



Nextiva Drive™ Software Clients

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Nextiva Drive Software Clients

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Section One – Nextiva Drive Desktop Clients Overview

The Nextiva Drive desktop clients are available for download from the Nextiva Drive Web Portal. These programs are supported on the following operating systems:

- Microsoft Windows® 7 (32-bit and 64-bit)
- Microsoft Windows® 8 (32-bit and 64-bit)
- Microsoft Windows® 10 (32-bit and 64-bit)
- Mac OS X® v10.10 (Yosemite) and newer

Nextiva Online Backup Installation

Nextiva Online Backup client is used to schedule and manage your computer backups and upload them to your Nextiva Drive account. To install, download the version appropriate for your operating system and run the executable file to begin the installation process. Follow the prompts on the screen to install the program on your system (administrator privileges may be required) and select the check box to “Launch the program,” and then select **Finish**.

Nextiva Online Backup Setup

When the program initially launches, the setup process will automatically begin, and you will be asked for your Nextiva Drive login credentials. The next screen asks you to enter a name for the backup, which must be different from the backup names of any other computers on your account (Figure 1-1).

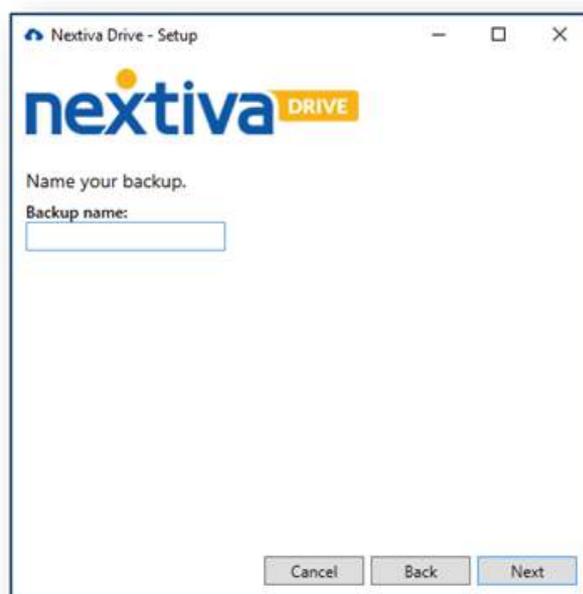


Figure 1-1: Backup Name

Select the files and folders you wish to backup. If you select the **Advanced View**, this shows the complete directory structure for the entire computer (Figure 1-2).

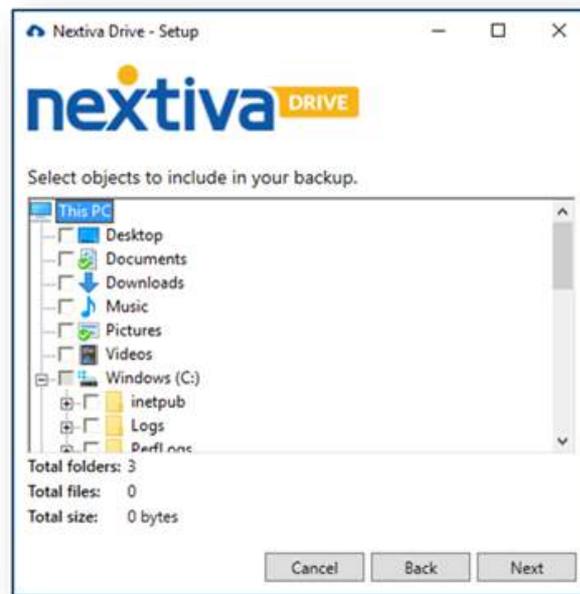


Figure 1-2: Advanced View

The installation and setup process is complete, you can start the initial backup by selecting **Start backup** (Figure 1-3). We recommend running the initial backup during off hours or weekends as the initial backup can take several hours to complete.

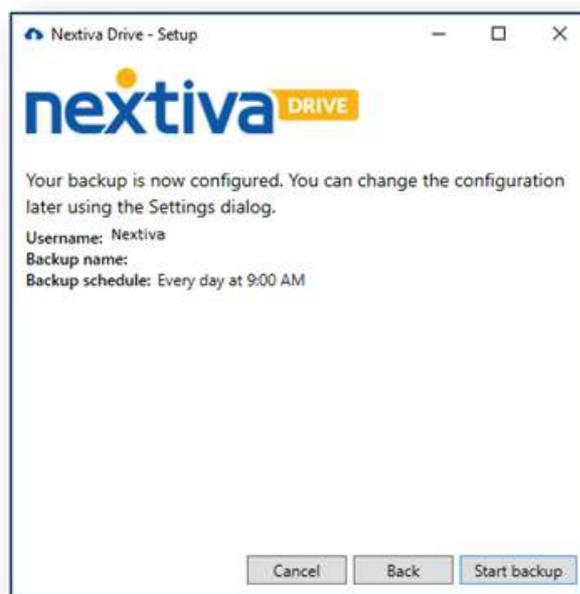


Figure 1-3: Start Backup

Nextiva Online Backup Usage

You can open the Nextiva Online Backup client by double-clicking the Nextiva Drive shortcut on your desktop or in the system tray. Right-clicking on the system tray icon also allows quick access to start or pause backups, as well as open or exit the program (Figure 1-4).

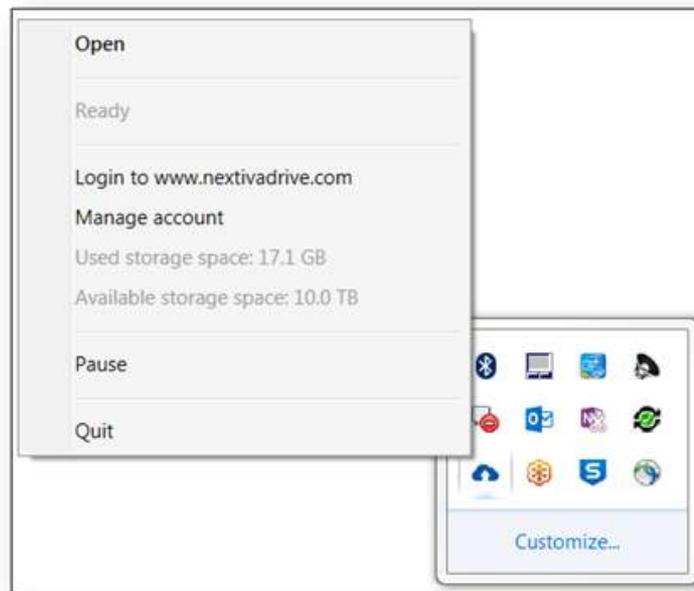


Figure 1-4: Nextiva Drive System Tray Icon

The main screen shows the progress of the current backup and the next scheduled backup. You can instantly start a backup by selecting **Backup Now**. At the bottom of the screen, you will also see Settings, Download backup and Event lists (Figure 1-5).

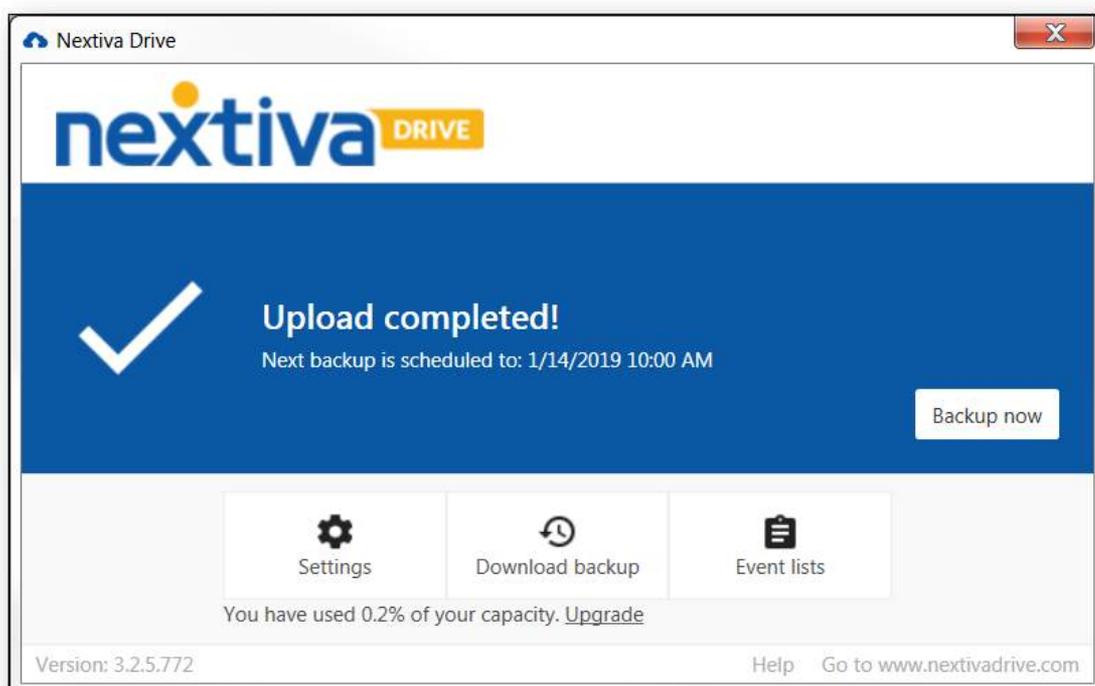


Figure 1-5: Nextiva Online Backup Client

Under **Settings**, you will see the following options at the top of the screen (Figure 1-6):

- The **Backup** tab is where you can edit which files and folders to include or exclude in your backup.
- The **Schedule** tab is where you can configure your backup schedule for automatic backups.
- The **General** tab is where you can edit your software preferences.
- The **Account** tab is where you can link/unlink your Nextiva Drive account from the device.
- The **Proxy** tab is where you can configure a proxy server, otherwise it is automatically set to Auto Detect by default.

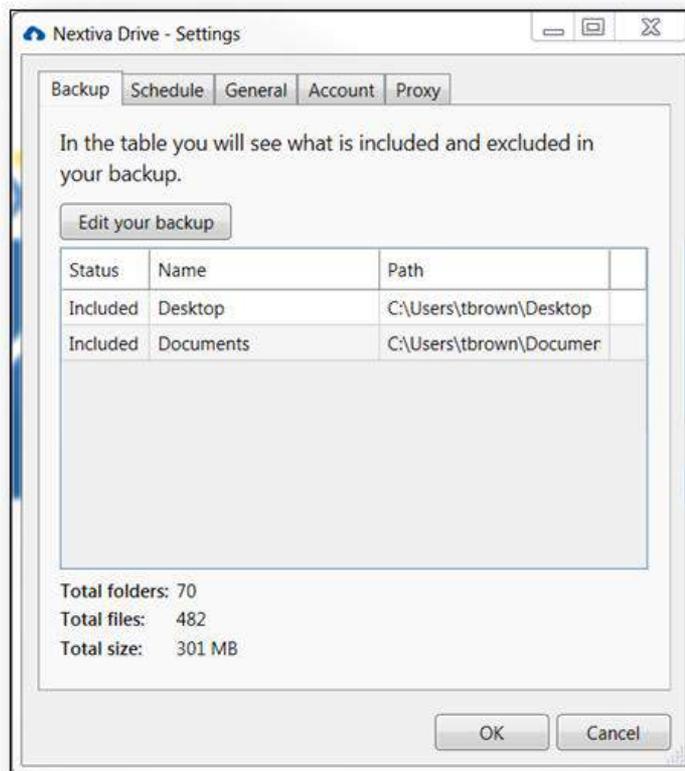


Figure 1-6: Settings

Under **Download backup**, you can restore and download a previous backup from the cloud.

Under **Event lists**, you can view the history of all successful and failed uploads, recent files that have been removed or excluded from your backup, and files currently in queue to be backed up (Figure 1-7).

| Status | Name | Path | Time |
|----------|---------------------------|---|------|
| Uploaded | SIL Open Font License.txt | C:\Users\tbrown\Pictures\Lato-TTF\SIL Op | 2/20 |
| Uploaded | Lato-ThinItalic.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-TI | 2/20 |
| Uploaded | Lato-Thin.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-TI | 2/20 |
| Uploaded | Lato-SemiboldItalic.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-Si | 2/20 |
| Uploaded | Lato-Semibold.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-Si | 2/20 |
| Uploaded | Lato-Regular.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-R | 2/20 |
| Uploaded | Lato-MediumItalic.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-Mi | 2/20 |
| Uploaded | Lato-Medium.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-M | 2/20 |
| Uploaded | Lato-LightItalic.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-Li | 2/20 |
| Uploaded | Lato-Light.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-Li | 2/20 |
| Uploaded | Lato-Italic.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-It | 2/20 |
| Uploaded | Lato-HeavyItalic.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-Hi | 2/20 |
| Uploaded | Lato-Heavy.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-H | 2/20 |
| Uploaded | Lato-HairlineItalic.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-Hi | 2/20 |
| Uploaded | Lato-Hairline.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-H | 2/20 |
| Unloaded | Lato-BoldItalic.ttf | C:\Users\tbrown\Pictures\Lato-TTF\Lato-Bi | 2/20 |

Figure 1-7: Events List

Nextiva Sync Client Installation

The Nextiva Sync desktop client is used to instantly update your selected files across all of your devices. Once installed, you will see two folders installed on your computer. My files is used to sync all selected files and folders to the cloud. Common Files or Team Files is used to sync all selected files and folders with multiple users or groups.

To install, download the version appropriate for your operating system and run the executable file to begin the installation process. Follow the prompts on the screen and select **Launch** when installation is complete (Figure 1-8).

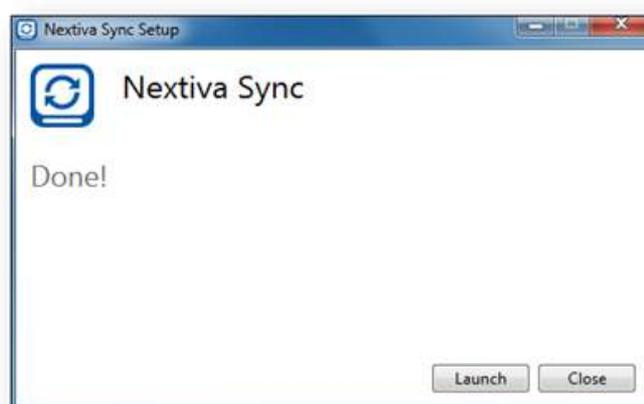


Figure 1-8: Launch Nextiva Sync

Nextiva Sync Client Setup

The Sync client installer will automatically start the setup process once installation is complete. You will be prompted to enter your login credentials and verify your computer name (Figure 1-9). Clicking the “Next” button completes the setup and starts the Nextiva Sync Tour.

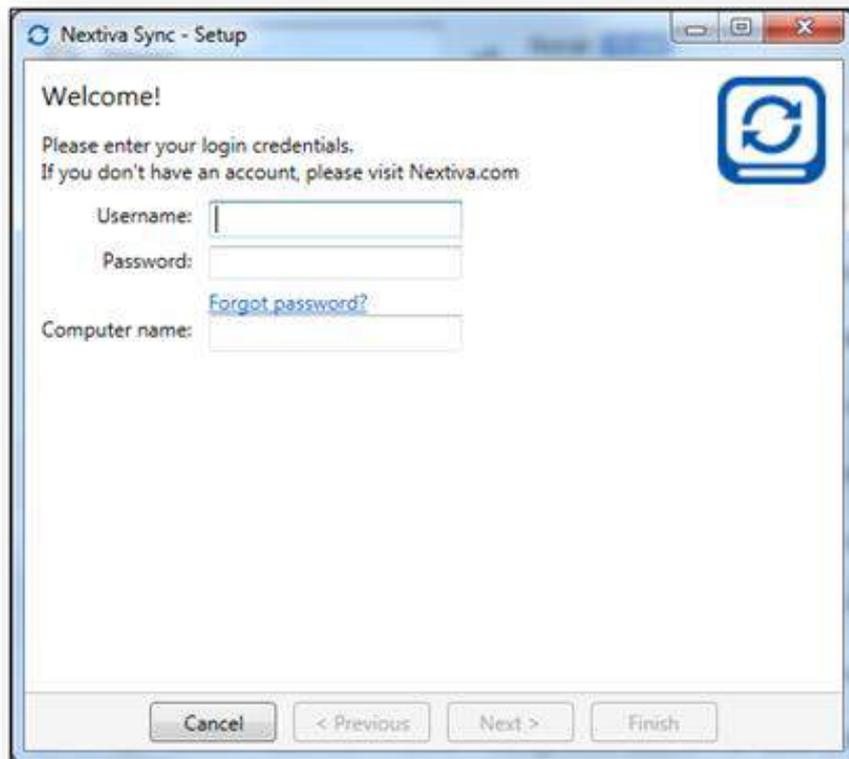


Figure 1-9: Nextiva Sync Setup

Select **Finish** to complete the installation and start a tour of Nextiva Sync. The Nextiva Sync folder opens automatically once you leave the tour (Figure 1-10).



Figure 1-5: Nextiva Sync Folders

Nextiva Sync Client Usage

You can open the Nextiva Sync client by double-clicking the Nextiva Sync shortcut on your desktop or in the system tray. Right-clicking on the Nextiva Sync system tray icon gives you access to some additional options, such as Pause/Resume sync, Activity Log, Settings and the Nextiva Drive web portal (Figure 1-10).

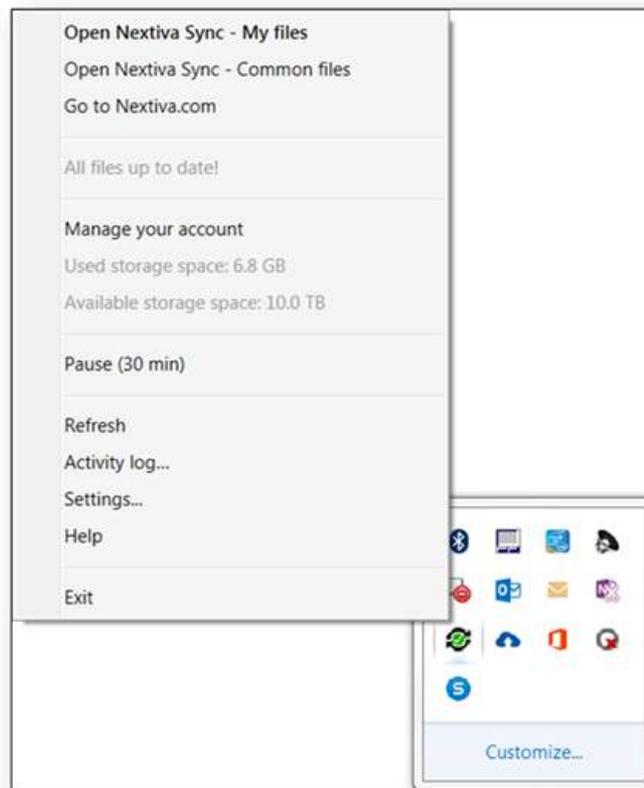


Figure 1-10: Nextiva Sync System Tray Icon

Under **Settings**, you will see the following options at the top of the screen (Figure 1-11):

- The **General** tab in Nextiva Sync settings, where you can adjust program notifications and start up preferences.
- The **Account** tab is where you can “Unlink this computer” from your Nextiva Drive account. You can also change the Nextiva Sync location and “Allow Quick Login” so the program automatically starts Syncing when your computer starts.
- The **Proxy** tab is where you can configure a proxy server, otherwise it is automatically set to Auto Detect by default.
- The **Activity Log** views the most recent files being synched to Nextiva Drive.

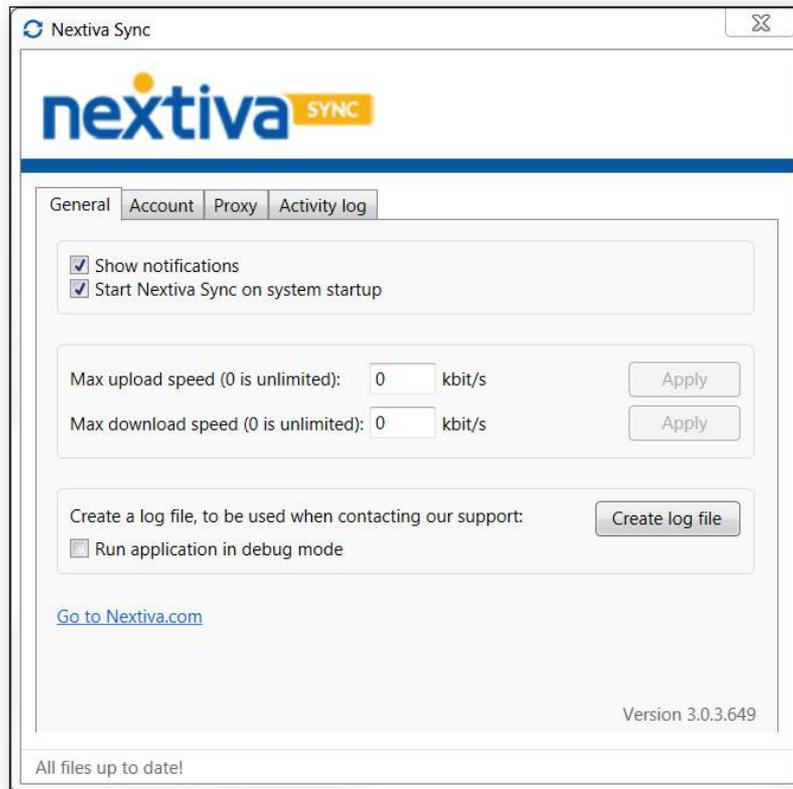


Figure 1-11: Nextiva Sync Settings

Section Two - Nextiva Drive Mobile Client

The Nextiva Drive mobile client, also called the Nextiva Drive App, is available for download from the following mobile app stores:

- Google Play™ Store
- Apple® App store

Nextiva Drive App is supported on the following mobile operating systems:

- iPhone App (Apple iOS 8, 9, 10, 11)
- iPad App (Apple iOS 7, 8, 9, 10)
- Android App (Android 5.x, 6.x, 7.x, 8.x)

Nextiva Drive Mobile App Setup

Once installed, log in to your Nextiva Drive account (Figure 2-1).

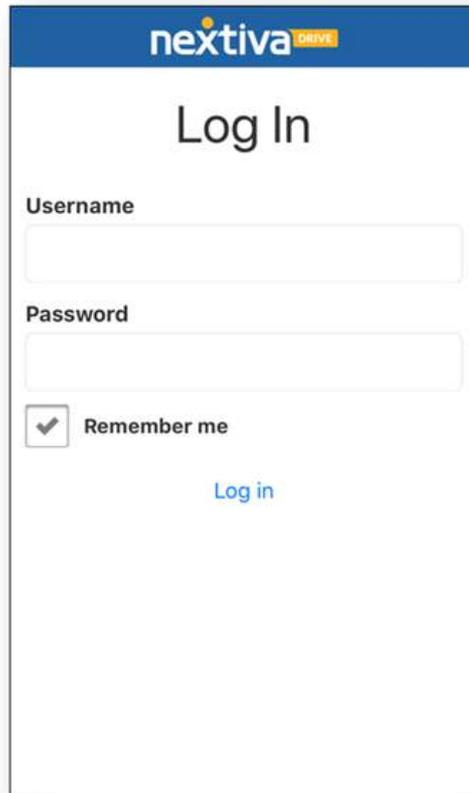


Figure 2-1: Nextiva Drive App Log In

After logging in, select your backup preferences to complete the client set up (Figure 2-2). **Auto-Upload** automatically backs up all new photos and videos. If enabled, you must choose “Wi-Fi only” or “Data plan/Wi-Fi” for your upload option. You must also choose if you would like to backup all photos and videos or only new photos and videos.

NOTE: Choosing Data plan/Wifi option will utilize your mobile data plan for uploads, which could lead to data overages and fees with your mobile provider.

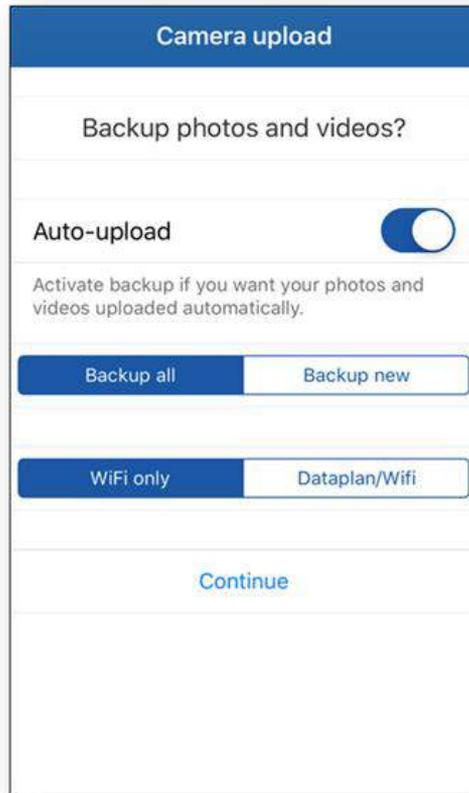


Figure 2-2: Camera Upload

Once completed, you can start using Nextiva Drive via Nextiva Mobile App (Figure 2-3).



Figure 2-3: Start Using Nextiva Drive

Nextiva Drive Mobile Client Usage

Once you have installed and set up the Nextiva Drive App, you will see the following buttons at the bottom of the main screen, **Nextiva Drive**, **Upload** and **Settings** (Figure 2-4).

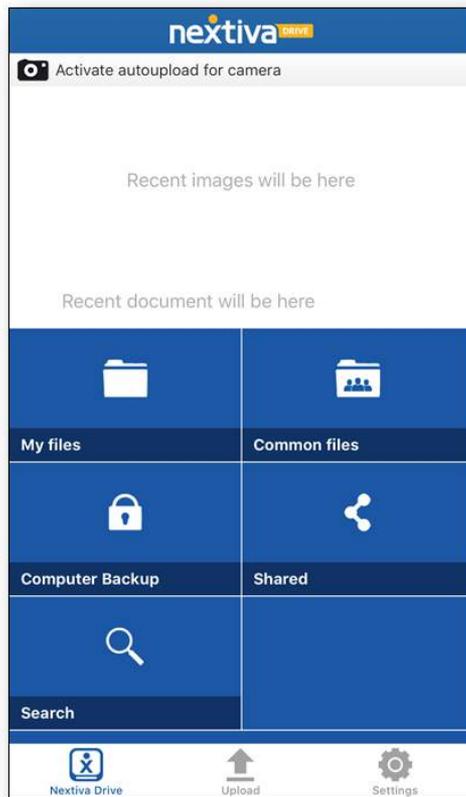


Figure 2-4: Nextiva Drive App Main Screen

Nextiva Drive

The Nextiva Drive mobile app's main screen displays five primary buttons, as well as most recent media and document upload.

- **My Files:** Shows all of the files and folders in your Nextiva Drive account. When viewing a file, a menu bar will appear at the bottom of the screen. This menu bar has four buttons, **Share** , **Download** , and **Delete** .
- **Common Files:** Shows all common files and folders in your Nextiva Drive account.
- **Computer Backup:** Shows all files backed up from your computer.
- **Shared:** Shows all files that have been shared. When viewing a file, click the **Share** button on the bottom menu bar. From here you have the option to password protect the file, otherwise click **Done** and a window will pop up with the options to share via text, email or social media.
- **Search:** Allows you to search for a specific folder or file stored in your Nextiva Drive account.

Upload

Use the Upload button to manually upload media directly from your mobile phone (Figure 2-5). After selecting the media you would like to upload, you are required to choose an upload destination, such as **My Files** or **Common Files**. You can also create new folders by selecting **Create folder** after selecting the destination folder

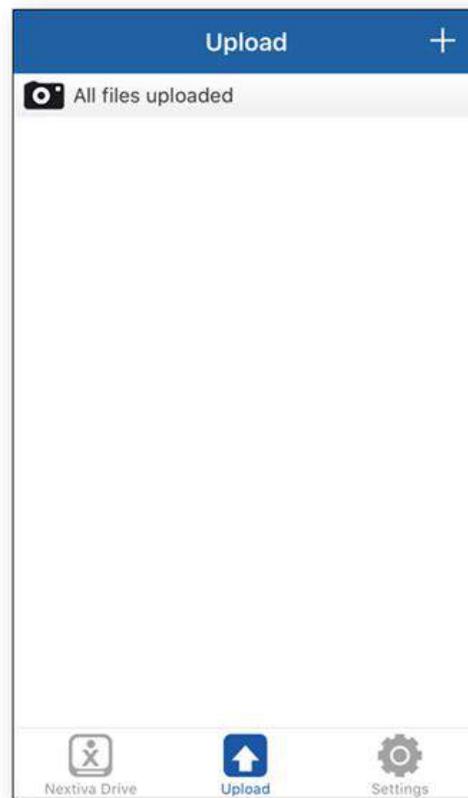


Figure 2-5: Upload

Settings

The Settings button allows you to view your **Username** and **storage**, manage **Auto-upload** options, as well as change how you would like to view files and folders, between list or grid view (Figure 2-6).

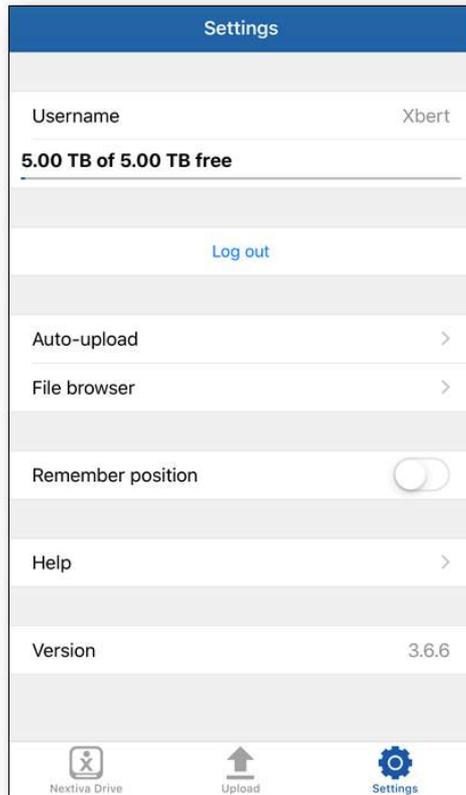


Figure 2-6: Nextiva Drive App Settings