



Business Communication Suite

User Guide

VERSION 2.1

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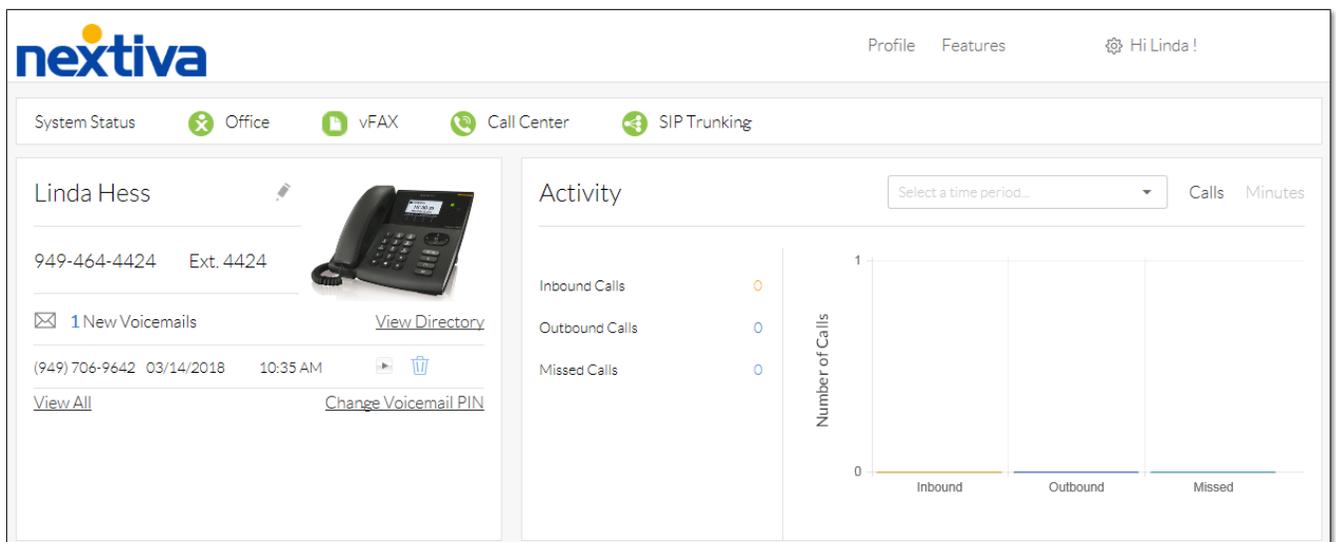
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Nextiva Voice User Portal

The Nextiva Voice User Portal is a web-based application for managing Nextiva call features and settings, such as call forwarding, voicemail, call logs, and more.

Logging In

Visit www.nextiva.com, click **Client Login** at the top, and enter the User-level credentials. The Nextiva Voice User Dashboard displays high-level call statistics and gives Users access to their Profile and Features.



Nextiva Voice User Dashboard

Profile Tile

The **Profile** tile displays the User's phone number and extension, most recent voicemails, which Users can listen to and delete directly from the portal, and the device assigned to the User. Additionally, Users can view a pop-out table of the company directory, as well as change their voicemail PIN straight from the dashboard.

Activity Tile

The **Activity** tile displays a bar graph of the User's call history. This includes the total number of inbound, outbound, and missed calls. Users can filter and view results from today, yesterday, the last 7 days, this month, and the last 30 days. Additionally, Users can see the number of inbound minutes or outbound minutes used during the same time periods.

My Active Features

Users can enable and set up their own Nextiva calling features. All active features are added to the **My active features** tile, with a **Pencil** icon to the right for easy updating.

- Available Features
- Alternate Number
- Busy Lamp Field
- Call Forward Always
- Call Forward Selective
- Call Forward When Busy
- Call Forward When Unanswered
- Call Forward When Unreachable
- Call Recording*
- Call Notify
- Custom Ringback
- Do Not Disturb
- Nextiva Anywhere*
- Pre-alerting Announcement*
- Privacy Settings
- Push to Talk
- Remote Office*
- Selective Call Acceptance
- Selective Call Rejection
- Sequential Ring
- Shared Call Appearance
- Simultaneous Ring
- Speed Dial
- Voicemail to Email

* Requires an additional license.

Call History

The User Portal also displays the recent call history. Users can track individual total calls, inbound, outbound, and missed calls from today, yesterday, the last 7 days, this month, and the last 30 days. It also shows details on the caller and receiver, the date and time, and the total duration of the call.

System Status

Users can view the status of Nextiva's system at the top of the dashboard and click on any status icon to be directed to status.nextiva.com for more detailed status information. After accessing the status page, Users can subscribe to email or SMS text updates.



System Status

Voicemail

The Voicemail portal allows Users to access their voicemail and create a personalized greeting that callers will hear before leaving a message.

Setting Up Voicemail

1. Dial ***86** from a Nextiva phone. Enter the PIN. For the first-time voicemail setup, the default PIN is **0000#**.
2. Enter a new personalized 4-digit PIN and record the user's name, then press **pound (#)** to access the voicemail portal and record a personalized greeting.
3. Select **Option 3** to record the User's **Mailbox No Answer Greeting**.
4. Press **1** and record the message, then press **#**.

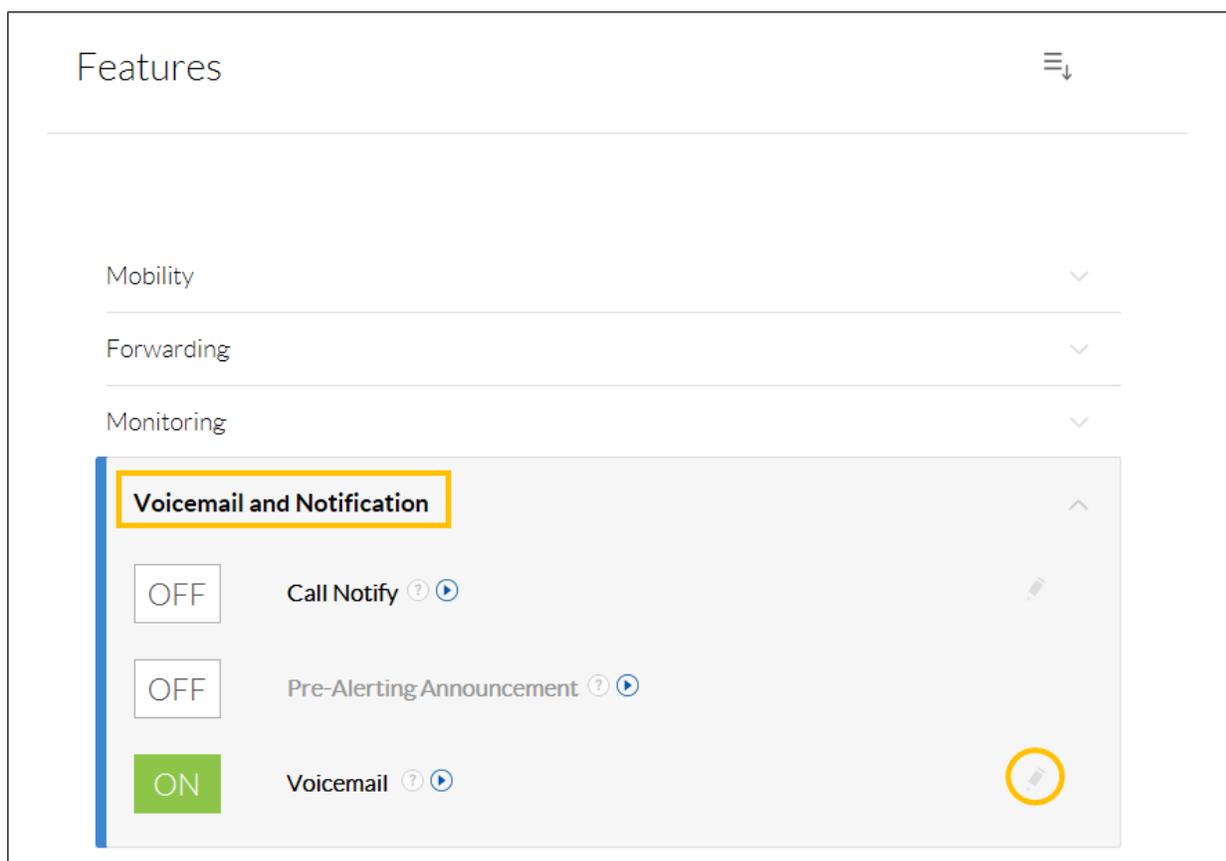
Accessing Voicemail

1. Dial ***86** from a Nextiva phone.
2. Enter the PIN, then press **1** to listen to new or saved messages.

Voicemail to Email

When a User receives a new Voicemail, they have the option of being notified via email. They also have the option of having the Voicemail message attached to the email as a **.wav** file. These options can be activated from the Nextiva Voice Portal.

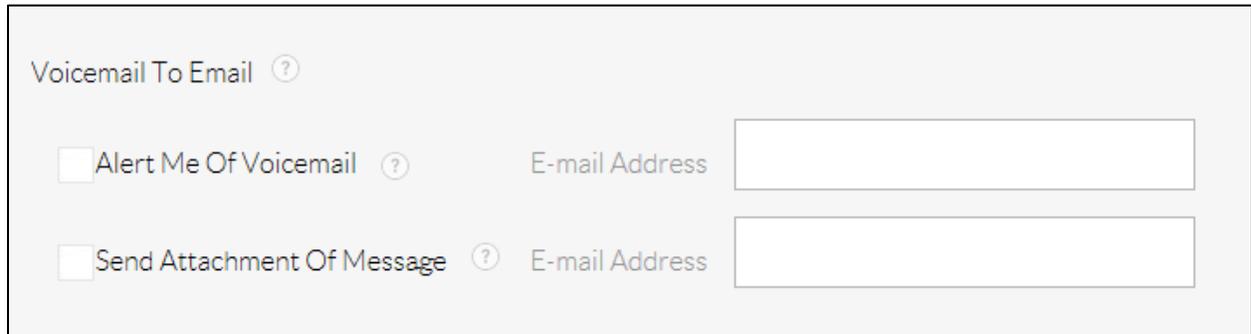
1. Visit www.nextiva.com, click **Client Login** and enter the User-level credentials
2. From the Nextiva Voice User Dashboard, click **Features** at the top.
3. Scroll down and click **Voicemail and Notification** to expand the section, then click the **Pencil** icon.



Voicemail and Notification

4. Under **Voicemail To Email**, select the desired checkbox(es) and enter the email address next to the following options:
 - **Alert Me Of Voicemail:** Sends an email notification about a new voicemail to the User, but does not send the message itself. Users will need to call their Nextiva voicemail box to listen to the messages.

- **Send Attachment Of Message (Recommended):** Sends an email notification about a new voicemail to the User with the voicemail message attached as a .wav file. A copy of the message will remain on Nextiva's servers so the User can also listen to it from the Nextiva voicemail box.



The screenshot shows a configuration panel titled "Voicemail To Email" with a help icon. It contains two rows of settings. The first row has a checkbox for "Alert Me Of Voicemail" with a help icon, followed by the label "E-mail Address" and an empty text input field. The second row has a checkbox for "Send Attachment Of Message" with a help icon, followed by the label "E-mail Address" and another empty text input field.

Voicemail to Email

5. Click **Save**.

Voicemail to Text

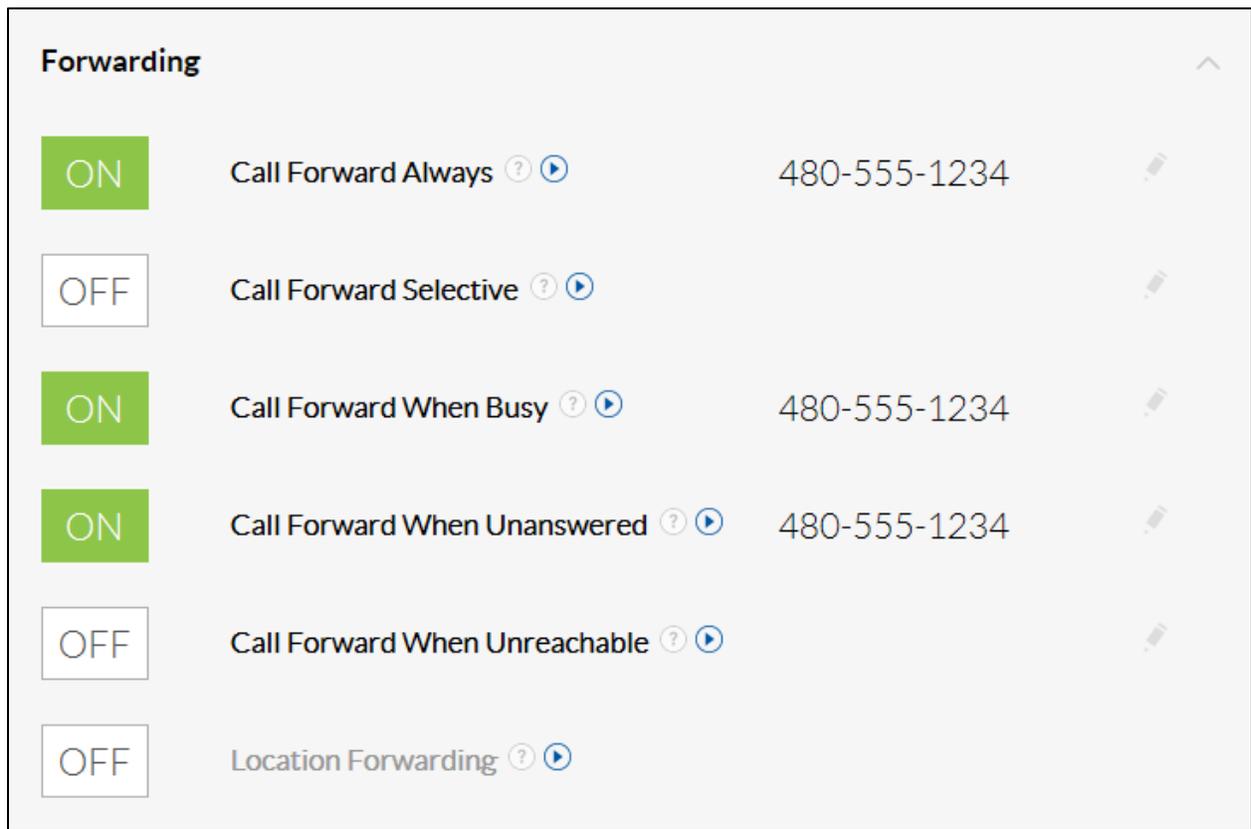
Nextiva offers a Voicemail to Text service that transcribes incoming voicemail messages and texts them to a mobile phone number. Voicemail to Text initially requires the assistance of a Nextiva Support team member. Please contact our Amazing Service Team at support@nextiva.com for assistance.

Call Forwarding

Call Forwarding redirects incoming calls to another number, providing the flexibility to receive calls anywhere. With Call Forwarding, Users can specify which calls to forward, when they need to be forwarded, and where to forward them.

Setting Up Call Forwarding

1. Visit www.nextiva.com, click **Client Login** at the top, and enter the User-level credentials.
2. From the Nextiva Voice User Dashboard, select **Features** at the top.
3. Scroll down and click **Forwarding** to expand the section.
4. Click the **Pencil** icon to the right of the desired option to configure any of the following features:



Feature	Status	Configuration	Action
Call Forward Always	ON	480-555-1234	✎
Call Forward Selective	OFF		✎
Call Forward When Busy	ON	480-555-1234	✎
Call Forward When Unanswered	ON	480-555-1234	✎
Call Forward When Unreachable	OFF		✎
Location Forwarding	OFF		

Call Forwarding Features

Call Forward Always

Call Forward Always automatically forwards all incoming calls to a specified phone number. For example, when a User is out of the office or goes on vacation and would still like to receive all phone calls, Call Forward Always will forward calls to the desired phone number until the feature is disabled.

Call Forward Selective

Call Forward Selective forwards specific incoming calls to another phone number based on predetermined conditions. This feature is excellent for Users who want certain calls to route to a particular number. Additionally, Call Forward Selective allows Users to set up forwarding based on predetermined holidays and events, giving them the flexibility to forward calls on a schedule they choose.

Call Forward When Busy

Use Call Forward When Busy to forward all incoming calls to a specified phone number when Users are on a call and Call Waiting is disabled, or when the User's phone is set to Do Not Disturb. Call Forward When Busy allows incoming calls to reach someone else, or be forwarded to a different voicemail, where messages can be retrieved at a more convenient time or by another team member.

Call Forward When Unanswered

Call Forward When Unanswered forwards all incoming calls to a specified phone number if they are not answered within a specific number of rings. This is a great feature if the User prefers calls to be answered by a receptionist, assistant, or co-worker, rather than go straight to voicemail. When the specified number of rings is met, Nextiva automatically forwards the incoming call to another phone number or extension. Only unanswered calls are forwarded when Call Forward When Unanswered is activated.

Call Forward When Unreachable

Call Forward When Unreachable forwards incoming calls to a specified phone number or extension when the phone is offline. This typically happens when the Internet becomes unavailable or when the power goes out.

Selective Call Rejection

Selective Call Rejection blocks calls based on pre-defined criteria and plays the following message to the caller, "The party that you are trying to reach is not accepting calls at this time." Block calls by phone number, time of day, holiday, or any combination of these.

Setting Up Selective Call Rejection

1. Visit www.nextiva.com, click **Client Login** at the top, and enter the User-level credentials.
2. From the Nextiva Voice User Dashboard, select **Features** at the top.
3. Scroll down and click **Voicemail and Notification** to expand the section, then click the **Pencil** icon.
4. Scroll down and click **Routing** to expand the section, then click the **Pencil** icon to the right of **Selective Call Rejection**.
5. Click the **Plus (+)** icon to open the criteria menu.

OFF **Selective Call Rejection** ? ▶

Pre-define criteria to reject calls from specific numbers.

Active	Description	Reject?	Schedule	Calls From	Edit
					+

* Description

Don't Reject

Regular Schedule ?

Holiday Schedule ?

Any Phone Number Forwarded

Following Phone Numbers

Selective Call Rejection

6. Complete the following fields:

- **Description:** A descriptive name for the criteria being entered. For example, enter “After Hours” as the description for rejecting calls after business hours.
- **Don't Reject:** Controls whether calls will be rejected or not rejected when the designated criteria below are met.
- **Regular Schedule:** The routine schedule that will be used to reject or allow calls.
- **Holiday Schedule:** The holiday schedule that will be used to reject or allow calls.
- **Any Phone Number:** Controls whether calls from all phone numbers should be rejected or allowed.
- **Forwarded:** Controls whether calls that meet the specified criteria should be forwarded to a specified number, rather than be rejected.
- **Following Phone Numbers:** Controls which specific numbers should be rejected or not rejected. When this option is selected, the following fields will appear:
 - **Any Private Number:** Controls whether calls from private numbers are rejected or allowed.
 - **Any Unavailable Number:** Controls whether calls from unavailable numbers are rejected or allowed.
 - **Text Box:** Enter a specific number to be rejected or allowed. Click the **Plus (+)** icon to the right of the text box to add more numbers.

7. Click **Save Criteria**, then click to toggle the **ON/OFF** switch to turn the feature **ON** (green).

Busy Lamp Field (BLF)

Busy Lamp Field (BLF) allows a User to monitor whether or not other Users are on their phones. This feature is commonly used by administrative assistants for smooth call transfers and by call center managers to assist in monitoring their employees. Busy Lamp Field can be set up in the Nextiva Voice Portal by both Users and Administrators, and can easily be changed to monitor different Users. Once Busy Lamp Field has been configured, line keys on the phone display the names of the selected Users, and the line key will light up to show when those Users are on a call.

Setting Up Busy Lamp Field

1. Visit www.nextiva.com, click **Client Login** at the top, and enter the User-level credentials.
2. From the Nextiva Voice User Dashboard, select **Features** at the top.
3. Scroll down and click **Monitoring** to expand the section.
4. Click the **Pencil** icon to the right of **Busy Lamp Field**.
5. Click the **Plus (+)** icon next to the User in the **Available Users** table to move the User to the **Monitored Users** table. Repeat to add more Users, then click **Save**

NOTE: To filter the list of available Users, use the **Filter available users** field, then click **Filter**.

ON Busy Lamp Field ? ⓘ

See/monitor the phone use of another user. Often used by administrative assistants for ease of call transfer, and by call center managers to assist in monitoring their employees. The BLF appears as a person's name or extension on your phone. When they place a call, an amber light illuminates next to that person's name/extension, letting you know that their line is busy.

List URI: ⓘ
charlie.brown.testing_blf@prod.voipdnsservers.com

Enable Call Park Notification ⓘ

Filter available users

First name Filter

Available Users ⓘ Monitored Users ⓘ

All	+	
HunterSmith	+	
TristanTaylor	+	
KeeganMartinez	+	
CharlieMunby	+	

All	-
-----	---

Important note:
The maximum number of monitored users is 50. You currently have 14/50 monitored users assigned.

Cancel Save

Busy Lamp Field

The list of Users should appear on the device of the User. If this does not happen automatically, reboot the device.

Barge-In

With the Barge-In feature, Users can dial a Feature Access Code to answer a call intended for another User or barge in on an active call. Barge-In can be used across locations.

Using Barge-In

1. Dial ***33**. A stutter dial tone will play to indicate that the system recognizes the access code.
2. Enter the Users phone number or extension to create a three-way call among all parties.

Feature Access Codes

Feature access codes are star commands that Users can enter through the assigned device to activate or deactivate feature settings. These codes are the same for all device models and manufacturers.

- *50 - Push to Talk (intercom)
- *72 - Call Forward Always - Activate
- *73 - Call Forward Always - Deactivate
- *78 - Do Not Disturb - Activate
- *79 - Do Not Disturb - Deactivate
- *86 - Retrieve Voicemail

Additional Business Communication Features

Also included in the Business Communication Suite is the Nextiva App (for Windows, Mac, Android, and iOS), which features many capabilities, such as:

- Team Presence
- Text Messaging
- Group Chat
- Desktop Screen Sharing

For more information on these features, please see the Nextiva App User Guides and related documentation.

The Business Communication Enterprise Suite also includes Advanced Call Management features, such as:

- Remote Office
- Nextiva Anywhere
- Sequential Ring
- Simultaneous Ring

For more information on these features, please see the Advanced Call Management User Guide and related documentation.

Video Tutorials & Additional Information

For quick references and video tutorials, visit www.nextiva.com/support.

For additional assistance, contact a member of our Amazing Service Team at (800) 285-7995 or email support@nextiva.com.