

# Nextiva Clarity™ Troubleshooting Reference Guide

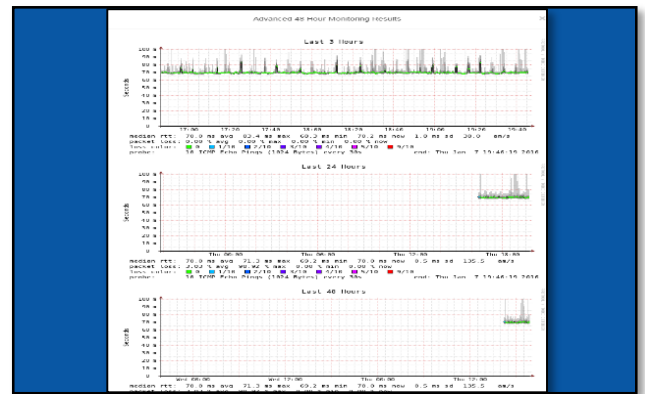
Nextiva Clarity provides your network administrators with powerful troubleshooting tools. These tools can be used to isolate issues that occur within your Internet service and collect data that can be used to reach a resolution.

Log in to the Nextiva Clarity dashboard by visiting [nextiva.mycloudconnection.com](https://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 initiate an Intensive 48-Hour Latency Test

An Intensive 48-Hour Latency Test sends a ping with 10 packets every 30 seconds to establish a connection’s health timeline.

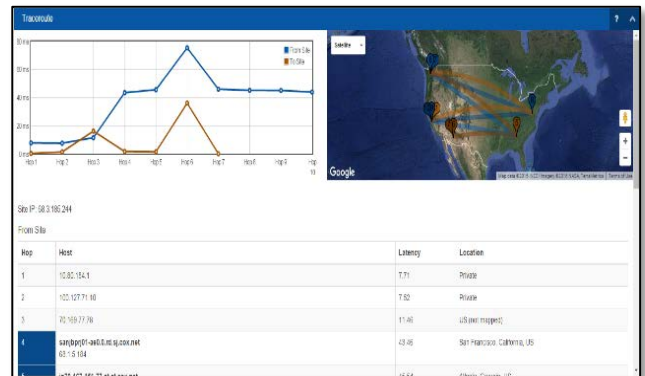
1. Expand the **Diagnostics** section in the navigation menu and select **Network Health**.
2. Scroll down and click the checkbox for **Monitoring Active**.
3. Results are gathered over 48 hours; deselecting **Monitoring Active** ends the test prematurely.



## How to initiate a Traceroute

A Traceroute is used to test the connection quality to a number of different locations around the country.

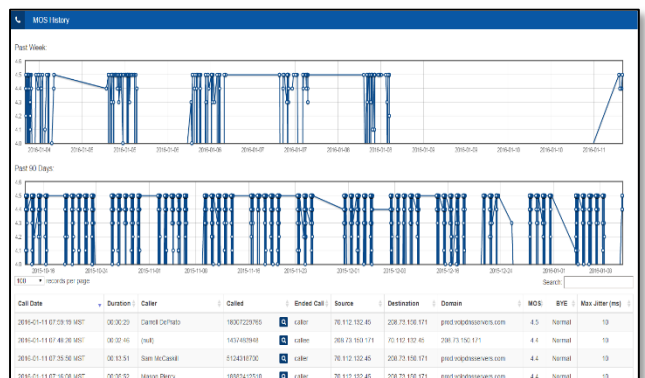
1. Expand the **Diagnostics Section** in the navigation menu and select **Network Health**.
2. Click on the icon in the Traceroute panel.
3. The Traceroute runs and displays results in a graph, table, and map.



## How to review historical Mean Opinion Score (MOS)

Mean Opinion Score is used to rate a VoIP call’s quality from 1-5. This tool also displays the max jitter experienced during the call.

1. Expand the **Diagnostics section** in the navigation menu and select **MOS History**.
2. You can view results for the past week or for the past 90 days.
3. You can also examine the MOS of individual calls.



Please contact Nextiva Support with any questions.

