

# TetraVX nVX User Portal



**TetraVX**

333 W. Wacker Dr. Suite 600  
Chicago, IL 60606

[www.TetraVX.com](http://www.TetraVX.com)

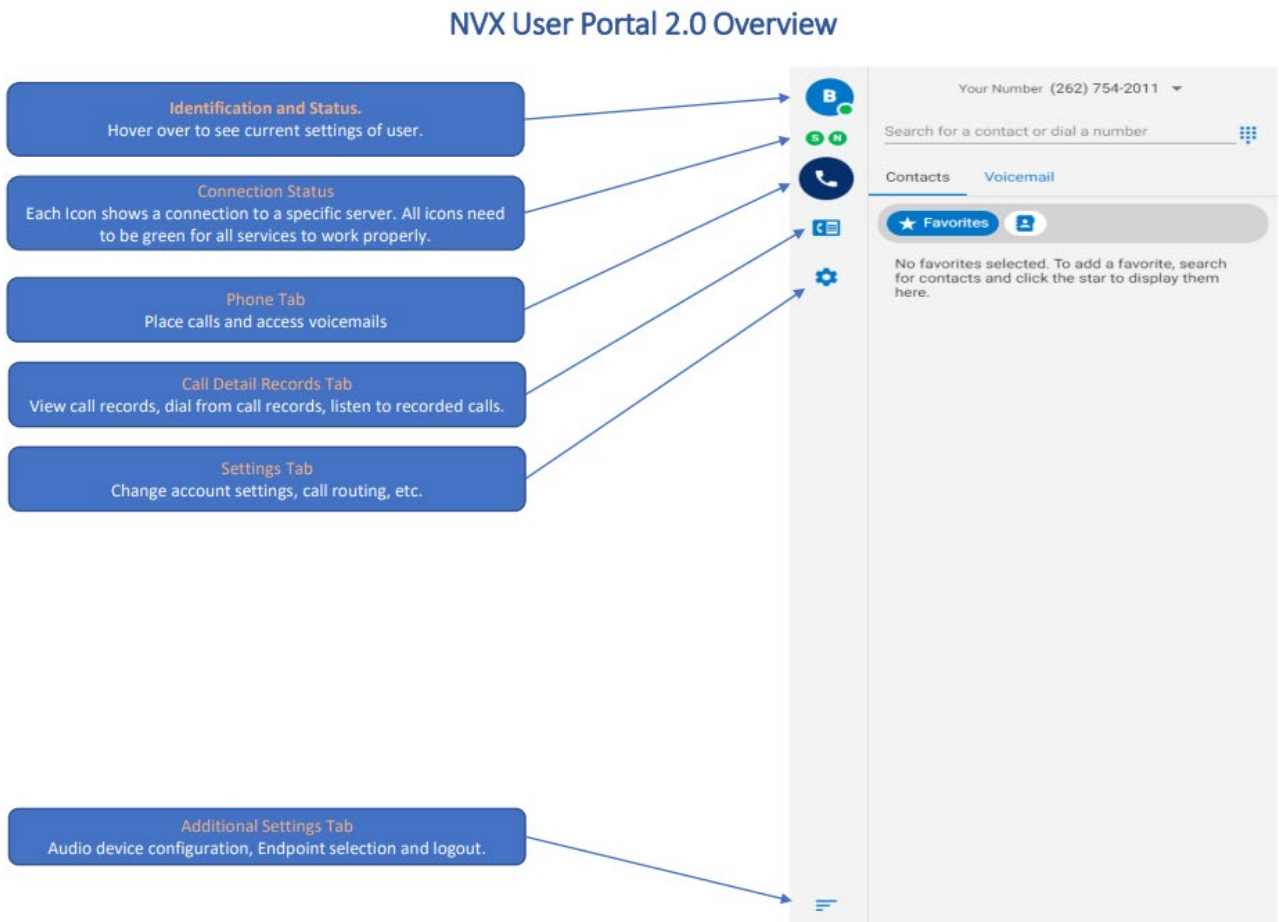
## Table of Contents

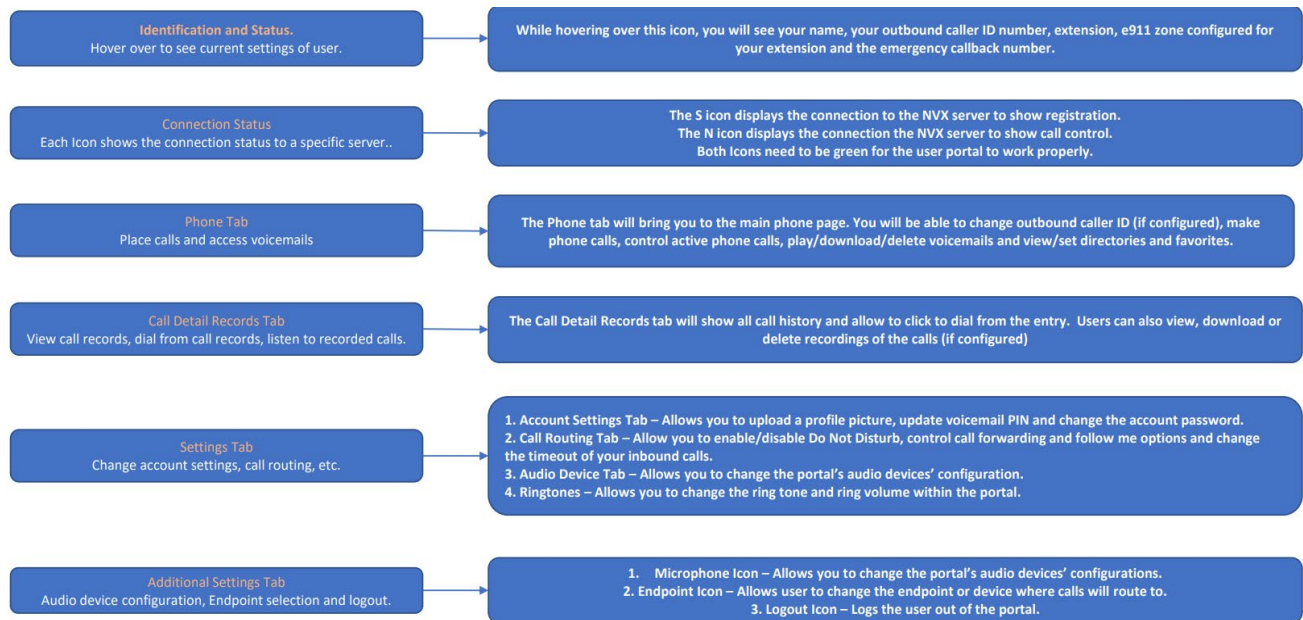
Basic Overview .....	2
Quick Reference .....	2
Setup .....	3
System Requirements .....	3
Chrome WebRTC Network Limiter Extension .....	3
Windows 10 Pop-Up Notification .....	6
Windows 10 Taskbar Pinning .....	8
Logging In To nVX User Portal .....	10
User Login .....	10
Registration Verification .....	11
Features .....	11
Placing Calls .....	11
In Call Features .....	12
Blind Transfer .....	12
Attended Transfer .....	12
Conference .....	13
Pause Recording (if enabled) .....	13
Mute .....	13
Hold .....	14
End Call .....	14
Account Settings .....	14
Update Profile Photo .....	14
Change Password .....	15
Change Voicemail PIN .....	15
External Mode – Prompt Setting .....	15
Call Screen .....	15
Presence In nVX .....	16
Presence Enabled Users .....	16
Search Contact .....	16
Add Favorites .....	17
Changing Device Speaker and Microphone .....	18
Selecting Endpoints .....	19

Accessing Voicemail .....	20
Accessing Voicemail from the User Portal.....	20
Accessing Voicemail from IP Phone.....	20
Accessing Voicemail from any IP Phone .....	20
Advanced Voicemail Options.....	21
Call Detail Records .....	21
Available Call Details .....	21
Filtering Records .....	22

## Basic Overview

### Quick Reference





## Setup

### System Requirements

The nVX User Portal should be accessed via Google Chrome™ (TetraVX supports the most recent stable version; note that Google Chrome applies updates automatically).

### Chrome WebRTC Network Limiter Extension

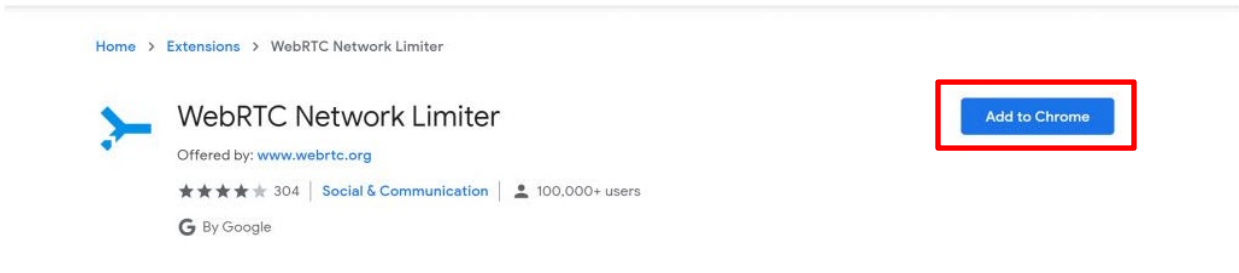
The WebRTC network limiter extension is only needed if a delay issue occurs when answering inbound calls.

To download and install:

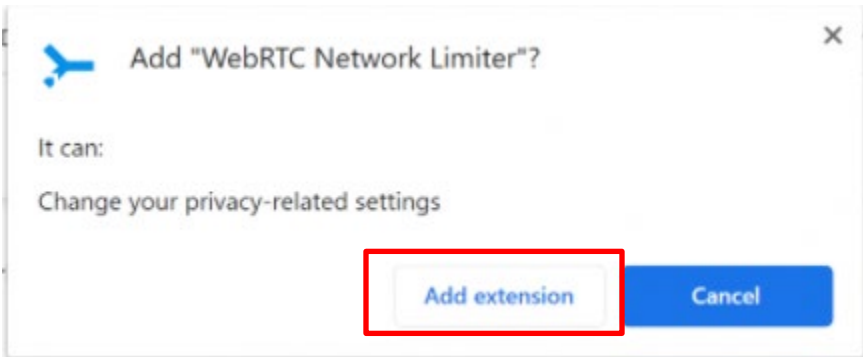
**Step 1:** Visit the below URL using a Google Chrome browser window.

<https://chrome.google.com/webstore/detail/webrtc-network-limiter/npeicpdbkamehahjeeohfdhnlpdkia?hl=en>

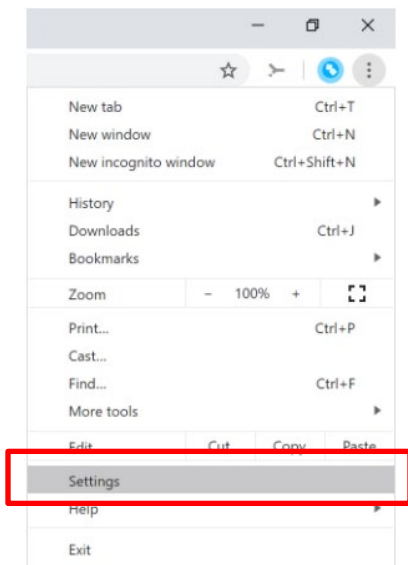
**Step 2:** Click the “Add to Chrome” button.



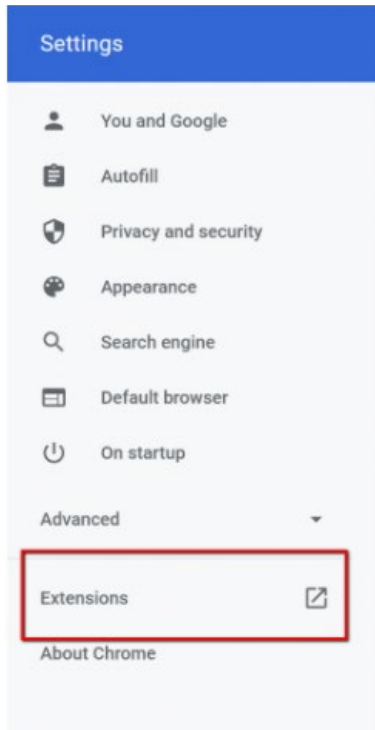
**Step 3:** In the pop-up, click the “Add Extension” button.



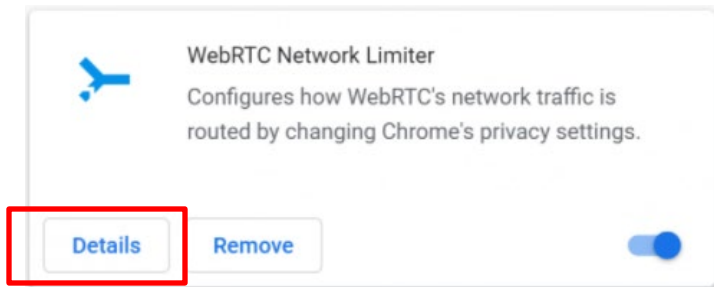
**Step 4:** Go to the “Settings” page of your Google Chrome browser.



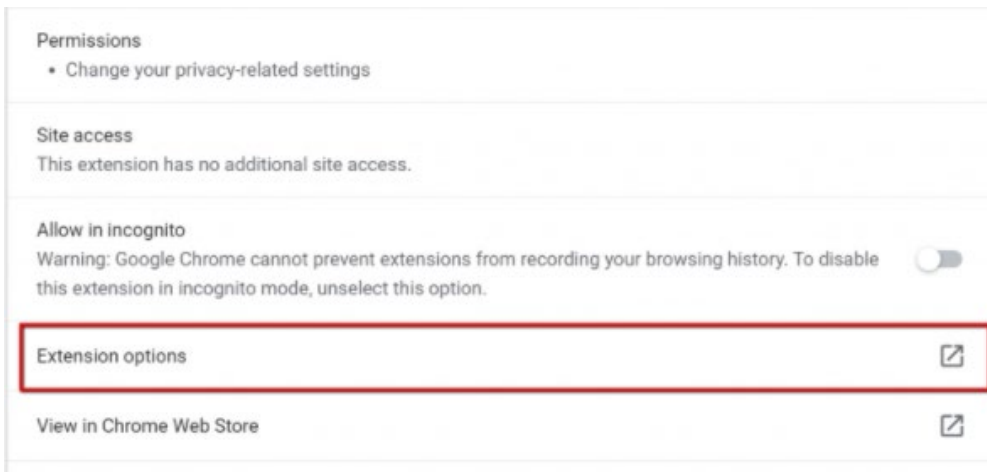
**Step 5:** In the left column, click on “Extensions”.



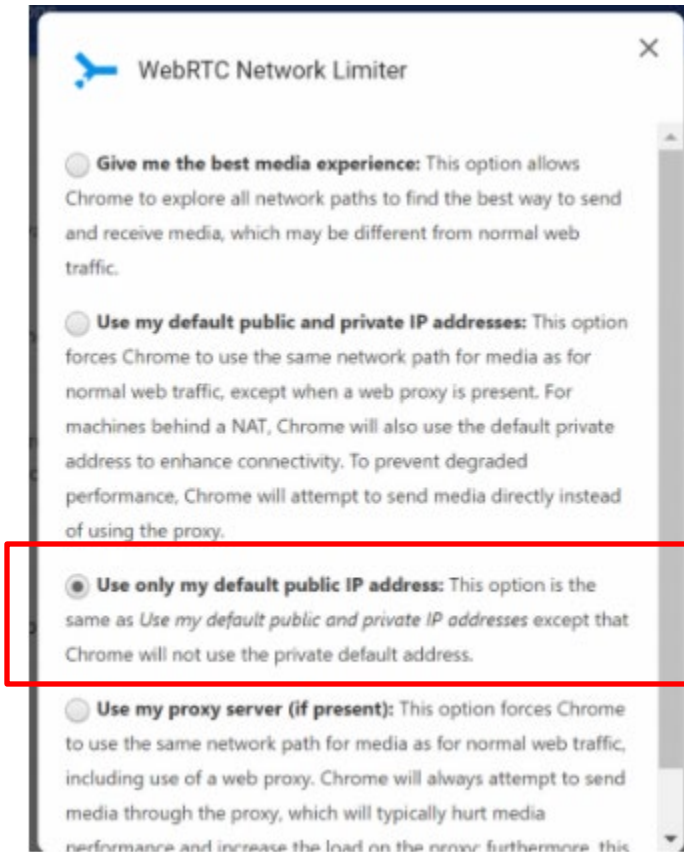
**Step 6:** Click on the “Details” button for the WebRTC Network Limiter.



**Step 7:** Click on “Extension Options”. Note: You may need to scroll towards the bottom of the page.



**Step 8:** Select “Use only my default public IP address”.

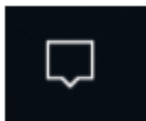


**Step 9:** Closeout the Pop-up and Settings tabs. Exit Google Chrome and re-open a new Google Chrome browser window.

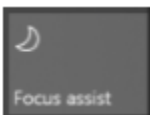
## Windows 10 Pop-Up Notification

Enabling pop-up notifications in Windows 10 allows nVX to push notifications to the desktop when receiving inbound calls or SMS messages.

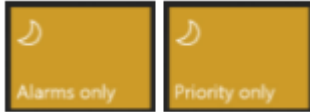
**Step 1:** Go to the Notifications icon on the bottom right of Windows and open it.



**Step 2:** Verify the Focus Assist is disabled. If Focus Assist is enabled, click on the box until it is disabled.



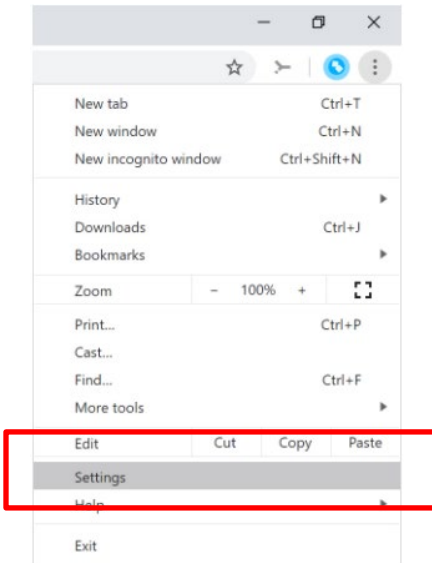
If the Focus Assist is disabled, it will be grayed out.



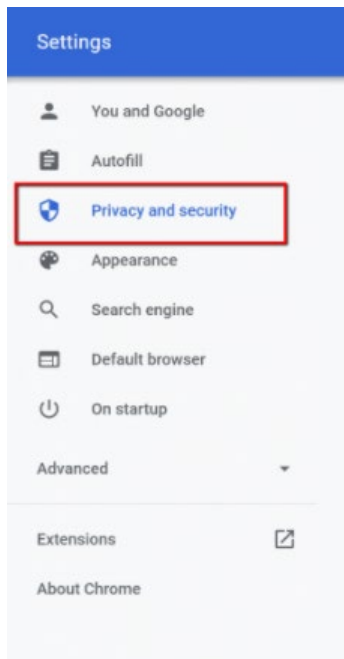
If the Focus Assist is enabled, it may read as Priority Only or Alarms Only.

**Step 3:** Open Google Chrome.

**Step 4:** Open Google Chrome settings.

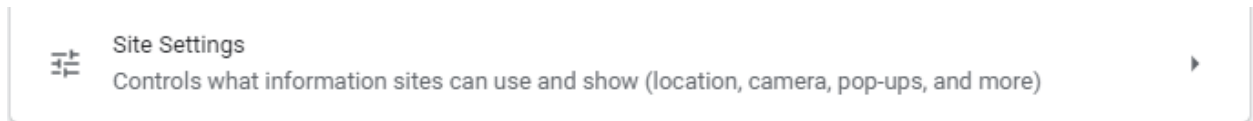


**Step 5:** Click on the Privacy and Security section of the Google Chrome settings.



**Step 6:** Click on Site Settings to expand.





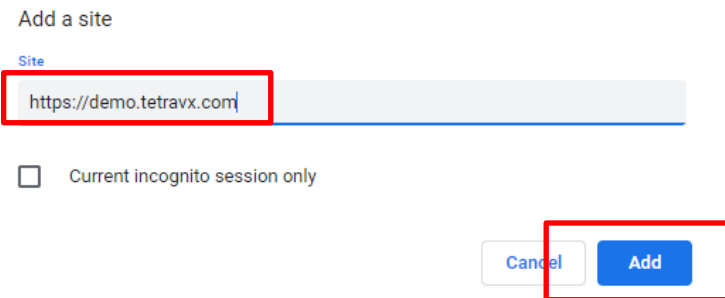
**Step 7:** Click on Notifications to expand.



**Step 8:** Click on the Add button in the Allow section.



**Step 9:** Enter the URL for the nVX User Portal, formatted <https://<domain>.tetravx.com>, and click Add.



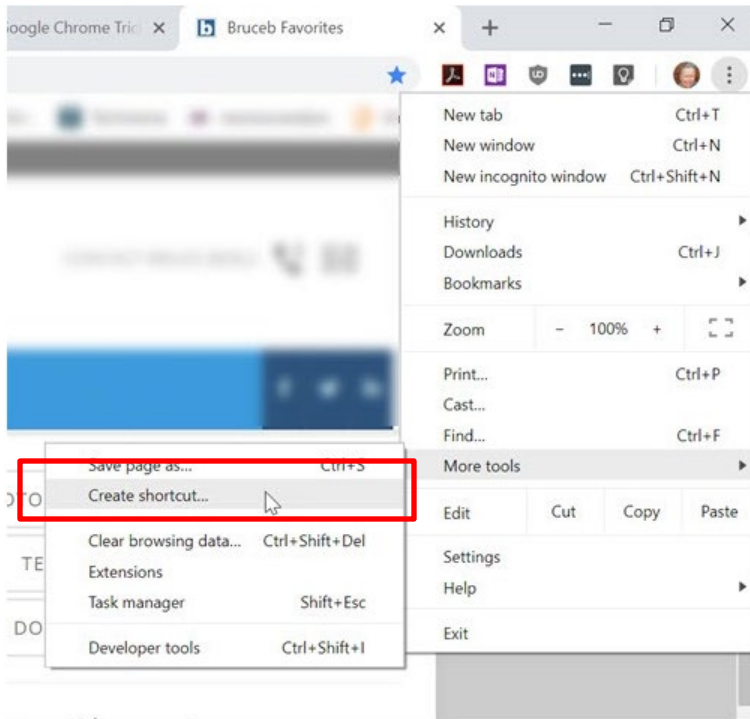
**Step 10:** Closeout Google Chrome and re-open a new browser window.

## Windows 10 Taskbar Pinning

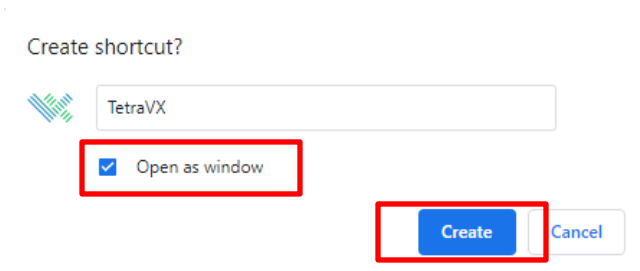
This is to convert the User Portal to a Chrome Application and PIN the application to the task bar.

**Step 1:** Open Chrome and log into the User Portal.

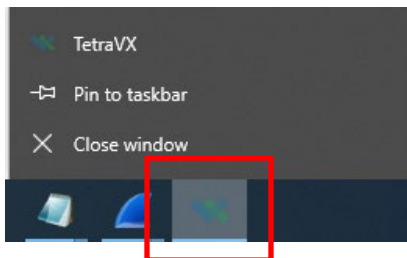
**Step 2:** Click on the settings menu in the upper right – the three vertical dots. Then click on More tools / Create shortcut.



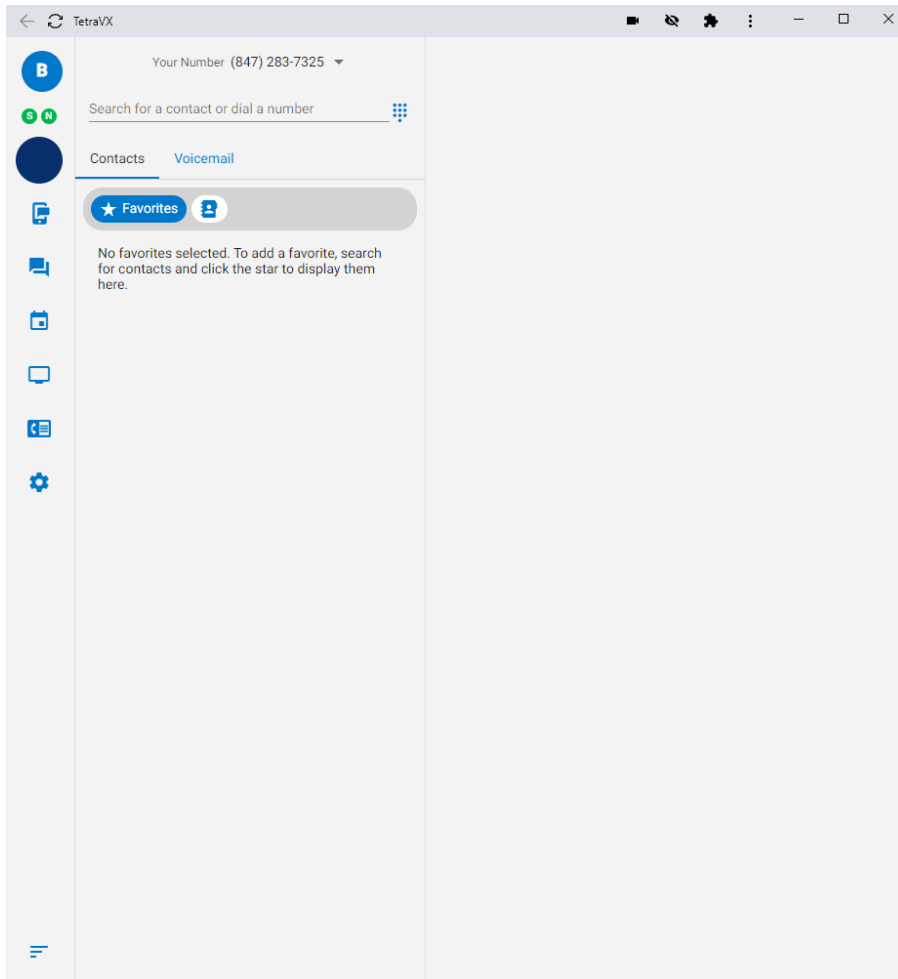
**Step 3:** The Create Shortcut window will appear. Rename it if wanted. Check the Open as Window option and click Create.



**Step 4:** Your tab will now be in its own window. In the windows task bar, right click on the icon and click on Pin to Taskbar.



**Step 5:** This icon will now be saved on the taskbar and will go directly to the user portal in a separate window when pressed. Example of app is below.



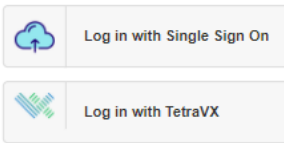
## Logging In To nVX User Portal

### User Login

**Step 1:** Open a Google Chrome browser window.

**Step 2:** Enter your organization's unique URL for the domain you are accessing.  
(<https://domain.tetravx.com>)

**Step 3:** Click on "Log in with Single Sign On" if using SSO, or click on "Log in with TetraVX" if using a local account



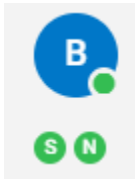
**Step 4:** Enter credentials and click on the “Log in with TetraVX” button.

**Step 5:** If you are configured as an admin, logging will take you to the admin portal. You will then need to click on the Web Phone at the top.



## Registration Verification

Once logged into the portal, you will see two icons at the top left of the screen, identified by “S” and “C”. Verify that the icons are green to ensure registration.



## Features

### Placing Calls

Step 1: Navigate to the Calls icon on the left. 

Step 2: Place a call by using one of the following options

1. Enter a phone number (numerical or alphabetic) in the Search Area



OR

2. Enter a name of a user already configured in the Favorites or the Directory.



- Search results will appear below. Hover over the selected option to see the configured extension. Then click on the phone icon to click to dial.




OR

3. Click on the DialPad icon to open the dial pad and dial the number with your mouse. Click on the phone button to complete the call.




## In Call Features

### Blind Transfer

While on a phone call, click on the blind transfer icon and it will turn green . Once the icon is green, complete one of the following:

1. Enter a phone number in the search area, then press enter to complete the transfer.
2. Expand the dial pad and dial a number, click on the number entered, then press enter to complete the transfer.
3. Expand the Favorites or Contact tab. Search for the user's name. Hover over the user and click on the extension or mobile number you wish to transfer the call to.



### Attended Transfer

While on a phone call, click on the attendant transfer icon and it will turn green . Once the icon is green, complete one of the following:


1. Enter a phone number in the search area, then press enter to call the transferred party.

2. Expand the dial pad and dial a number, click on the number entered, then press enter to call the transferred party.
3. Expand the Favorites or Contact tab. Search for the user's name. Hover over the user and click on the extension or mobile number you wish to transfer the call to.

Once the called party has been contacted, verify if the transferred party would like to receive the transfer. You will then have 2 choices:







1. Complete the transfer by clicking on the Complete Transfer icon, .
2. Disconnect the call with the transferred party and go back to the original call by clicking on the Disconnect Attendant icon, .

## Conference



To conference in other callers to an existing phone call, click on the Conference icon, . The current call participants will hear a tone when other parties join the conference.

4. Enter a phone number in the search area, then press enter to call the conferenced party.
5. Expand the dial pad and dial a number, click on the number entered, then press enter to call the conferenced party.
6. Expand the Favorites or Contact tab. Search for the user's name. Hover over the user and click on the extension or mobile number you wish to conference in.

Once there are 2 or more parties in the conference, you can do one of the following:

1. Add more parties to the conference by repeating previous steps using the Conference icon, .
2. Mute yourself by clicking on the Mute icon, .
3. Mute participants by clicking on the Mute icon of the party, .
4. Disconnect a participant by clicking on the Drop Participant icon of the party, .
5. Remove yourself from the conference call by clicking on the End Call icon, , or the Drop Participant icon on your extension, .

## Pause Recording (if enabled)


To pause the recording of the phone, click on the Pause Recording icon, . To resume recording, click on the icon again, .

## Mute


To mute or unmute a call, press the Mute/Unmute icon, .

## Hold


To place a call on hold, press the Hold icon, . To take a call out of hold, press the icon again, .

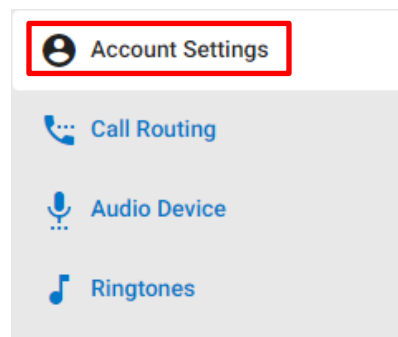
If multiple calls are on hold, you can toggle between the calls by clicking on the Swap Calls icon, , to bring the calls to the top of the page to then choose the feature to apply.

## End Call

To end the call, press the End Call icon, .

## Account Settings

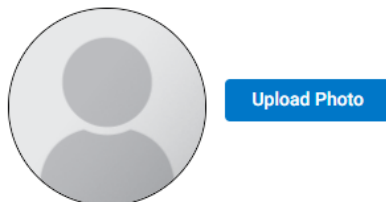
To view Account Settings, first select the Settings tab on the left navigation.  You will see four options. Select, Account Settings. This is where users can update your password, change your voicemail pin, and update your profile image.



## Update Profile Photo

To upload or change the user Profile Photo, click on the existing Upload Photo button and upload your locally save image.

Profile Photo



## Change Password

To change the current user portal password, enter the existing password and then enter the new one twice and press the Change Password button.

**Change Password**

**Note:** Users can only update their password if it is configured locally and not through LDAP

## Change Voicemail PIN

To change the voicemail PIN, enter the new PIN and press the Save PIN button.

**Voicemail PIN**

  
Enter the numeric voicemail password here  

## External Mode – Prompt Setting

Select this option if you are utilizing the external mode and would like the call to be answered with a prompt in order to avoid calls routing to the external number's voicemail. Once you answer the call, you will have to press 1 to connect the call.

**External Mode**

Prompt for answer

## Call Screen



Select this option in order to screen inbound calls. Inbound callers will have to announce themselves. You will then receive a call playing their name and you have the option to take the call or send to voicemail.

### Call Screen



Call Screen

## Presence In nVX

Presence is the use of color icons to display if a user is available, offline, or currently in a call. Color scheme is as follows:

- Green – Available
- Red – On Call
- Grey – Offline
- White – Presence Unknown (Ring group, Queue, External contact)

### Presence Enabled Users

If presence is enabled, users will be able to see a small circle within their larger status circle.

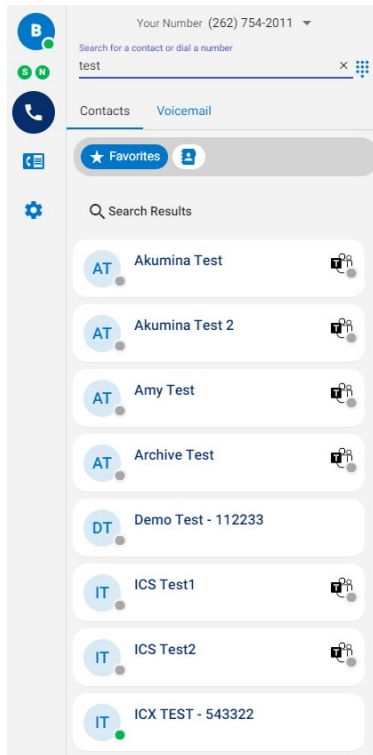


**Currently, there are two methods where user presence can be seen. More scenarios coming soon.**

- 1. Search Contact**
- 2. Favorites**

### Search Contact

Search any contact name (minimum 3 letters). Search result will show the list of best matched contacts with presence. (Do not press enter as this will initiate a call to your entry)



## Favorites

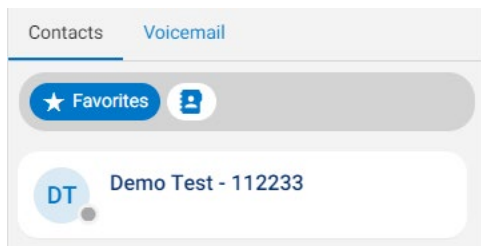
**Step 1:** Search for a contact

**Step 2:** Hover over the contact.

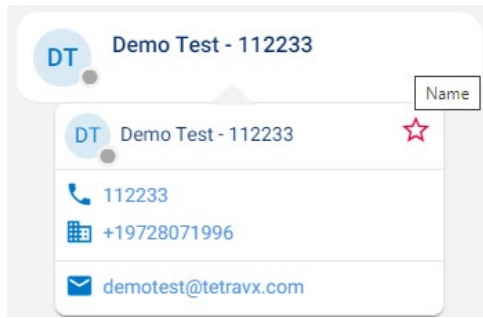
**Step 3:** Click on green icon with star to add contact as favorite.



Favorite contacts will be displayed under the favorites tab.



To remove contact from the favorite tab, hover over the contact and click on the red star.



## Changing Device Speaker and Microphone

To choose the same device for both microphone and speaker use:

**Step 1:** Select the Additional Settings icon in the bottom left of portal to open a pop-up.



**Step 2:** Click on the Microphone icon.



**Step 3:** Select the devices from the options listed. (This is pulled from windows)

Jabra Link 370

Realtek High Definition Audio

Example:

To choose a microphone and speaker individually:

**Step 1:** Click on the Settings icon on the left.

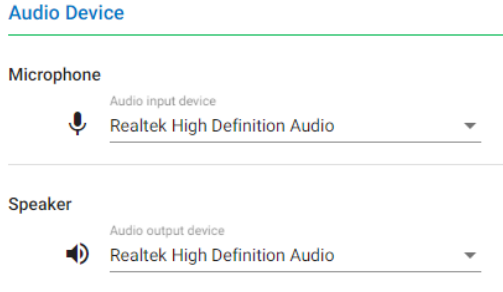


**Step 2:** Select the Audio Device option.



Audio Device

**Step 3:** Select the devices from the dropdowns of the microphone and speaker.



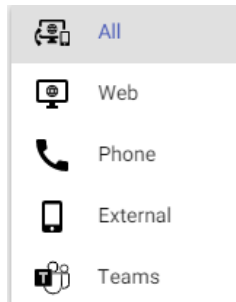
## Selecting Endpoints

An Endpoint is a device that is used as a communication channel for a user to make calls, receive calls, and use telephony features.

**Step 1:** Select the Additional Settings icon in the bottom left of portal to open a pop-up.



**Step 2:** The middle option is the current endpoint selected. Click on the option to choose a different endpoint.



- All: Will ring for all registered endpoints.
- Web: Will ring only the user portal.
- Phone: Will ring the registered desk phone(s) and/or mobile app. When choosing Phone, a pop-up will appear to set the extension. Click on the Checkbox to confirm.

### Set extension to manage

Extension number  
7778855  
Max 7 characters 7 / 7



- External: Will ring an external number, such as your mobile phone. This setting can also be used for Ring Groups or Queues. When choosing External, a pop-up will appear to set the external number. Click on the checkbox to confirm.

## Set External Number


External Number  
3125551212  
Min 10 characters

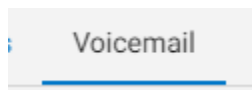





- Teams: Will route all calls to Teams (If configured).

## Accessing Voicemail

### Accessing Voicemail from the User Portal

1. Navigate to the Calls Icon on the left. 
2. Click on the Voicemail tab next to Contacts



3. Your voicemails will be listed in order of the date you received them, with the most recent voicemails being closest to the top. From this list of voicemails you can:
  - Listen to Voicemail: Click on the play icon. 
  - Callback: Click on the phone icon to call the number back. 
  - Delete: Click on the trash icon to delete the voicemail from the system. 

Note: You can also dial into the voicemail system by clicking on the voicemail button in the number pad.

### Accessing Voicemail from IP Phone

To access your voicemail from the IP Phone registered to your extension, simply press the voicemail button on the phone or dial \*97.

### Accessing Voicemail from any IP Phone

To access your voicemail from an IP Phone that is not registered to your extension:


1. Dial \*98 and press send
2. Enter your extension and then press #
3. Enter your password and then press #

## Advanced Voicemail Options.

Press 5	To open advanced voicemail options
Press 1	<b>RECORD A GREETING</b> Step 1: Choose which greeting to record, 1-9 Step 2: Record your greeting Step 3: Press 1 to listen to your recording, <a href="#">Press 2</a> to save, Press 3 to re-record
Press 2	<b>CHOOSE GREETING</b> To choose your greeting, press 2 and select greeting 1-9.
Press 3	<b>RECORD NAME</b> Step 1: Record your name Step 2: Press 1 to listen to your recording, <a href="#">Press 2</a> to save, Press 3 to re-record
Press 6	<b>CHANGE YOUR VOICEMAIL PASSWORD</b> Step 1: Enter your new password Step 2: Wait to hear password confirmation. After confirmed, call will automatically end.
Press 0	To return to the main voicemail menu

## Call Detail Records

Call Detail Records (CDRs) show information on individual calls. To view your Call Detail Records, click

the Call Detail Records menu icon,  on the left panel of the dashboard. Records can be filtered and sorted.

### Available Call Details

Each record contains the following details:

- Type – Direction of call and endpoint used.
- From – Originating calling number with caller ID or user information
- To – Called party extension or number.
- From Time – Date and time the call originated
- To Time – Date and time the call ended
- Duration – Length of call
- Exit Reason – Termination code of call
- Recording – To play, download or delete the recording. (if enabled)
- Call Back option – Click on the three vertical dots to have the remote end number appear and then click on the pop-up to click to dial from here.

Note: The list of records can be sorted (ascending or descending) by any of the fields noted above

## Filtering Records

Click on the Expansion arrow next to Filters.



Records can be filtered by

- Call Type – Select Inbound, Outbound or Local
- From Name – Enter the originating caller information as displayed on the Caller ID (CID) or the user's name, if internal call.
- From Number – Enter the originating phone number or extension of the call
- To Number – Enter the called number or extension.
- From Time – Enter the beginning date of the filter to be applied. (The calendar icon can be used to select the date)
- To Time – Enter the end date of the filter to be applied. (The calendar icon can be used to select the date)
- Exit Reason – Select the exit reason to be applied, such as Abandoned, Allotted Timeout, Attended Transfer, Blind Transfer, Call Rejected or Chan Not Implemented.

Note: Number searches support the use of an asterisk (\*) as a wildcard character; meaning, any character or sequence of characters in a search