The Nextiva Receptionist Dashboard is a web-based program offering full call control options that help front-house employees perform more efficiently than using a desk phone alone.

**A** To perform a Blind (unattended) transfer, drag and drop active calls to any Contact.

**B** Add custom **Speed Dials** for frequently contacted phone numbers or extensions. Click the **Pencil** icon in the upper-right corner of the window to add or delete Speed Dials.

**TIP:** Add Call Park and Call Retrieve star codes to quickly park and retrieve calls (e.g. *681000# to park calls on extension 1000, and *881000# to retrieve parked calls from extension 1000).

**C** View **Team Presence** to quickly see if a User is online, on a phone call, etc. Chat with any available Users that appear online.

**D** Subscribe to Users to view their Team Presence by clicking the **Subscribe** icon.

**E** Change the Team Presence status from the **My Availability** drop-down menu.

**F** Click **Settings** to enable drag and drop transfers, change time/date format, and enable/disable services like Do Not Disturb and Call Forwarding.
Conference Calls and Chat Using the Nextiva Receptionist Dashboard

A total of 6 participants can be joined to a conference call at one time.

1. While on an active call, enter a phone number or extension and click DIAL, or click a Contact and click Call.

2. When the third party answers, click CONF to bring all participants together, moving the conference call to the Conference Call pane.

A Click END to end the conference call, disconnecting all participants.

B Click HOLD to place the conference call on hold, leaving all external participants connected without hold music. Click ANS to rejoin the conference.

C Click LEAVE to disconnect the conference call with external participants still connected.

D Click HOLD to place a participant on hold while keeping the conference active with other participants. Click ANS to bring the participant back to the conference.

E Click END to disconnect a participant while keeping the conference active with other participants.

F In the Contacts pane, click the desired Contact and click CHAT. Type a message and press the Enter key.