

MyNextera – On Line Account Manager

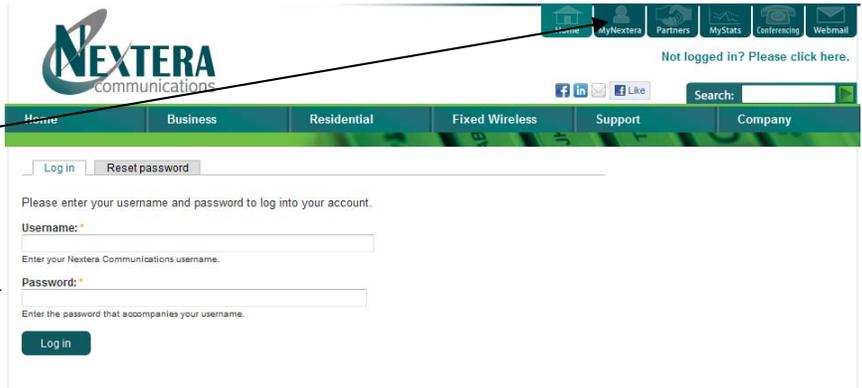
MyNextera is a web-based tool available for viewing, editing and managing the features associated with your telephone number as well as modifying the address associated with your telephone number for 911 purposes.

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

CommPortal tab:

View and configure your subscribed phone features. Modifications can be completed at any time and as often as you'd like. **Please note that all changes become effective immediately.**

Common header features for all pages:

Remote Dial: Click the Remote Dial Icon. Enter the telephone number you wish to dial in the prompt box and click 'Dial'. Your office phone (or the number you have programmed in Preferences=>Click To Dial settings) will ring. Once answered, the telephone number you entered will ring and will connect when answered.

Your Telephone Number (TN)



Refresh

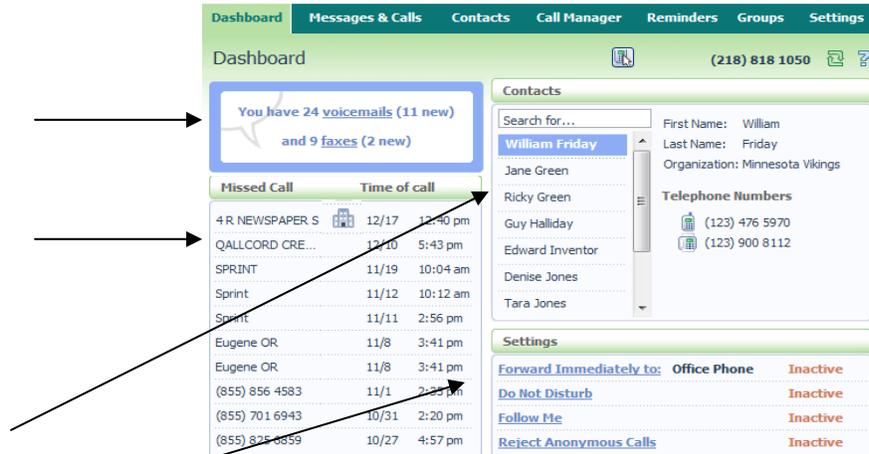
Help

There are tabs across the top of CommPortal which allow you to view and to make changes to your configuration. Please note that additional instructions/help is available on every page by clicking the '?' (Help) icon.

Dashboard:

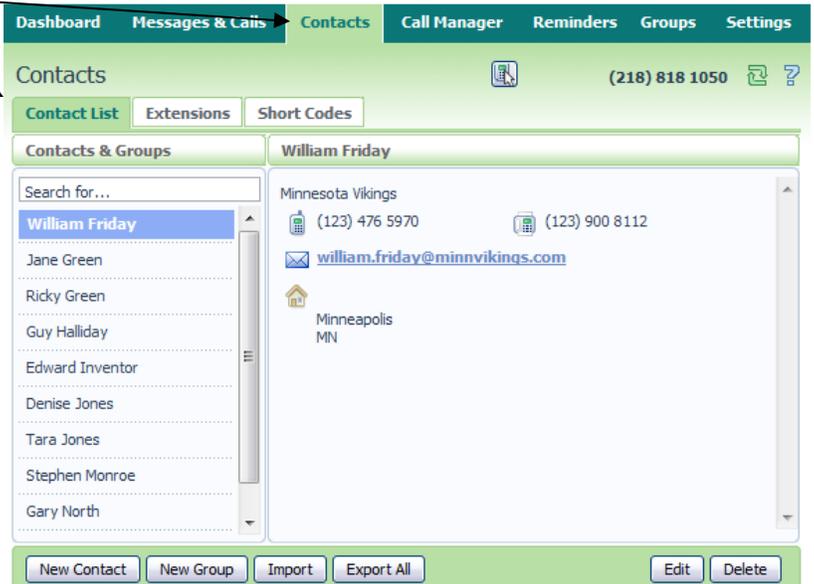
The Dashboard is sectioned into areas that are the most commonly-searched items, such as:

- At a glance indication of number of new voicemails and faxes. By clicking on 'voicemails' or 'faxes', you will immediately be transferred to the Messages & Calls tab.
- Missed Calls including date and time of call. If you have the called TN in your Contacts list, the Caller Name will be highlighted. Click the Name/TN to 'remote call' the customer (see 'Remote Dial' above). Directly after Caller Name or TN, if already in your Contacts list, there will be an icon indicating Phone, Home, Cell, Work or Fax.
- Contacts including Search capability. Go to Contacts tab to add, edit, or delete Contacts.
- Call Manager Settings indicating what happens to your calls as they are received. To change settings, click 'Change settings' or the feature type which will forward you to the Call Manager tab.



Contacts:

- Contact List** allows you to store information about your telephone contacts. Adding your contacts to this list makes other features easier to use. Each contact may contain: 1) first and last names, 2) nickname, 3) job title and organization, 4) home, work, cell, fax and other telephone numbers, 5) 2 email addresses, 6) an SMS address and 7) home and work postal addresses. Contacts can be added as individuals or as groups (groups would include those individuals whom you wish to refer to all at once). In addition to manual entry of the contacts, lists can be imported from another application such as Microsoft Outlook or Outlook Express. Lists can also be exported to a CSV file for importing into another application. Detailed instructions can be found in the '?' (Help) icon.
- Extensions**, if applicable, identifies the extensions that are part of your business group. It also includes the associated TN and potentially the Name and/or Department, if configured.
- Short Codes** allow you to quickly dial common numbers. These numbers will have been configured by your company administrator.

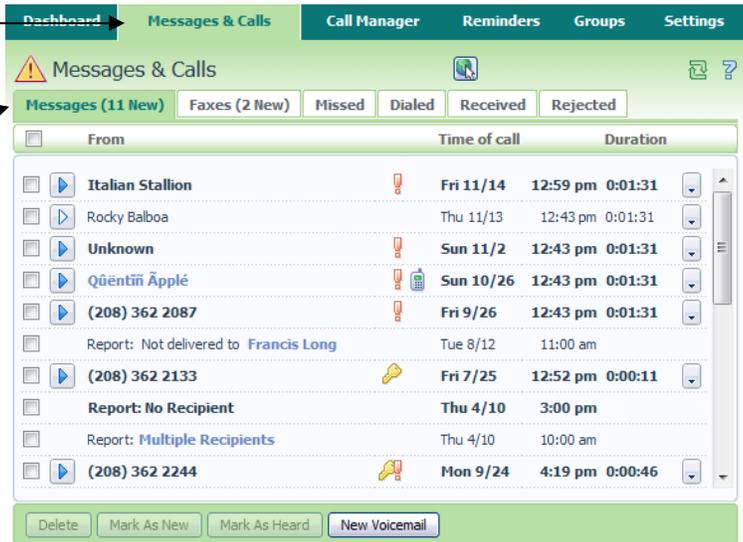


Messages & Calls:

Allows you to manage and listen to your voicemails and faxes, and view details of your recent missed, dialed, received, and rejected calls.

- Messages** allows you to view all messages in your inbox including the caller's TN or Name (if in Contacts list), Date and Time of Call and Duration. New messages appear in **bold** type. Click on the arrow button to listen to the message. Hover over the name to see the TN of the caller. Click on the name to remote dial or listen to the message. Click on the down arrow (far right after duration) to Add to Contacts (or Edit Contact), Reply, or Forward as Voicemail (Reply and Forward as Voicemail available if caller is on same voicemail platform). Also can Replay as Email. By selecting a message (checking the box to the far left), you can then Delete, Mark As New, and Mark As Heard by clicking on the appropriate box at the bottom. Also at the bottom, create and send a New Voicemail.

- Faxes** allows you to view all faxes including the TN or Name (if in Contacts), Date and Time Received and the number of pages. Click on the fax icon to read fax. Click on the name to see the TN of the sender, to add to contacts and to read fax. Click on the down arrow to Add to Contacts, Forward as Email or to Forward as Fax. By selecting a fax (checking the box to the far left), you can then Delete, Mark As New, or Mark as Read.



- Missed, Dialed, Received, and Rejected** tabs allow you to see your calls by type. TN, date and time and duration will appear as appropriate. Missed, Received and Rejected Calls also identifies what incoming call rule was valid at the time with the ability to click and go directly to the applicable rule. Click on the plus icon to Add to Contacts.

Call Manager:

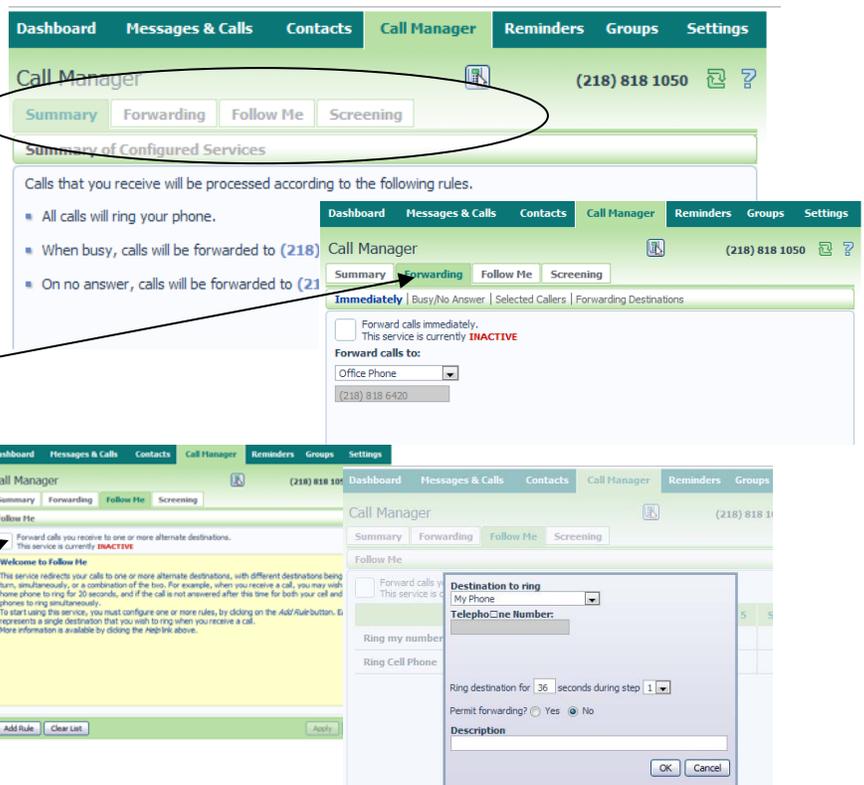
Provides the capability to configure the forwarding, screening and follow me services, as appropriate, for your configuration.

- Summary** tab identifies your forwarding rules including when busy, when no answer, or if there are forwardings for Selected Callers.

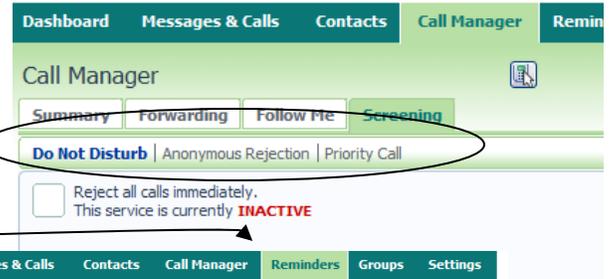
- Forwarding** is divided into configurable options being Immediately, Busy/No Answer, and Selected Callers. Click on the appropriate link to view or change what will occur depending upon the status of your phone and/or the caller. Forwarding Destinations allows you to establish your most common forwarding TNs.

- 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'

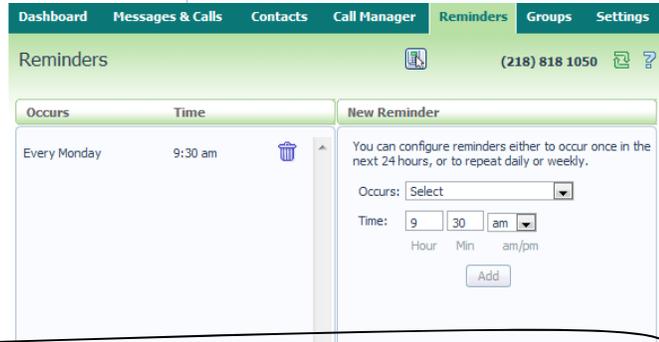


. **Screening** is divided into configurable options being Do Not Disturb (rejects all calls immediately), Anonymous Rejection (rejects all calls from anonymous callers), and Priority Call (makes calls ring distinctively if they are from selected callers). Click on the appropriate button to view or change screening options.



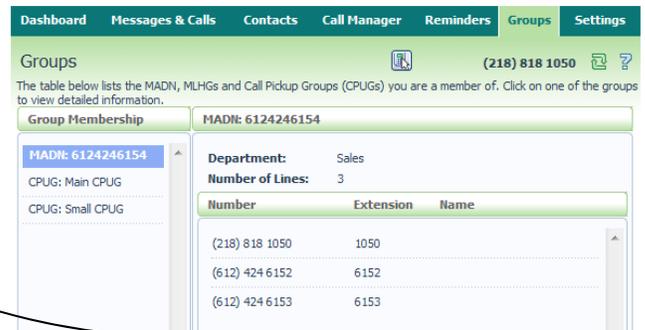
Reminders:

. Reminders 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.



Groups:

. The Groups page shows the MADNs (Multiple Appearance Directory Numbers), MLHGs (Multi Line Hunt Groups) and Call Pickup Groups that you are a member of. No changes can be made.



Settings:

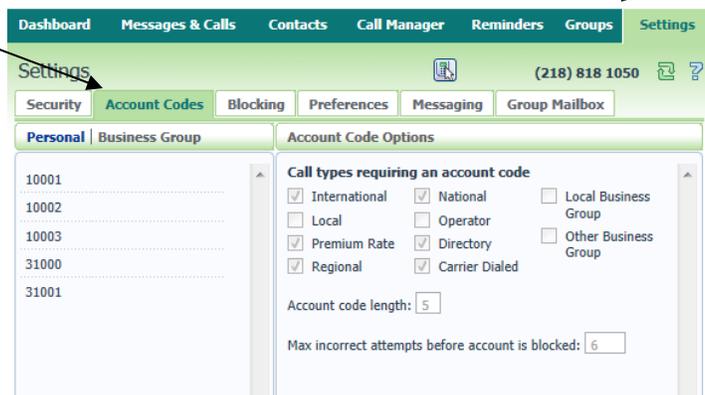
. **Security** allows you to see and change your Call Services PIN (used to access Remote Access to Call Forwarding and to deactivate Call Barring) and Voicemail PIN.

. **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, what the account code length is and the max incorrect attempts before account is blocked.

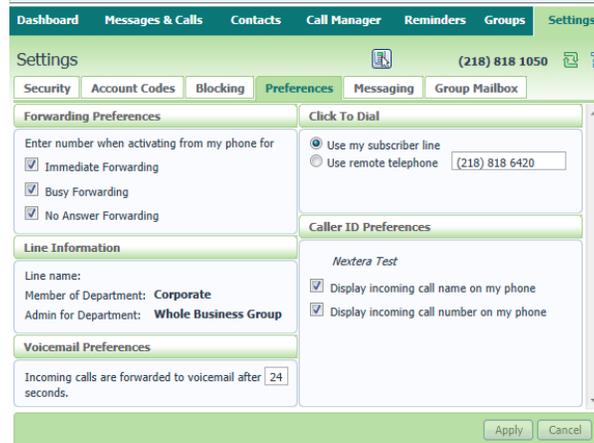
. **Blocking** identifies the call types which you are restricted from calling. Typically these are set by your company administrator and cannot be adjusted.

. **Preferences:** This tab (screenshot on next page) provides access to a number of setting that you are unlikely to need to change on a regular basis.

- **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 you to enter the phone number you want to forward to.



- **Line Information** allows you to see the name associated with your line and, if configured, what department you are a member of.
- **Voicemail Preferences** allows you to set the time in seconds that your phone rings before the call is sent to voicemail. Acceptable range is from 0 to 60 seconds.
- **Click to Dial** can be set as your normal subscriber line or you can choose a different phone line (remote telephone).
- **Caller ID Preferences** allows you to choose whether you want incoming caller name and/or number to display.



The screenshot shows the 'Settings' page for a user with phone number (218) 818 1050. The 'Preferences' tab is selected. It contains several sections:

- Forwarding Preferences:** Includes checkboxes for 'Immediate Forwarding', 'Busy Forwarding', and 'No Answer Forwarding', all of which are checked.
- Click To Dial:** Includes radio buttons for 'Use my subscriber line' (selected) and 'Use remote telephone' (with a text input field containing '(218) 818 6420').
- Line Information:** Shows 'Line name:' (empty), 'Member of Department: Corporate', and 'Admin for Department: Whole Business Group'.
- Voicemail Preferences:** Shows 'Incoming calls are forwarded to voicemail after' with a text input field containing '24'.
- Caller ID Preferences:** Includes a section for 'Nextera Test' with checkboxes for 'Display incoming call name on my phone' and 'Display incoming call number on my phone', both checked.

 At the bottom right, there are 'Apply' and 'Cancel' buttons.

Messaging: This tab allows you to configure various aspects of your messaging services.

- **Settings–Auto Forwarding** allows you to forward all your received voicemails and faxes to your email account. When doing this forwarding, you have the choice of leaving the messages so you can still access them within CommPortal or deleting them.
- **Settings–Subscriber Name** identifies the name that is associated with your messaging account and is used in the From address when you forward a message as an email.
- **Mailbox** allows you to customize your experience 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 messages details (who the message is from and when it was left), the message itself, or both.
- **MWI (Message Waiting Indication)** allows you to add another phone (that is under the same account as your phone) to receive MWI indications. 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.
- **Outdial** allows to you configure the voicemail system to call you whenever you receive a new message. You can choose whether you want to be called every time you receive a message, or only when you receive a certain type of message, for example, an urgent voicemail. You can also establish a retry limit and delay between retry attempts until the message is marked as read.
- **Override Notification** enables you to configure the voicemail system to notify you differently (than identified in Outdial) for a period of time. Can choose what date the override expires as well as the type of message, retry limit and delay between retry attempts until the message is marked as read.
- **Greetings** 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. The page is split into two sections being "Configure Greeting" which allows you to specify which greeting(s) you wish to use and "Record Greeting" which allows you to record personal greetings.
 - o **Configure Greeting.** If you don't wish to record your own greeting, then in the configure greeting panel select one of the following: 1) System which plays the normal system greeting, with no identifying information; 2) System with Number that plays the normal system greeting including your phone number; and 3) System with Name which plays the normal system greeting but includes your record name (this option will only appear if you have recorded your "spoken name").
 - o **Record Greeting.** If you wish to play callers a personal message then you must first record it. Messages can be recorded either by dialing into your mailbox from your handset or using the "Record Greeting" panel. Further information is available in the Help section or in the Nextera Voicemail Guide.

911 Address Change tab:

Nextera automatically makes 911 emergency dialing available when you sign up for your 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 make modifications to your current physical address:

Confirm your telephone number 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** or toll-free at **877-639-8372**
- . email to **CustomerSupport@nextera.net**