

Nextiva Clarity™ Diagnostic Reference Guide

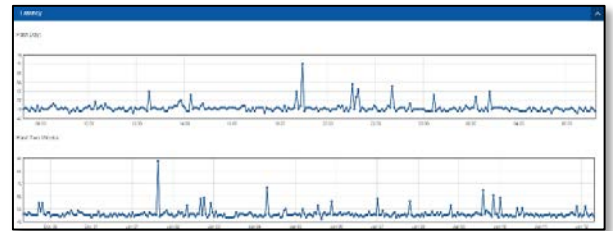
Nextiva Clarity provides your network administrators with powerful diagnostic tools that can be used to detect issues that occur with your Internet service.

Log in to the Nextiva Clarity dashboard by visiting nextiva.mycloudconnection.com and entering your login credentials. Then click the **Login** button. If you have not received login credentials, please contact Nextiva Support. From the main dashboard, click **Sites** in the left navigation menu and select the site you would like to access.

How to check Latency

Latency measures the time it takes for data to leave your network and return. A latency time below 70 is best for optimal call quality. Delayed audio can be caused by latency.

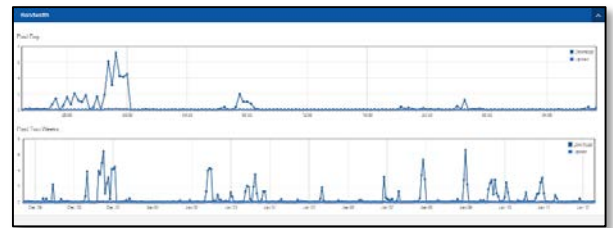
1. Expand the **Diagnostics** section in the navigation menu and select **Network Health**.
2. Scroll down and view the **Latency** tile.
3. Latency is checked approximately every 5 minutes and a data dot is added to the graph for each result.



How to check Bandwidth Consumption

If choppy audio occurs without latency issues, it's possible that all of the bandwidth is being utilized by other devices.

1. Expand the **Diagnostics** section in the navigation menu and select **Network Health**.
2. Scroll down and view the **Bandwidth** tile.
3. The graph shows changes in bandwidth usage relative to upload or download capacities.



How to review historical Speed Tests

The Nextiva Clarity device runs a speed test upon boot up. The results of these tests can assist with diagnosing issues.

1. Expand the **Diagnostics** section in the navigation menu and select **Speed Tests**.
2. You can view results for the past week or for the past 90 days. Detailed historical test results can be found in the table below the graph.
3. If you need updated results, reboot the Nextiva Clarity device.



Please contact Nextiva Support with any questions.

