Make Calls

Make and receive calls from the App, and display the same caller ID as your physical phone.

- Click the Dialpad (A) menu icon, and dial the phone number or extension. Then click the Call (B) button.
- Click the Call from Phone (C) icon to make a call using your desk phone.
- Right-click on any contact, and select Call or Call from Phone.

Pull Calls

Pull active calls from a physical phone to the App, and vice versa.

- Dial *11 or CTRL + P to pull the call to the App.

Check Voicemail

Pull active calls from a physical phone to the App, and vice versa.

- Click the Call History (D) icon. Then click the Voicemail tab to view all voicemails.

Add Contacts

Add contacts within your organization from the Directory, or add contacts manually.

- Click the Globe (E) menu icon to view the Directory, right-click on the Contact. Then select New Contact.
- Click the Plus (F) icon to manually add a new contact.

Team Presence

Adjust availability or easily check the status of a contact via the Nextiva App.

- The App shows when Users are on the phone automatically.
- Manually change your presence to Available, Away, Busy, or Offline.
Chat

Chat with anyone in the Directory or the Contact List.

- Right-click or double-click on any contact, and select Chat to open the chat window.
- Click the Chat History (G) menu icon to view all conversations.
- Drag-and-drop a file into the chat window to share files with contacts directly from the App.
- Drag-and-drop a contact into the chat window to instantly create a Group Chat.

My Room

Add contacts within your organization from the Directory, or add contacts manually.

- Click the My Room (H) icon to open a group chat.
- Drag-and-drop contacts into the group chat, or copy the invitation and invite contacts to join your room.
- Integrate Nextiva Conference Bridge with your room so participants outside the Nextiva network can join the call. *Requires additional set up by Nextiva Support

- Click the Call icon to join the bridge.
- Click the Video Call icon to start a video conference.
- Click the Call from Phone icon to join the bridge from your physical phone.
- Click the Start Sharing icon to share your screen.
- Click the Info icon to quickly invite guests via email.