Nuvia End-User Portal Quick Reference Guide

This user guide illustrates Nuvia End-User Portal features and use, enabling end-users to listen to messages, manage their address book, set-up routing rules, and edit basic account settings.

Telogiks

Logging Into the Portal

Your service provider will need to provide a few fundamental pieces of information to enable access to the Portal.

- The URL for the End-User Portal. This URL is specific to your organization.
- Your user name and password

Enter your user name and password in the login screen and click Sign In. The page will likely look different than the example shown below as the End-User Portal will be branded with your service provider's or your organization's colors and logos.

AVRUM GROUP

Avrum Group

Enter Username & Password

| Userid | renardmilen@experius.com |
| Password | ············ |

SIGN IN

Click Sign-In

Portal Mark 21.2

Nuvia End-User Portal Login Page

Telogiks

Call Logs and Voicemail Messages

Manage call logs and access voicemail messages. Voicemail messages can be played from this tab; both call logs and messages can be selected and deleted.

The Event column shows the type of event such as incoming, outgoing, missed calls and voicemails

The Contact/Number column displays the name or the phone number associated with the event

The Status column displays voicemail state (read or unread)

Confirmation assures that your action was intentional.

AVRUM GROUP

Welcome Renard Milen ▾ ?

Account

| Call Logs Calls and Messages | Address Book Contacts | Routing Rules | Settings Services |

CALLS AND MESSAGES

	Event ⇕	Time ⇕	Duration ⇕	Contact / Number ⇕	Status ⇕	
☐	Voicemail	Jun 8, 2015 5:35:29 PM	00:00:08	Robert Lavi	Unread	▶
☐	Missed	Jun 8, 2015 5:35:04 PM	00:00:00	Robert Lavi		
☐	Outgoing	Jun 8, 2015 5:33:45 PM	00:00:19	Mary Sinclair		
☐	Outgoing	Jun 8, 2015 5:33:24 PM	00:00:07	8025551212		
☐	Incoming	Jun 8, 2015 5:31:18 PM	00:01:16	Mary Sinclair		
☑	Voicemail	Jun 8, 2015 5:29:40 PM	00:00:15	Chi Hung	Read	▶
☐	Missed	Jun 8, 2015 5:29:12 PM	00:00:00	Chi Hung		
☐	Incoming	Jun 8, 2015 5:27:21 PM	00:00:29	Chi Hung		

Actions

Are you certain you wish to remove these entries?

YES

NO

Message

▶ ━━○━━ 0:13 🔊 ○

The Time column displays the date and time an event occurred

One-click to listen to voicemail messages

Message playback controls

Nuvia End-User Portal Call Logs Page

Enabling the check box selects items that will be deleted

The Duration columns displays the length of the event

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Address Book - Contacts

Add, manage, or edit your personal address book contacts. Create custom groups to organize your contacts into logical entities. Often custom groups are used to organize users by site or department. The entries and edits made here become visible in the Nuvia clients for iOS, Android, PC, Mac, and the web.

There are two aspects to the address books, your personal address book and a company address book. Your company address book consists of all of the Nuvia users in your organization, as well as any additional entries created by your company's system administrator. Your personal address book is completely under your control; simply add entries from the corporate address book and then edit and organize as you see fit. You can also create new entries for frequent contacts that are external to your organization.

Sort contacts by name, SIP address, or by group

Click First Name to edit that contact's information

Easily export contact lists to a .csv file

Search the address book for a specific contact

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Account

| Call Logs Calls and Messages | Address Book Contacts | Routing Rules | Settings Services |

CONTACTS

	First Name	Last Name	SIP Address	Group
☐	Chi	Hung	chihung@experius.com	avrum marketing
☐	Mary	Sinclair	marysinclair@experius.com	avrum operations
☐	Milana	Božena	milanabozena@experius.com	
☐	Renard	Milen	renardmilen@experius.com	
☑	Robert	Lavi	robertlavi@experius.com	
☐	Sashi	Shivali	sashishivali@experius.com	

Actions

VIEW COMPANY LIST

MANAGE GROUPS

MANAGE SELF

Click on the name to edit or select one or more entries to remove.

ADD CONTACT

IMPORT CONTACTS

REMOVE CONTACT

Nuvia End-User Portal Contacts Page

View/search the company directory

Manage personal groups

Edit the personal information that shows up in the directory

Add a new personal contact

Import contacts from a .csv file

Enable the check box next to Contacts - Select Remove Contact to delete

Telogiks

Address Book - Company List

Search for Nuvia users within your organization or for entries added by your administrator. Users can add contacts from the Company Address Book List into their Personal Address Book List and then organize into Groups - making it easy to connect with the people you contact the most.

To Search, enter all or part of the contact's name and press the enter/return key

Nuvia End-User Portal Company List Page

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Account

| 📞 **Call Logs** Calls and Messages | 📖 **Address Book** Contacts | 🛡 **Routing** Rules | 🔧 **Settings** Services |

CONTACTS   🔍 mil

	First Name	Last Name	SIP Address
☑	Milana	Božena	milanabozena@experius.com
☐	Renard	Milen	renardmilen@experius.com

Actions

VIEW PERSONAL LIST

Copy users to your personal list by selecting one of the options below.

COPY TO LIST

COPY TO GROUP ▾

avrum execs

avrum marketing

avrum operations

Enable the check box next to the contact(s) that will added to your personal address book list or group

To copy a contact to your personal address book click Copy to List

To copy a contact to a group click Copy to Group and choose the desired group from the dropdown list

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Address Book - Manage Groups

Create groups to make it easy to connect with the people you contact the most.

Search Groups

Nuvia End-User Portal Manage Groups Page

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Account

| Call Logs Calls and Messages | Address Book Contacts | Routing Rules | Settings Services |

GROUPS

Name	Members	
avrum suppor|	Group Name.	✓ ⊘
avrum execs	0	✎ ✖
avrum marketing	1	✎ ✖
avrum operations	1	✎ ✖

Easily edit or remove a group

Actions

VIEW COMPANY LIST

VIEW PERSONAL LIST

Click on the edit icon to edit.

ADD GROUP

Active Available

Directory

Add Contact | Import Contacts | Edit Group

Group:avrum marketing
Personal Address Book
Global Address Book
Personal Contacts
Group:<none>
Group:avrum execs
Group:avrum marketing
Group:avrum operations
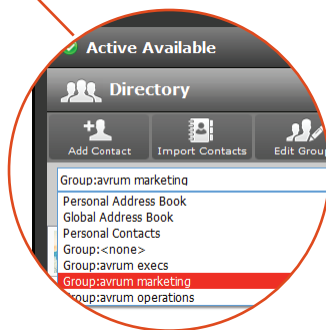
Here is an examples of how groups are displayed in the Nuvia PC Client. Groups help you logically organize a large personal address book.

CONTACTS

Name	Milana
	Božena
Nickname	milanabozena@experius.com
SIP Address	milanabozena@experius.com
Business Phone	(555) 555-1212
Mobile Phone	(555)123-4567
Home Phone	
E-mail	milana.bizena@avrumgroup.com
Group	✓ Select — avrum execs / avrum marketing / avrum operations

Assigned group.

Assign contacts to a group from the Contact Add or Edit pages

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Click the Add Group button to create a new group entry. Enter the name of the group and select the check box to submit.

Contacts can now be added to the new group.

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Address Book - Add and Edit Contact

Easily add external contacts to your Personal Contact List. An Add Contact page will be displayed allowing you to enter the new contact's information.

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Account

| 📞 Call Logs Calls and Messages | 📖 Address Book Contacts | 🛡 Routing Rules | 🔧 Settings Services |

CONTACTS

Name	First
	Last
Nickname	
SIP Address	
Business Phone	
Mobile Phone	
Home Phone	
E-mail	
Group	Select ▾

Actions

SAVE CONTACT

RETURN TO LIST

Nuvia End-User Portal Add Contact Page

After adding or editing a contact select the Save Contact button to comfirm your changes

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Account

| 📞 Call Logs Calls and Messages | 📖 Address Book Contacts | 🛡 Routing Rules | 🔧 Settings Services |

CONTACTS

Name	Milana
	Božena
Nickname	milanabozena@experius.com
SIP Address	milanabozena@experius.com
Business Phone	(555) 555-1212
Mobile Phone	(555)123-4567
Home Phone	
E-mail	milana.bizena@avrumgroup.com
Group	✓ Select
	avrum execs
	avrum marketing
	avrum operations

Assigned group.

Actions

SAVE CONTACT

RETURN TO LIST

Nuvia End-User Portal Edit Contact Page

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Address Book - Manage Self

Update the personal information others will see about you in the Corporate Address Book. You can also add/remove a profile picture.

After editing your information select Save Contact

Nuvia End-User Portal Manage Self Page

To add a profile picture:
1. Select Add Picture (Provide a picture that is 25kb or less and no greater than 160x120px)
2. Select Upload
3. Select Save Contact

Update the contact information that others will see when they search the company directory

Address Book - Import Contacts

Easily upload bulk contacts into your Personal Address Book.

Select Import Contacts
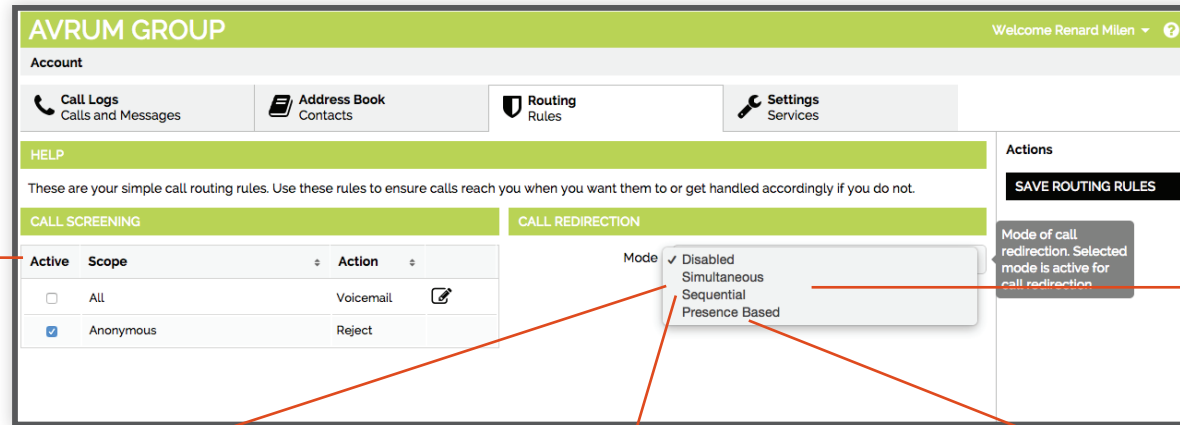
Select a file to upload

Click Upload to upload your contacts

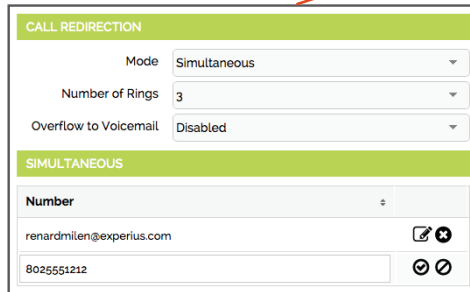*Nuvia End-User Portal Import Contacts Action*

Routing - Rules

Create call routing rules to improve how calls are routed and managed; redirect calls based on simple filtering parameters. It's easy to ring multiple devices to increase your access to callers or conversely screen calls or send all calls to voicemail to preserve privacy.

Nuvia End-User Portal Routing Page

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Account

Call Logs	Address Book	Routing	Settings
Calls and Messages	Contacts	Rules	Services

HELP

These are your simple call routing rules. Use these rules to ensure calls reach you when you want them to or get handled accordingly if you do not.

Actions

SAVE ROUTING RULES

CALL SCREENING

Active	Scope	Action
☐	All	Voicemail 🖊
☑	Anonymous	Reject

CALL REDIRECTION

Mode
- ✓ Disabled
- Simultaneous
- Sequential
- Presence Based

Mode of call redirection. Selected mode is active for call redirection

Call Screening enhances privacy including the option to reject all anonymous calls or to send all calls directly to voicemail

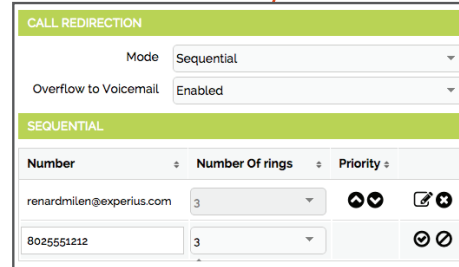**Call Redirection** enables you to redirect inbound calls to multiple devices and phone numbers

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CALL REDIRECTION

Mode	Simultaneous
Number of Rings	3
Overflow to Voicemail	Disabled

SIMULTANEOUS

Number	
renardmilen@experius.com	🖊 ⊗
8025551212	⊘ ⊘

Simultaneous Mode

Simultaneous Mode enables you to add phone numbers (such as a mobile number or home number) that all ring at the same time (in parallel) if someone calls your office number.
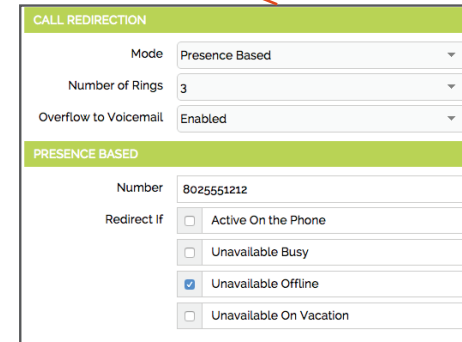
You can define how many rings the caller hears before the call is transferred to your voicemail. (if voicemail is disabled the caller will hear a disconnect tone).

CALL REDIRECTION

| Mode | Sequential |
| Overflow to Voicemail | Enabled |

SEQUENTIAL

Number	Number Of rings	Priority	
renardmilen@experius.com	3	🔼🔽	🖊⊗
8025551212	3		⊘⊘

Sequential Mode

Sequential Mode enables you to add phone numbers (such as a mobile number or home number) that ring after your office number is unanswered.

You can define a string of numbers that ring in sequence in an attempt to locate you. If no one answers, the call will be transferred to your voicemail (if voicemail is disabled the caller will hear a disconnect tone). *Users should be attentive to the total number of rings they define as an extended period of ringing may not be acceptable to callers.*

CALL REDIRECTION

Mode	Presence Based
Number of Rings	3
Overflow to Voicemail	Enabled

PRESENCE BASED

Number	8025551212
Redirect If	☐ Active On the Phone
	☐ Unavailable Busy
	☑ Unavailable Offline
	☐ Unavailable On Vacation

Presence Based Mode

This mode uses your Presence status to determine if a call should be redirected to another number. For example, if you are offline and someone calls yours office, you can forward those calls to your mobile phone.

You can define the Number of Rings, the forwarding number and the Presence status that triggers call redirection.

Settings - Services

Adjust personal account settings such as voice features, voicemail, and conferencing.

The Call Grabber features enables users to seamlessly switch live calls between Nuvia devices or clients. You can also program an external number, like a mobile phone, to be authorized to grab a call. A Call Grabber access number will be provided by your system administrator. Nuvia will recognize your Caller ID (matching the number entered) and automatically deliver the call to that line.

Nuvia End-User Portal Settings Page

Set local timezone

Enabling ID Restriction hides your CallerID information

Assign PIN for using vertical service code features

Once all changes are made select Save Settings

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Account

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SETTINGS - VOICE SERVICES

Services

Timezone	Eastern Standard Time
Authorized Grabber	8025551212
ID Restriction	Disabled
VSC PIN	1111
Call Return	Disabled
Auto Retrieve	Disabled

Presence

On the Phone Presence	Enabled
Report when Inactive	Enabled
Inactivity Timer	30

Parameters

VoIP Numbers	9198903464
Call Grabber Access	exp_cg3	19195781285
	experius_cg2	*25
	exp_cg	9195218718
	exp_cg2	9195781285

Your PIN for use with vertical service code features.

Settings
- VOICEMAIL
- CONFERENCING
- CLIENTS

Actions
- SAVE SETTINGS

Enable/Disable Call Return (often referred to as *69, 1471 or *10) to allow/disallow access to the last incoming call on your line

Enable Auto Retrieve to assure that any call that you park rings back to your line if it is unanswered

Enable/Disable these parameters to affect how your presence information is presented to other Nuvia users

This information is for use with the Call Grabber feature - Call the Call Grabber Access number from the Authorized Grabber phone to grab the call from another Nuvia client

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Settings - Voicemail

Update Voicemail settings, greetings and e-mail notifications.

The phone number that is used to dial voicemail

Nuvia End-User Portal Services - Voicemail Page

Set PIN for accessing voicemail

Receive notification about new voicemails via email

Enter an e-mail address for notifications

Once all changes are made select Save Settings

Define voicemail message playback order (oldest or newest first)

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Account

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SETTINGS - VOICEMAIL

Settings

PIN	1111
Notification	Enabled ▾
E-mail Address	renard.milen@avrumgroup.com
Playback Options	Newest First ▾

Parameters

| Access Number | |

Standard Greeting

| Active Greeting | Generic ▾ |

Personal Greetings

Type	Name Announcement ▾
Enable	No ▾
Language	English (US) ▾

▶ ──────────── 0:00 🔇

| UPLOAD | REMOVE |

Settings

VOICE SERVICES

CONFERENCING

CLIENTS

Actions

SAVE SETTINGS

Parameters

| Access Number | |

Standard Greeting

Active Greeting	✓ Generic
	Extended Absence
Personal Greetings	Busy and No Answer

Nuvia offers pre-recorded greetings as an alternative to a personal greeting. A busy signal can also be played (ideal for common areas, fax machines, etc).

Personal Greetings

Type	✓ Name Announcement
	Generic
Enable	Extended Absence
	No Answer
Language	Busy

▶ ──────────── 0:00 🔇

Enabling personal greetings overrides the default generic greeting. Users –can upload personal messages for different situations.

Settings - Conferencing

Users with access to Nuvia's MeetMe Conference service can customize their conference session settings.

The Chairperson PIN is the moderator's security code – it should not be provided to partipants

Enabling Fast Start allows a conference call to start and participants to join before the arrival of the chairperson

Enabling End on Chair Exit disconnects all users when the Chairperson leaves the MeetMe Conference

The Access Number is the number users dial to access the MeetMe Conference service. In this example a short dial number (6338) has been enabled to speed access. External dial-in numbers are available. Contact your system administrator for more information.

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Account

📞 **Call Logs** Calls and Messages   📖 **Address Book** Contacts   🛡 **Routing** Rules   🔧 **Settings** Services

SETTINGS - CONFERENCING

Settings

Chairperson PIN	7431
Fast Start	Enabled ▾
End on Chair Exit	Disabled ▾
Status IMs	Enabled ▾
Participant Notification	Play Entry / Exit Tones ▾
Recording Target	renard.milen@avrumgroup.com

Parameters

Access Number	6338	English
Access Code	9198903464	

Settings

VOICE SERVICES

VOICEMAIL

CLIENTS

Actions

SAVE SETTINGS

Once all changes are made select Save Settings

Nuvia End-User Portal Services - Conferencing Page

Participant Notification	✓ Play Entry / Exit Tones Play Name Announcement Do Nothing
Recording Target	

When using Nuvia UC clients for PC, Mac, Smartphones, and tablets users choose to receive instant messages alerting them to the participants joining or leaving the conference

When participants join a MeetMe Conference Nuvia can play entry/exit tones, announce names, or be set to do nothing

MeetMe Conference recordings will be sent to the e-mail address provided

Telogiks

Settings - Clients

Advance parameters are available for configuration and troubleshooting. Links to the PC and Mac UC clients are also available here if your system administrator has granted access.

Account information including: the primary SIP Server (proxy) the router port used for SIP traffic, your userid, and your organization's domain

Nuvia End-User Portal Services - Clients Page

Download links for the PC and Mac UC clients