

MyNextera – On Line Account Manager

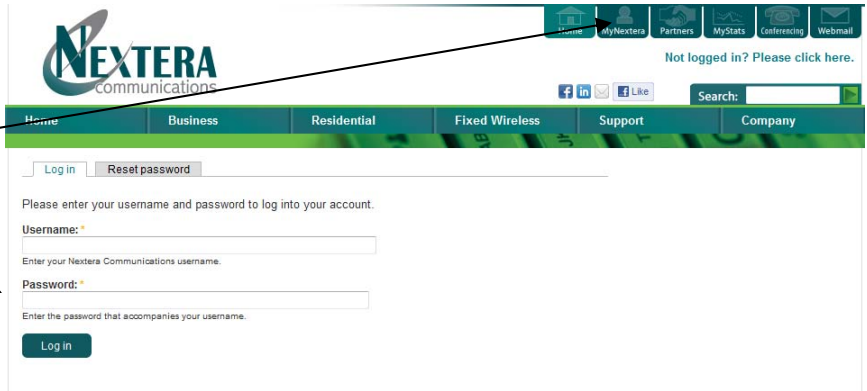
MyNextera is a web-based tool available for viewing, editing and managing the features associated with your telephone number as well as modifying the address associated with your telephone number for 911 purposes.

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

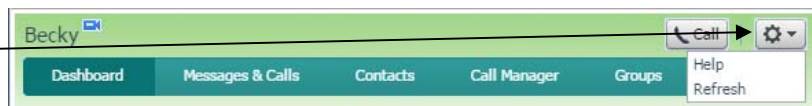
CommPortal tab:

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.**

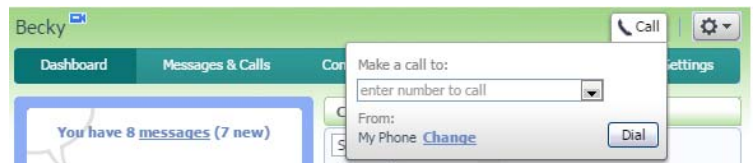
Common header features for all pages:

Help & Refresh

Detailed instructions are available for every screen/option via 'Help'.



Remote 'Click to Dial': Click the Call Icon. Enter the telephone number you wish to dial in the prompt box and click 'Dial'. Your office phone (or any number you enter in the 'From' area (by clicking 'Change') will ring. Once answered, the telephone number you entered will ring and will connect when answered.

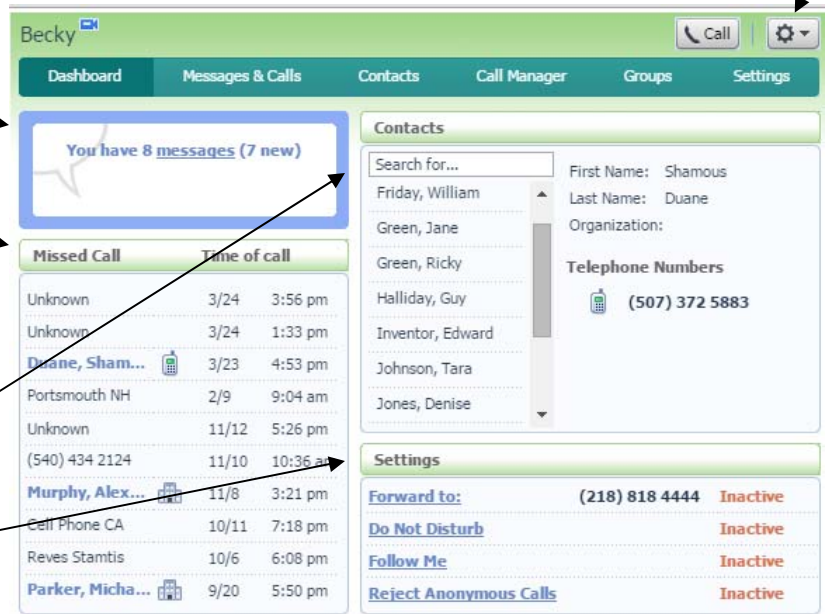


There are tabs across the top of CommPortal which allow you to view and to make changes to your configuration. Please note that additional instructions/help is available on every page.

Dashboard:

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

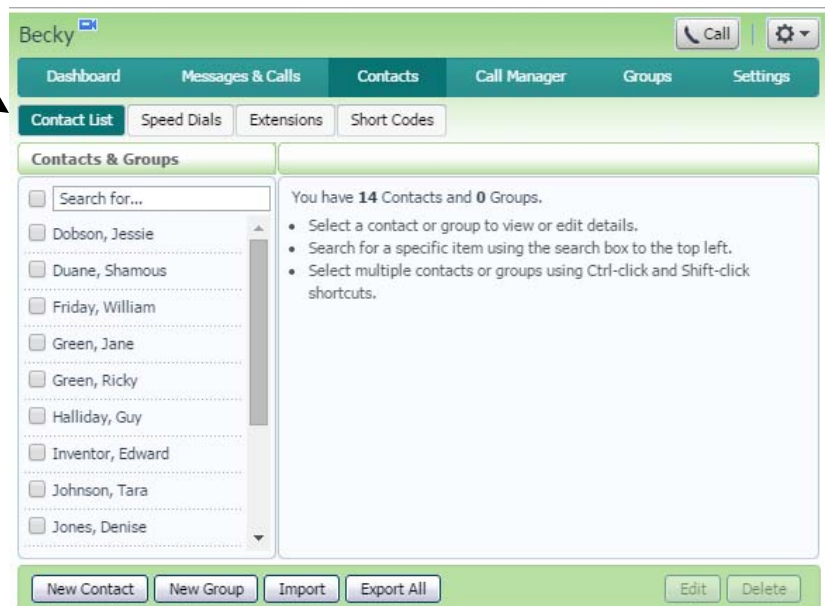
- At a glance indication of number of new voicemails and faxes. By clicking on 'messages' or 'faxes', you will immediately be transferred to the Messages & Calls tab.
- Missed Calls including date and time of call. If you have the called TN in your Contacts list, the Caller Name will be highlighted. Click the Name/TN to 'remote call' the customer (see 'Remote Click to 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 indicate what happens to your calls as they are received. To change settings, click on the feature which will forward you to the Call Manager tab.



Missed Call	Time of call	
Unknown	3/24	3:56 pm
Unknown	3/24	1:33 pm
Duane, Sham...	3/23	4:53 pm
Portsmouth NH	2/9	9:04 am
Unknown	11/12	5:26 pm
(540) 434 2124	11/10	10:36 am
Murphy, Alex...	11/8	3:21 pm
Cell Phone CA	10/11	7:18 pm
Reves Stamtis	10/6	6:08 pm
Parker, Micha...	9/20	5:50 pm

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'.
- 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.

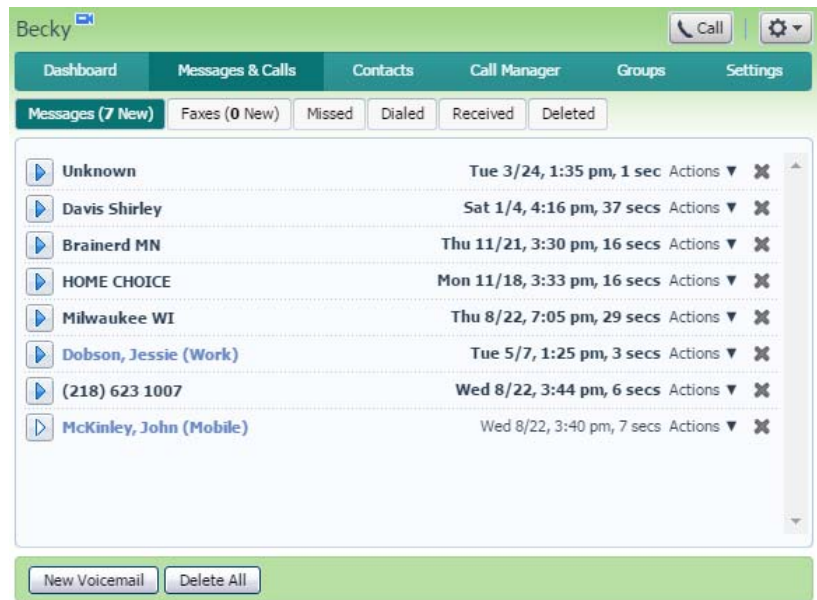


Messages & Calls:

Allows you to manage and listen to your voicemails and faxes, and view details of your recent missed, dialed, received, rejected, and deleted 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 'Actions' to Reply, Mark as New, Forward as Voicemail (Reply and Forward as Voicemail available if caller is on same voicemail platform), or Forward as Email. To delete the message, click the **X** to the far right. Click on 'New Voicemail' at the bottom to create and send a 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 'Actions' to Mark as New, Forward as Email or to Forward as Fax. To delete the fax, click the **X** to the far right. To delete all faxes, click 'Delete All' at the bottom.



Missed, Dialed, Received, Rejected and Deleted tabs allow you to see your calls by type. TN, date and time and duration will appear as appropriate. Missed, Received and Rejected Click on Export at bottom of Missed, Dialed, Received and Rejected calls to export as a .csv file. Permanently delete calls from Deleted tab by clicking the icon at the bottom.

Call Manager:

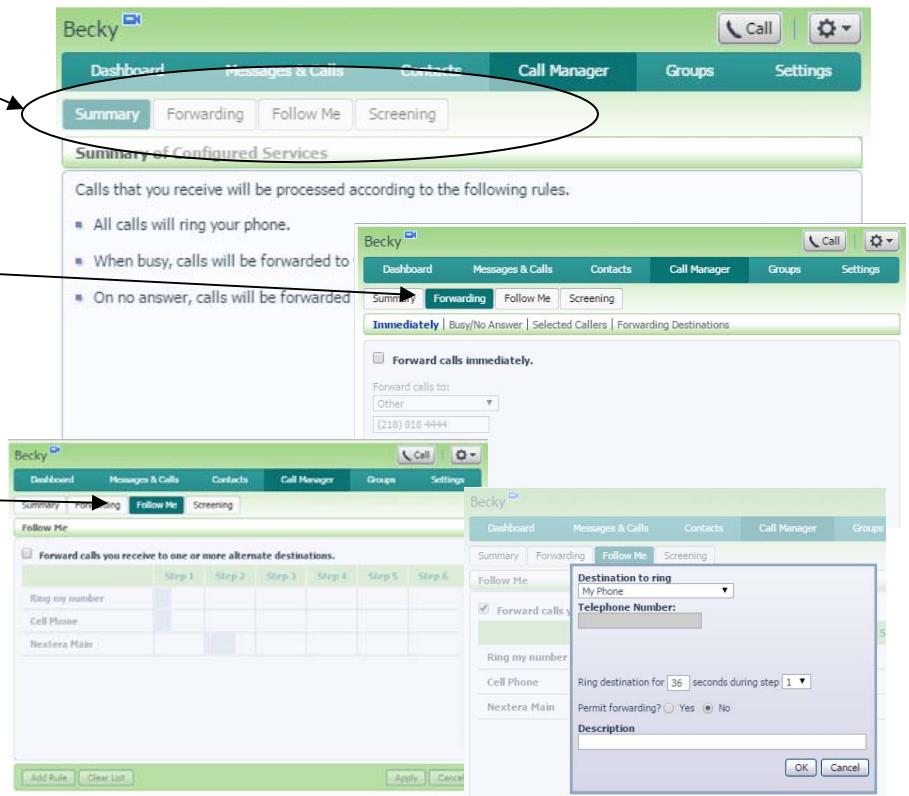
Provides the capability to configure the forwarding, follow me, and screening, as appropriate, for your configuration.

Summary tab identifies your forwarding rules including immediate, 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.

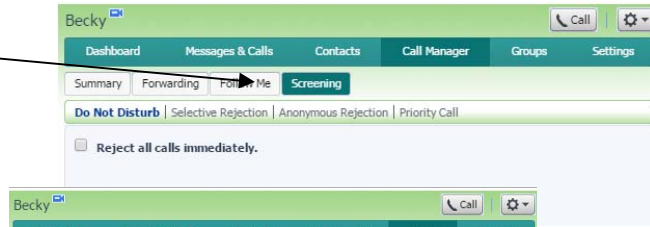
Follow Me, if subscribed, allows you to configure all of your follow-me rules. Check the box and click Apply button to activate service.

Note that to add multiple TNs that ring at the same time, choose the same 'step' number when adding a rule.



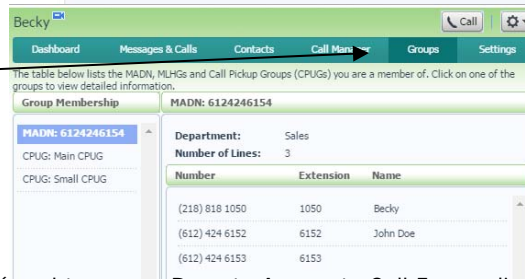
Call Manager (cont'd):

- . **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.



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:

- . **Account** allows you to see and change your Call Services PIN (used to access Remote Access to Call Forwarding and to deactivate Call Barring). Also will provide your Name, Department, if established, telephone number and fax number (fax number if you are subscribed to UCM (Unified Call Messaging)).

- . **Calls** provides access to a number of settings that you are unlikely to need to change on a regular basis.

- **General** allows you to disable Caller ID Name and Number.
- **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 you to enter the phone number you want to forward to.
- **Call Blocking** identifies the call types which you are restricted from calling. Typically these are set by your company

- . **Messages** allows you to configure various aspects of your messaging services.

- **General** 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. This option will be available if you are subscribed to UCM (Unified Call Messaging).

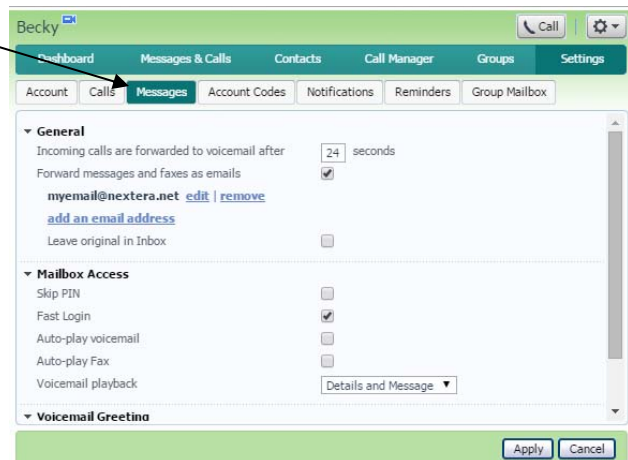
- **Mailbox Access** allows you to customize your experience for when accessing your mailbox via the telephone:

- 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 messages details (who the message is from and when it was left), the message itself, or both.

- **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' greeting).



- Voicemail Greeting (continued)

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 Recorder pop-up. Further information is available in the Help section or in the Nextera Voicemail Guide.

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.

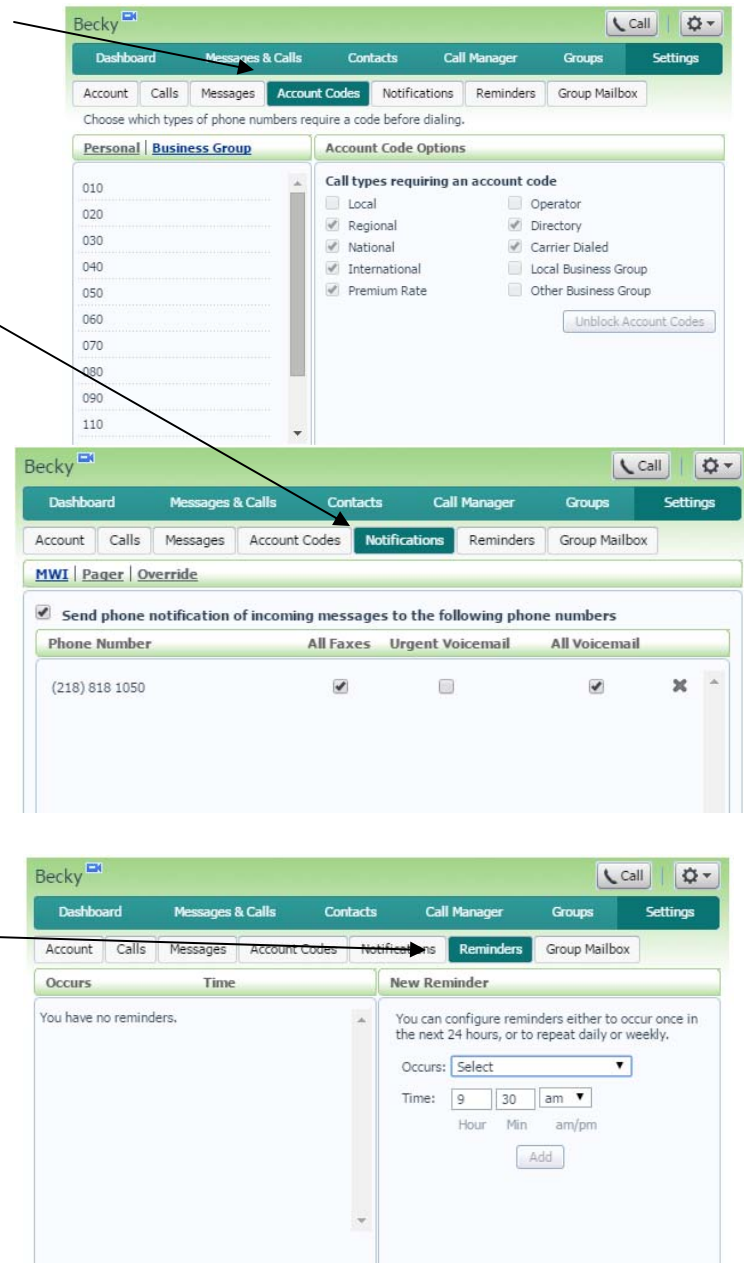
Notifications:

- **MWI (Message Waiting Indication)** 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 both 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.

- **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.

- **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 or urgent messages and you might want to be notified in a different way from normal.

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.



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'.

911 ADDRESS CHANGE

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'.

Phone Number: 2188185268 ▾

Make appropriate address modifications and click 'Update'.

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

911 ADDRESS CHANGE - 2188185268

Your address was last updated on Nov 21, 2011 at 03:45PM: Please make the appropriate address changes and click the Update button.

Items marked with * are required.

Your name*:	Nextera Communication
Address line 1*:	7115 Forthun Rd, Suite 1
Address line 2:	
City*:	Baxter
State*:	Minnesota ▾
Zip code*:	56425

Address updates may take a few moments. Please only click the Update button once.

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**