	DIR DIAL	DULUTH	MN		00:05:42
5	(218)818-6420		11/14/2011	02:39:57pm	DIR DIAL	TWINCITIES	MN		00:13:06
6	(218)818-6420		11/17/2011	04:03:44pm	DIR DIAL	PERHAM	MN		00:00:24
7	(218)818-6420		11/21/2011	12:04:09pm	DIR DIAL	DULUTH	MN		00:00:42
8	(218)818-6420		11/21/2011	02:59:30pm	DIR DIAL	MANKATO	MN		00:09:24
9	(218)818-6425		11/07/2011	11:44:01am	DIR DIAL	DULUTH	MN		00:00:48
10	(218)818-6425		11/07/2011	03:33:13pm	DIR DIAL	WAYZATA	MN		00:01:00

CommPortal tab:

As Administrator, view and configure your subscribed services (Auto Attendant and Music on Hold) and the subscribed phone features (such as Call Forwarding, Call Rejection, Caller ID, Speed Calling, Call Blocking and Reminder Calls) for any of the telephone numbers associated to your account. Modifications can be completed at any time and as often as you'd like. **Please note that all changes become effective immediately.**

As Administrator, you have access to view and in some situations modify global features of the telephone numbers that are associated to your business group. You also have the ability to view and modify features of the individual telephone numbers within your business group. *Note: Typically, all telephone numbers per customer are created as a single business group although there can be a few exceptions. Secondary business groups would require alternate MyNextera access.*

A full screen view of a MyNextera page.

Lines

Choose to 'View All' or the lines within a specific department. Move lines from one department to another by selecting the line(s), choosing the department to move to and clicking the Move button. Departments allow you to divide your Business Group into separately-administrable groups (see 'Departments' below).

To view specific configuration of a telephone number, click on the rightmost icon. A dashboard will then display specifically for that number which is similar to what a user (vs administrator) would see. Refer to the User Manual for specific configuration.
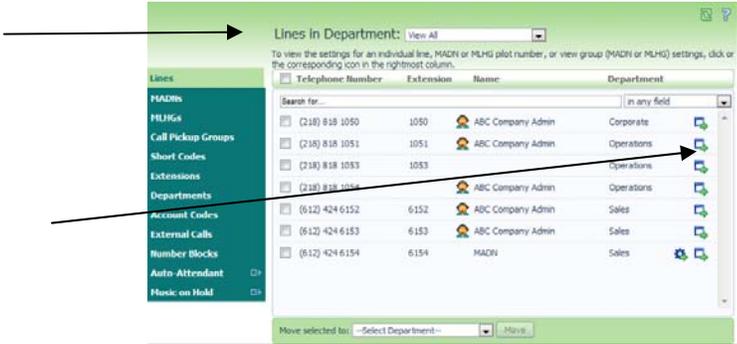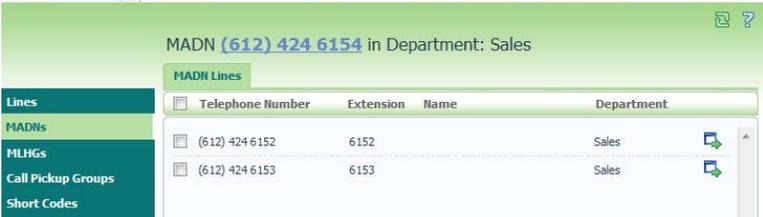
MADNs (Multiple Appearance Directory Numbers)

Choose to 'View All' or the MADNs within a specific department. To view the MADN group, click the cog icon (when hovering, will identify Group) where you will view the lines within the MADN. Contact your Nextera Account Executive to establish new MADNs.
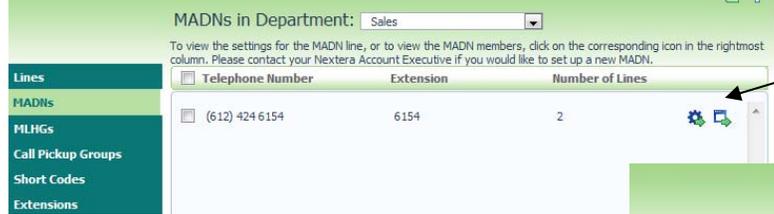
click on cog icon then see the MADN Line members

MLHGs (Multi-Line Hunt Groups) – Please note that most hunt groups are established as basic hunting which will not be displayed in this section.

Choose to 'View All' or the MLHGs within a specific department. To view the MLHG, click the cog icon where you will have 3 tabs:
. **MLHG Pilots** tab identifies the pilot telephone number and the associated extension and name, if any.
. **MLHG Lines** tab identifies the lines within the group. By clicking on the icon to the far right, it will display the dashboard for the number. Note that if changes are made to the treatment of a call, it could affect the MLHG functionality (i.e. would not want to add call forwarding to the line).
. **Settings** tab, within Preferences, allows you to identify whether new members have login/logout capability. Within Hunt Settings, can adjust the algorithm (explained within Help), whether hunting should be applied to direct-dialed calls, and whether the called number is delivered as the Caller ID (vs the incoming callers' Caller ID).

Call PickUp Groups

Call Pickup allows other members of a Business Group to answer each other's incoming calls. Can add or delete groups from the first screen by clicking on the 'Add Group' or 'Delete Selected' options.   There are 2 additional configuration tabs:
. **Lines:** Allows you to add or remove lines from within a group.
. **Settings:** Allows you to change the name of a group.

Change department, delete or add a CPUG
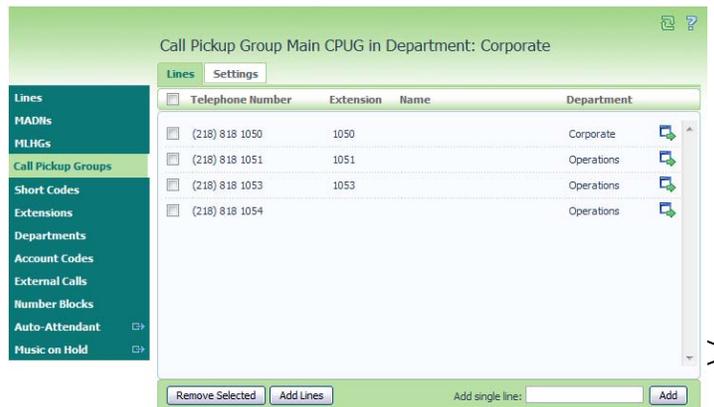
Remove or add CPUG line(s)

Short Codes
Short Codes are codes that are defined for the entire business group or for a department within the group which when dialed will ring a pre-defined number. Short codes are a series of digits that optionally start with a * or #. They can be defined individually or in a range (i.e. *80-*89 can be defined at one time for destinations of 952-564-6980 thru -6989). Destinations can be a telephone number or an internal code.

Extensions
Extensions allow your users to quickly dial other numbers in the Business group. New extensions can be added for telephone numbers that do not yet have extensions defined.

Account Codes

Account codes are codes that are mandatory to be added before dialing a calling number.   If validated (specific numbers are assigned that must be used vs non-validated where any number with the appropriate number of digits can be used). Administrators can view their assigned account codes. Administrators can also choose the call types requiring an account code, the maximum incorrect attempts before account is blocked and whether the individual lines can view the business group account codes. Validated codes must be added by Nextera via a request to Nextera Customer Support.
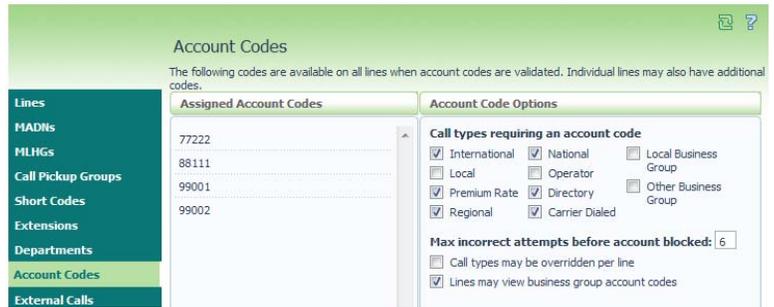
Departments

Divide your Business Group into separately-administrable groups. Add or delete groups.

Number Blocks

Number Blocks identify all of the lines within your business group and indicates whether or not they have been allocated. A Nextera Account Executive can be contacted to reserve or allocate more lines.

External Calls

External Calls identifies whether call types have unlimited or limited capacity (as per your Nextera agreement). It also identifies the carrier code for your calls with 6430 being Nextera's carrier code.

Also available is **Auto Attendant** and **Music on Hold**. If subscribed to these services, click the appropriate link to view or make modifications. A complete Auto Attendant guide is available.

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.*

IMPORTANT

Nextera routes your calls to the Public Service Answering Point (PSAP) which provides emergency services in your area. The appropriate PSAP is determined by the physical address you supply Nextera. If we do not have the correct address, your call will not be routed to the correct PSAP for your area and could delay required emergency services.

Unlike traditional phone service, VoIP is portable. For example, you can have a Phoenix number but you receive calls (you are physically located) in Minneapolis or perhaps you are travelling and take your VoIP IAD with you. Notifying us of your physical address is the only way to locate the appropriate PSAP serving your current physical location. It is very important to keep your physical address current on your account.

To view or make modifications to your current physical address:

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

Make appropriate address modifications and click 'Update'.

Only click the Update button once. It may take a few moments to update.
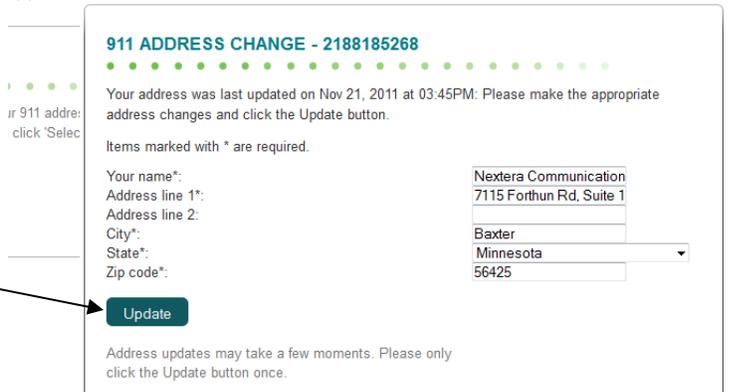
Contact a Nextera Customer Service Representative if you have any questions or concerns via:
. *the **online web request** within the Support link of MyNextera*
. **952-564-6900, 218-818-6400** *or toll-free at* **877-639-8372**
. *email to* **CustomerSupport@nextera.net**