



Business Communication Enterprise

Nextiva Voice

VERSION 4.2

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Product Summary

The Business Communication Enterprise Suite provides Nextiva customers with an array of communication features, including Business Phone Service, Fax, CRM, Chat, Surveys, Analytics, and much more.

This document will cover features related to the Business Phone Service, which include:

- Auto Attendant
- Call Groups
- Voicemail
- Voicemail to Email
- Voicemail to Text
- Music on Hold
- Call Forwarding
- Selective Call Rejection
- Shared Call Appearance
- Busy Lamp Field
- Group Paging
- Call Parking
- Call Recording
- Barge In
- Conference Bridge
- Call Me Now

Product Requirements

A Business Communication Suite Enterprise license is required to take advantage of features detailed in the sections below. If the features described in this User guide are not available to the User, they should reach out to their Administrator.

Business Phone Service Features Require:

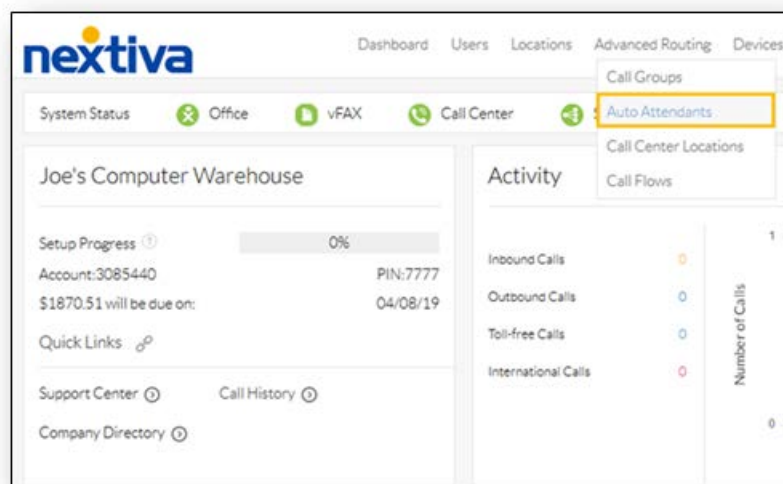
- An active Internet connection
- Access to a web browser such as Google Chrome, Internet Explorer, or Mozilla Firefox
- A Nextiva Business Communication Suite (Enterprise) account in an “active” status
- Access to the Nextiva Voice Portal for features configuration
- An Internet phone provisioned on the Nextiva network and/or the Nextiva App

Auto Attendants

An Auto Attendant allows incoming calls to be transferred automatically to the extension the caller chooses without the need for a physical receptionist. Auto Attendants are unlimited and included with service. They can be simple or complex (“for sales press 1, for support press 2,” etc.), as well as offer the ability to dial by extension or by name. Auto Attendants commonly offer the option for callers to reach the operator by pressing 0.

Setting Up an Auto Attendant

1. Visit www.nextiva.com, and click **Client Login** to log in to NextOS.
2. From the NextOS Home Page, select **Voice**.
3. From the Nextiva Voice Admin Dashboard, hover over **Advanced Routing > Auto Attendants**. The option to create or manage an Auto Attendant will display under the Auto Attendants section.



Auto Attendants

4. Click **Create Auto Attendant** and fill out the Auto Attendant Profile.
5. Click **Advanced Settings** to display the following information:
 - **Caller ID First and Last Name:** These values are displayed as the caller ID when a User sees an incoming call.
 - **Extension Dialing Scope:**
 - **Enterprise** allows extension dialing to the whole company.
 - **Location** limits the extensions that can be dialed to the location of the Auto Attendant.

- **Department** limits the extensions to the specific department.
 - **Time Zone:** The time zone for this **Auto Attendant**.
 - **Department:** The department for this **Auto Attendant**.
6. Click **Save**. The sections below will appear on the next screen. Click **Business Hours Menu** to expand the section.

The screenshot shows a configuration window titled "Main AA for Sales and Support". Inside, there is a section for "Auto Attendant Profile" with a collapse arrow. Below this section are several fields: "Auto Attendant Name" (Main AA for Sales and Support), "Location" (Default), "Regular Schedule" (Business Hours 8AM - 5PM), "Holiday Schedule" (American Holiday's), "Phone Number" (480-999-7037), and "Extension" (7037). A note states "Alternate numbers can be managed below in the call identification section." Below this is an "Advanced Settings" section with a collapse arrow. At the bottom right of the profile section are "Cancel" and "Save" buttons. Below the profile section are several expandable sections: "Business Hours Menu" (highlighted with a yellow border), "After Hours Menu", "Forwarding", and "Call Identification".

Auto Attendant Profile

The **Business Hour Menu** dictates what the business hours schedule is, what greeting to play, and what happens when a caller presses the corresponding number on their keypad. Callers can be connected to an extension, an external phone number, hear a recorded message, and more.

Business Hours Menu

Greeting
 Business Hours Menu.wav (Local) Allow extension dialing during greeting

[View Company Directory](#)

Key	Description	Connect to	Connection Data	
0	Operator	Transfer to ope	1001	—
1	Sales	Number/exten	5000	—
2	Support	Number/exten	5001	—
3	Warehouse Phone	Number/exten	18002857995	—
4	Dial an Extension	Extension diali		—
5	Dial a Name	Name dialing		—
6	Hours/Location Mess	Recorded mess	Hours and Location	—
7	Repeat Menu Options	Repeat menu		—
8	Disconnect	Disconnect me		—

After the greeting, callers will be transferred to the operator after 10 seconds of inactivity.

Cancel Save

Business Hours Menu

Below the **Business Hours Menu** section is the **After Hours Menu** section. This section dictates when the after-hours schedule is followed, what greetings to play, and what happens when a caller presses the corresponding number on their keypad. Callers can be connected to an extension, an external phone number, hear a recorded message, and more.

After Hours Menu

Greeting: After Hours Menu.wav (Location) Allow extension dialing during greeting

[View Company Directory](#)

Key	Description	Connect to	Connection Data
0	Operator	Transfer to ope	1001
1	After Hours Dispatch	Number/exten	18002957995
2	After Hours Voicemail	Voicemail box	

After this greeting, callers will be transferred to the operator after 10 seconds of inactivity.

Cancel Save

After Hours Menu

Below the **After Hours** section is the **Forwarding** section. The two forwarding options are **Call Forward Always** and **Call Forward Selective**. Call Forward Always automatically forwards every incoming call to a specified number. Call Forward Selective, automatically forwards incoming calls to specified numbers based on predefined criteria (specific phone numbers or schedules). For example, a User may want a call from a family member to only reach their desk phone, calls from a spouse to be redirected to their mobile during lunch hours, or calls from their manager to go to their mobile during their commute.

Forwarding

OFF **Call Forward Always** ⓘ

Automatically forward all your calls to a different phone number. When the system detects that you are receiving an incoming call, it sends that call to another phone that you have pre-selected.

Phone Number

OFF **Call Forward Selective** ⓘ

Automatically forward certain incoming calls (which you specify) to selected phone numbers when predetermined conditions are met. For example, you may want a call from a family member to only reach your home phone, calls from a spouse to be redirected to your mobile during lunch hours, or calls from your manager to go to your mobile during your commute.

Default Forward Number

Play ringback reminder when forwarded.

Active	Description	Forward to	Schedule	Calls From	Edit
+					

Forwarding Section

Below the **Forwarding** section is the **Call Identification** section. The Call Identification section is where customers can assign additional phone numbers or extensions to the Auto Attendant. Customers can also block the Auto Attendant display name from being shown to callers.

Call Identification

OFF **Alternate Numbers** ⓘ

OFF **Connected Line Identification Restriction** ⓘ

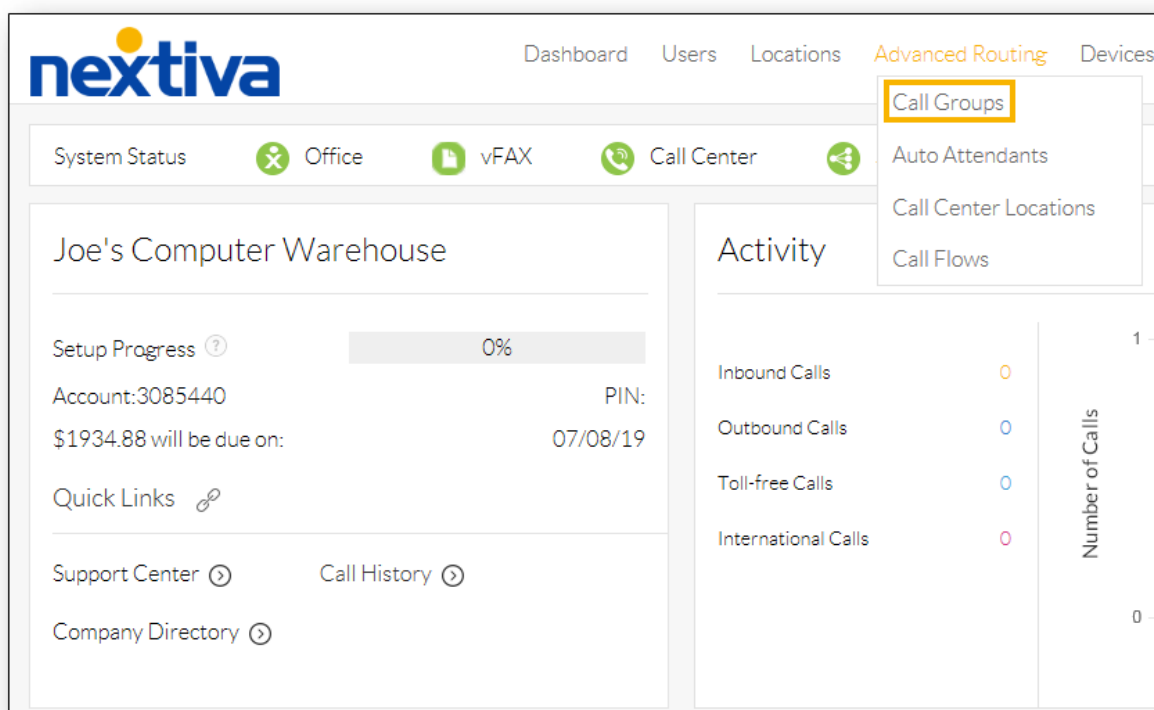
Call Identification Section

Call Groups

Call Groups (sometimes called Hunt or Ring Groups) distribute incoming calls that ring to a single number among a group of Users, attempting to "hunt" for an available User. Call Groups can ring all phones at the same time or in a specific order. If no one is available to take the call, callers can be routed to a specific voice mailbox just for this Call Group.

Setting Up Call Groups

1. Visit www.nextiva.com, and click **Client Login** to log in to NextOS.
2. From the NextOS Home Page, select **Voice**.
3. From the Nextiva Voice Admin Dashboard, hover over **Advanced Routing** > **Call Groups**.



Call Groups Option

4. Click **Create Call Groups** on the side panel.
5. Complete the fields on the Call Group profile screen, as indicated below:
 - **Call Group Name:** Descriptive name for the Call Group.

- **Location:** Location that the Call Group belongs to.
- **Caller ID First Name and Caller ID Last Name:** Caller ID that will show on the Users' phones when a call comes in through the Call Group.
- **Phone Number:** (Optional) Phone number that rings directly to the Call Group.
- **Extension:** (Required) Extension number of the Call Group.
- **Call Distribution Policy:** The ring pattern of the Call Group. Options include:
 - **Circular:** Rings one phone at a time in a looping order, i.e., User A at the top of the list moves to the bottom after taking a call (A-B-C-D, then B-C-D-A, and so on).
 - **Regular:** Rings one phone at a time in a set order (A-B-C-D, then A-B-C-D again when the next call comes in).
 - **Simultaneous:** Rings every phone in the Call Group at the same time.
 - **Uniform:** Rings the User who has been idle the longest.
 - **Weighted:** Rings Users based on a predetermined percentage for each User.

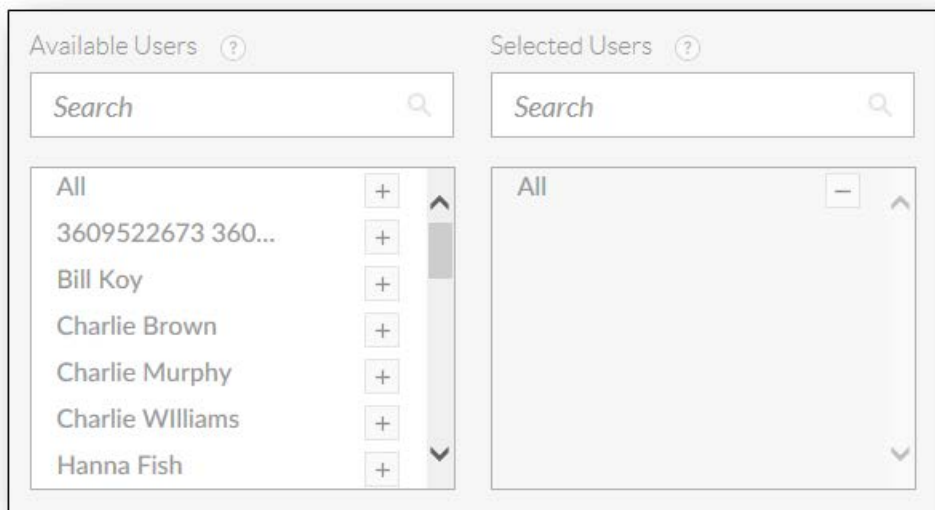
Call Group Profile ^

Call groups allow you to distribute incoming calls that ring to a single number among a group of users or agents, attempting to "hunt" for an available user. It can be set up to ring all phones at the same time or in a specific order.

<p>* Call Group Name</p> <input style="width: 90%;" type="text" value="Main Call Group"/>	<p>* Location</p> <input style="width: 90%;" type="text" value="Default"/>
<p>* Caller ID First Name ?</p> <input style="width: 90%;" type="text" value="Main"/>	<p>* Caller ID Last Name ?</p> <input style="width: 90%;" type="text" value="Call Group"/>
<p>Phone Number</p> <input style="width: 90%;" type="text" value="844-537-6754"/>	<p>Extension</p> <input style="width: 90%;" type="text" value="6754"/>
<p>Call Distribution Policy ?</p> <input style="width: 90%;" type="text" value="Simultaneous"/>	

Call Group Profile

6. Select Users from the **Available Users** list to assign to the Call Group by clicking the **Plus (+)** icon corresponding to each User, or by clicking the **Plus (+)** icon next to **All** to assign all available Users to the Call Group.



Available Users

7. Click **Advanced Settings** to complete the following fields:
- **Busy Options:**
 - **Allow call waiting:** Allows Users to take more than one call at a time through the Call Group.
 - **Allow members to control group busy:** Allows Users to enable/disable call forwarding via feature access codes (#51 and #52).
 - **Enable group busy:** Enables call forwarding for the Call Group.
 - **Apply group busy when call ends:** Enables Call Group Busy when a call ends.
 - **Time Zone:** Time zone of the Call Group.
 - **Department:** The Department associated with the Call Group.
 - **Incoming Calls:**
 - **Skip to next agent after X rings:** Total rings a User has to answer the call before the call routes to the next User. This setting does not apply if Simultaneous Ring is in use or if only one User is assigned to the Call Group.
 - **Forward call after X seconds, and forward to:** Total time the call rings the Call Group. This is typically used to send calls to voicemail after a certain number of seconds (one ring is approximately 3 seconds), but it can also be used to forward calls to an Auto Attendant or an external number. For voicemail, enter *55 followed by the voicemail extension.

- **Not Reachable:**
 - **Enable call forwarding when not reachable, and forward to:** Forwards calls to voicemail, an Auto Attendant, or an external number if all phones in the Call Group are offline (not registered). For voicemail, enter *55 followed by the voicemail extension.
 - **Make call group busy when all available agents are not reachable:** Forwards the call to the Call Group voicemail if all phones in the Call Group are offline (not registered).
- **Display On Incoming Calls:** This is what will be displayed on the caller ID when the User receives an incoming call from the Call Group.
 - **Group Caller ID:** Displays the Call Group caller ID, the first/last name of the caller, and their phone number.
 - **Caller ID:** Displays the caller's name and number only.

Advanced Settings ^

Busy Options

Time Zone **Department (optional)**

Incoming Calls

Skip to next agent after rings ⓘ

Forward call after second(s) ⓘ, and forward to:

Not Reachable ⓘ

Enable call forwarding when not reachable, and forward to:

Make call group busy when all available agents are not reachable.

Display On Incoming Calls ⓘ

Call Group Name & Caller ID Caller ID Only

Call Group: Advanced Settings

8. Click **Save**.

Voicemail

The Voicemail portal allows Users to:

- Record voicemail greetings for callers to hear before leaving a message
- Listen to voicemail messages
- Record audio greetings for Auto Attendants and Call Groups

Setting Up Voicemail

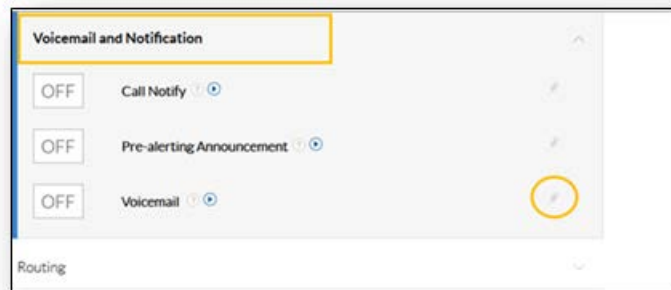
- For a User, dial ***86** from a Nextiva phone
 - For Auto Attendants or Call Groups, dial **9999** from a Nextiva phone
1. Enter the PIN. If it is the first time setting up voicemail, the default PIN is **0000#**.

NOTE: If dialed **9999#**, enter the extension of the Auto Attendant or Call Group, then enter the default pin of **0000#**.
 2. Enter a new personalized 4-digit PIN and record your 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 your message, then press **#** when finished recording greeting.

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 (.wav). These options can be activated from the Nextiva Voice Portal.

1. Visit www.nextiva.com, and click **Client Login** to log in to NextOS.
2. From the NextOS Home Page, select **Voice**.
3. From the Nextiva Voice Admin Dashboard, hover over **Users > Manage Users**.
4. Hover over the desired User and click the **Pencil** icon to its right.
5. Scroll down and click **Voicemail and Notification** to expand the section, then click the **Pencil** icon.



Voicemail and Notification

6. 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 to the User notifying them of a new voicemail, but will not send the message itself. The User will need to call to listen to their messages.
 - **Send Attachment Of Message (Recommended):** Sends an email to the User with the voicemail message attached as a **WAV** file (.wav). A copy of the message will remain on Nextiva's servers so that the User can listen to their messages from a phone. This is the recommended way to set up Voicemail to Email.

Voicemail to Email

7. 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 (800) 285-7995 or email support@nextiva.com for assistance.

Music on Hold

Music on Hold allows Administrators to upload an audio file to play for callers while they are on hold, in a queue, or being transferred.

Nextiva requires WAV files, which are formatted using a specific audio codec (G711U) for the Music on Hold file to be uploaded into Nextiva's network. All files must be formatted with the following specifications:

- .wav formatted
- μ -law, PCMU or G711 μ
- 8 or 16 bits
- Mono

Setting Up Music on Hold

1. Visit www.nextiva.com, and click **Client Login** to log in to NextOS.
2. From the NextOS Home Page, select **Voice**.
3. From the Nextiva Voice Admin Dashboard, hover over **Locations > Manage Locations**.
4. Click the **Pencil** icon to the right of the desired location.
5. Scroll down and click **Location Features** to expand the section.
6. Click the **Pencil** icon to the right of Music on Hold.
7. Hover over the **Default** entry and click the **Pencil** icon to its right.
8. Complete the following fields:
 - **Department:** The name of the department. Selecting None applies the hold music to the entire location. **None** will be the only option if departments have not been created.
 - **Enable music during call hold:** Play music while a caller is on hold. The option is enabled by default.
 - **Enable music during call waiting:** Play music when receiving another incoming call while on the phone.

- **Enable music during call park:** Play music when the call is parked. This option is enabled by default.
 - **Preferred audio codec:** Select **G_711** from the drop-down list. This is the only audio codec supported by Nextiva.
 - **System-Defined Music:** Use the system default music on hold. To hear what the default music sounds like, call into the location's phone number and place the call on hold.
 - **Custom Music File:** Use a custom music file. Select the file from the drop-down list to the right. If no files are listed, upload a file to the Announcement Repository.
9. Click the **Advanced settings** link at the bottom of the Music on Hold menu.
10. Complete the following fields:
- **Use alternate source for internal calls:** A different music file plays for internal calls.
 - **Preferred audio codec:** Select **G_711** from the drop-down list. This is the only audio codec supported by Nextiva.
 - **System-Defined Music:** Use the system default music on hold. To hear what this sounds like, call the location's phone number, and place the call on hold.
 - **Custom Music File:** Use a custom music file. Select the file from the drop-down list to the right. If no files are listed, upload a file to the Announcement Repository.

Music on hold message

Preferred audio codec: **G_711**

System-Defined Custom Music File

[Advanced Settings](#)

Internal music on hold message

Use alternate source for internal calls

Preferred audio codec: NONE

System-Defined Music Custom Music File

Cancel Save

Music on Hold Advanced Settings

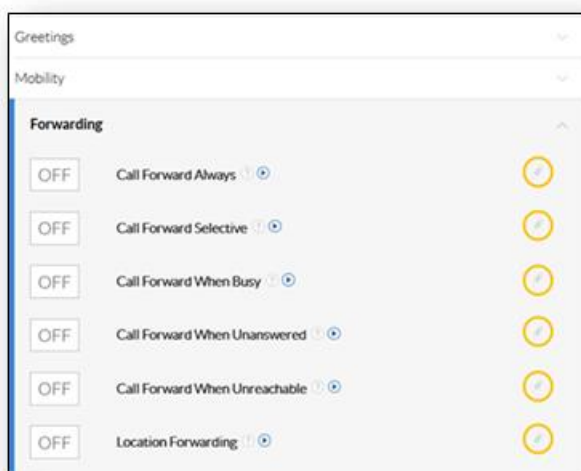
11. Click **Save**.

Call Forwarding

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

Setting Up Call Forwarding

1. Visit www.nextiva.com, and click **Client Login** to log in to NextOS.
2. From the NextOS Home Page, select **Voice**.
3. From the Nextiva Voice Admin Dashboard, hover over one of the following options:
 - **Users > Manage Users**.
 - **Advanced Routing > Call Groups** or **Auto Attendants**.
4. Hover over the desired User/Auto Attendant/Call group and click the **Pencil** icon to its right.
5. Scroll down and click **Forwarding** to expand the section.
6. Click the **Pencil** icon to the right of the desired option to configure any of the following options:



Call Forwarding Options

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 their 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 certain incoming calls to another phone number based on predetermined conditions. This feature is great for Users who want certain calls to route to a specific number. Additionally, Call Forward Selective allows Administrators to set up forwarding based on predetermined holidays and events, giving them the flexibility to ensure that calls forward 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, and when the User's phone is set to Do Not Disturb. In the Do Not Disturb state, the phone status is busy. Call Forward When Busy allows incoming calls to reach someone else, or forward to a different voicemail, where messages can be retrieved at a more convenient time or by another member of the team.

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 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.

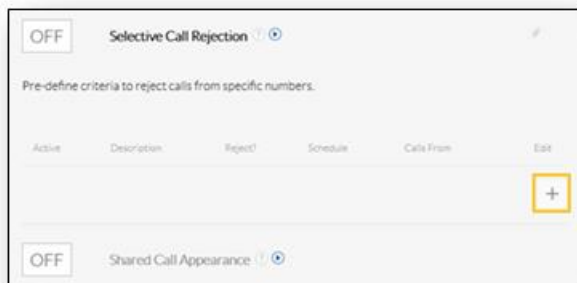
7. Click **Save**.

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, and click **Client Login** to log in to NextOS.
2. From the NextOS Home Page, select **Voice**.
3. From the Nextiva Voice Admin Dashboard, hover over **Users > Manage Users**.
4. Hover over the desired User and click the **Pencil** icon to its right.
5. Scroll down and click **Routing** to expand the section, then click the **Pencil** icon to the right of **Selective Call Rejection**.
6. Click the **Plus (+)** icon toward the bottom-right corner of the Selective Call Rejection section to open the criteria menu.



Selective Call Rejection

7. Complete the following fields:
 - **Description:** A descriptive name for the criteria being entered. For example, enter "After Hours" as the description for rejecting calls during after 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 not reject calls.
 - **Holiday Schedule:** The holiday schedule that will be used to reject or not reject calls.
 - **Any Phone Number:** Controls whether calls from all phone numbers should be rejected or not rejected.
 - **Forwarded:** Controls whether calls that meet the specified criteria should be forwarded to a specified number, rather than rejected.

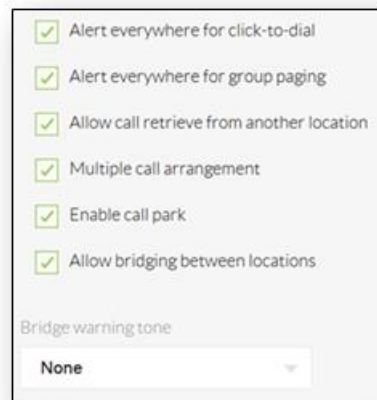
- **Following Phone Numbers:** Controls which specific numbers should be rejected, or not rejected. When this option is selected, the following fields will appear:
 - **Any Private Number:** Controls whether calls from private numbers are rejected or not rejected.
 - **Any Unavailable Number:** Controls whether calls from unavailable numbers are rejected or not rejected.
 - **Text Box:** Enter a specific number to be rejected or not rejected. Click the **Plus (+)** icon to the right of the text box to add more numbers.
8. Click **Save Criteria**, then click the **OFF** button to turn the feature **ON**.

Shared Call Appearance

Set up Shared Call Appearance to assign a User's phone line to multiple devices so that the User can make and receive calls from multiple locations while using the same number. For example, with Shared Call Appearance set up, a User can make and receive calls from not only their desk phone at the office but also from a desk phone at their home office. If a User needs a co-worker to make or take calls on their behalf, the User can share their line on the co-worker's phone, so that the co-worker can make or take those calls from their phone.

Setting Up Shared Call Appearance

1. Visit www.nextiva.com, and click **Client Login** to log in to NextOS.
2. From the NextOS Home Page, select **Voice**.
3. From the Nextiva Voice Admin Dashboard, hover over **Users > Manage Users**.
4. Hover over the User whose extension should appear on another phone, then click the **Pencil** icon to its right.
5. Scroll down and click **Routing** to expand the section.
6. Click the **Pencil** icon to the right of the **Shared Call Appearance** feature.
7. Complete the form with the following fields:



Shared Call Appearance Sub-Features

- **Alert Everywhere for Click-to-Dial:** Allows the User to click on a phone number on their computer screen and have an outgoing call initiated from a device assigned to their User account.
- **Alert Everywhere for Group Paging:** Allows the User to receive group pages on any of the devices assigned to their User account.
- **Allow Call Retrieve from Another Location:** Allows the User to “pull” calls from one device to another by dialing *11 from any of the devices assigned to their User account. To pull a call is to take a call that is active from one device and continue the call on another device assigned to the same User.

NOTE: Poly phones support the addition of a **Pull** soft key to facilitate pulling a call to the Poly phone. The Nextiva App also allows a call to be pulled using a special button at the bottom of the app.

- **Multiple Call Arrangement:** Allows the User to make separate but simultaneous calls from two or more of the devices assigned to their User account.
- **Enable Call Park:** Allows a User to park a call on one of their devices and pick up the call from another device assigned to their User account.
- **Allow Bridging Between Locations:** Allows a second User to pick up a phone assigned to the first User and barge in on a call in progress.

NOTE: This is different from the Call Barge feature. The second User is not barging in on the first User’s call from one of their phones. They are barging in on the first User’s call from one of the first User’s phones.

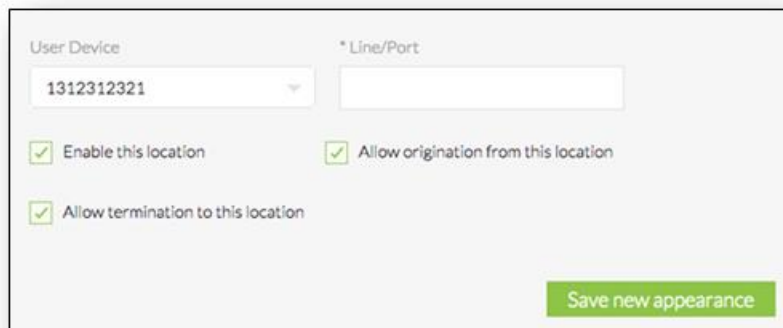
- **Bridge Warning Tone:** Specifies whether there is a tone played when someone barges in on a call using bridging. By default, it is set to None, meaning no tone will be played.

- Click **Save**, then click the **Plus (+)** icon on the lower-right corner of the Shared Call Appearance section.



Adding Shared Call Appearance

- From the **User Device** drop-down list, select the device to assign SCA to and enter a unique string in the **Line/Port** text box. An example of a unique string is the User's phone number or login name, followed by SCA (e.g., john.smithSCA).
- Select the checkboxes for **Enable this location**, **Allow origination from this location**, and **Allow termination to this location** to ensure that the User can make and receive calls from each device assigned to their User account.



Shared Call Appearance Options

- Click **Save New Appearance**.

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, and click **Client Login** to log in to NextOS.
2. From the NextOS Home Page, select **Voice**.
3. From the Nextiva Voice Admin Dashboard, hover over **Users > Manage Users**.
4. Hover over the desired User and click the **Pencil** icon to the right.
5. Scroll down and click **Monitoring** to expand the section.
6. Click the **Pencil** icon to the right of Busy Lamp Field.
7. 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**.

OFF 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 ⓘ

All	+
HunterSmith	+
TristanTaylor	+
KeeganMartinez	+
CharlieBrown	+

Monitored Users ⓘ

All	-
-----	---

Important note:
The maximum number of monitored users is 50. You currently have 0/50 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.

Group Paging

Group Paging is a way for Users to page a group of other Users via the speakerphone function on their phone. Benefits include the ability to attract the attention of all employees or a predefined group of Users at once.

Multiple groups for Group Paging can be configured for different departments. For example, if a grocery store manager needs to relay a message to the entire deli department, all deli Users can be added to a single group.

Setting Up Group Paging

1. Visit www.nextiva.com, and click **Client Login** to log in to NextOS.
2. From the NextOS Home Page, select **Voice**.
3. From the Nextiva Voice Admin Dashboard, hover over **Locations > Manage Locations**.
4. Hover over the desired location and click the **Pencil** icon to its right.
5. Scroll down and click **Location Features** to expand the section.
6. Select the **Pencil** icon next to Group Paging.
7. Click the **Plus (+)** icon to add a **Paging Group** with the following required information:
 - **Name:** Name this paging group.
 - **Caller ID First Name:** The first name that will display on the device(s) being paged.
 - **Caller ID Last Name:** The last name that will display on the device(s) being paged.
 - **Phone Number and/or Extension:** The direct phone number or extension or both to be used for initiating group pages.
 - **Department:** (Optional) Assign paging capabilities to a specific department.
 - **Time Zone:** Specify the time zone for this paging group.
 - **Calling Line ID:** Select what to display on the phones of the paging group, the paging group name or the caller ID of the User who initiates the group page.
 - **Confirmation Tone Sending Timeout:** The amount of time, in seconds, for the tone to sound on the devices being paged.
 - **Originators:** Select the Users who can initiate group pages by clicking the **Plus (+)** icon to the right of the User on the Available Users list to move it to the Selected Users list.
 - **Targets:** Select the Users for this paging group by clicking the **Plus (+)** icon to the right of the User on the Available Users list to move it to the Selected Users list.

Name

Caller ID First Name (i) Caller ID Last Name (i)

Phone Number (i) Extension

Department (optional) Time Zone

Calling Line ID

Paging Group Originating User

Confirmation Tone Sending Timeout

Originators (i)

Available users Selected Users

Targets (i)

Available Users Selected Users

Cancel Save

Group Paging Configuration

8. Click **Save**.

To initiate a Group Page, dial the extension or telephone number specified in the steps above. After the system prompt “Paging system ready,” start speaking, and the audio will play through the speakerphone of the targeted phones. On the receiving phones, a confirmation tone will play before transmitting audio.

Call Parking

Call Parking allows Users to place an active call on hold and park it on an available extension, instead of transferring. This allows the recipient to take the call when they are ready.

Setting Up Call Parking

1. Visit www.nextiva.com, and click **Client Login** to log in to NextOS.
2. From the NextOS Home Page, select **Voice**.
3. From the Nextiva Voice Admin Dashboard, hover over **Advanced Routing > Call Center Locations**.
4. Click the **Log In** button to the right of the desired call center.
5. Under Options, select **Services**, then select **Call Park** under Basic.
6. Click **Add** to create a call park group.
7. Enter a name for the new Call Park. Then click **Search** to populate a list of Available Users from the account.

Add Group Call Park

8. Add Users to the Call Park group by selecting a User from the Available Users list and clicking **Add>**, or by clicking **Add All>>**. Users added to the Call Park group will appear in the Assigned Users list.
9. Click **OK**.

Users within a Call Park group can park a call on an available extension of any other User in the same Call Park group. For example, Joe (ext. 1000) and Mike (ext. 1001) belong to Call Park Group A. Joe can park a call on ext. 1001 for Mike to take when he is ready.

NOTE: If a User is not in the same Call Park group as the User who parked the call, they will not be able to retrieve the call. For example, if Joe in Call Park Group A parks a call on the extension of Jan in Call Park Group B, Jan won't be able to retrieve the call.

Call Recording

Call Recording allows users to record incoming and outgoing calls for review and training purposes. These files are archived for up to six months and are easily accessed and downloaded using the **Nextiva Call Recording** application. Please be aware of the call recording laws in your area.

Additional setup will be required by Nextiva to designate a Group Administrator, who can listen to all calls, or a Supervisor, who can listen to only their agents' calls.

NOTE: Before enabling Call Recording for a User, a Call Recording license or a bundled license that includes Call Recording must be assigned to the User.

Setting Up Call Recording

1. Visit www.nextiva.com, and click **Client Login** to log in to NextOS.
2. From the NextOS Home Page, select **Voice**.
3. From the Nextiva Voice Admin Dashboard, hover over **Users > Manage Users**.
4. Hover over the desired User and click the Pencil icon to its right.
5. Scroll down and click **Monitoring** to expand the section.
6. Click the **Pencil** icon to the right of Call Recording.
7. Complete the following fields:

Call Recording Configuration

- **Record Calls:** Specify when to record this User's calls.
 - **Never** (default)
 - **Always**
 - **Always with Pause/Resume:** Allows the User to pause and continue the recording during a call by using Feature Access Codes.
 - **On Demand:** Automatically records every call, but also automatically discards the recording if the user does not enter the Feature Access Code to keep the recording.
 - **On Demand with User Initiated Start:** Allows the User to manually start recording by using a Feature Access Code.
- **Play Recording Start/stop Announcement:** Select this checkbox to play an announcement when call recording starts and stops.
- **Record Voice Messaging:** Select this checkbox to record voicemail messages left for this User.
- **Pause/resume Notification:** Select the type of notification the call participants hear when the User pauses or resumes call recording.
- **Repeat record call warning tone every X seconds:** Select this checkbox to play warning tone notifications while calls are being recorded, and specify the frequency of the notifications.

8. Click **Save**.

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 phone number or extension to create a three-way call among all parties.

Barge-In Exempt

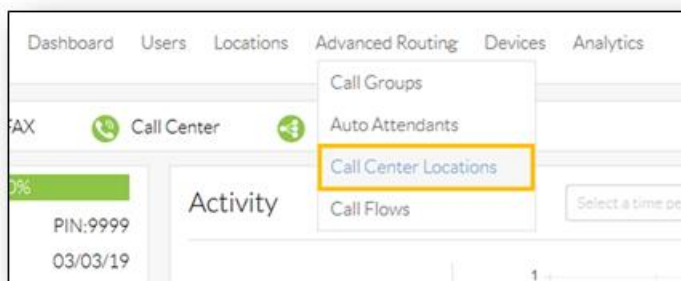
From the NextOS Voice Administration Dashboard, System Administrators can add Users to a list to be exempt from call barging. For more information, please visit www.nextiva.com/support and search “Setting up Barge-In Exempt.”

Call Me Now

Nextiva’s Call Me Now feature allows a customer to click on a web-based link or icon, enter their phone number, and immediately initiate a callback from Nextiva to the number entered, at no cost to the customer.

Enabling Call Me Now

1. Visit www.nextiva.com, and click **Client Login** to log in to NextOS.
2. From the NextOS Home Page, select **Voice**.
3. From the Nextiva Voice Admin Dashboard, hover over **Advanced Routing > Call Center Locations**.
4. Click the **Log In** button to the right of the call center location where the User is located.



Call Center Locations

5. Under **Basic**, click **Users**.
6. Click the **Search** button on the right side of the window.
7. Click the desired User on the list.
8. Under **Options**, click **Incoming Calls**.
9. Under **Advanced**, click **Call Me Now**.
10. Click the **Add** button.
11. Enter a description for this link (e.g., AdWords Marketing Campaign).
12. Select the **Do Not Reject Call** radio button.
13. Specify when to allow or reject Call Me Now requests.
14. Keep the default selection for **Calls to - Any phone number**.

Call Me Now Configuration

15. Click **OK**.
16. In the Call Me Now field, select the **On** radio button.
17. Click **Apply**.

Active	Description	Reject	Calls to	Edit
<input checked="" type="checkbox"/>	AdWords Marketing Campaign	No	All calls	Edit

Turning On Call Me Now

Creating the Call Me Now Widget

The Call Me Now Widget provides the interface for visitors to enter their phone number on a company website and initiate a callback from the company.

1. Copy the Call Me Now Widget Code into a hosted web page.
2. Replace “YOURUSERIDHERE” with the employee’s User ID.
3. Use the Call Me Now URL on the website.

Call Me Now URL

[http://cp.nextiva.com/com.broadsoft.xsi-actions/v2.0/user/YOURUSERIDHERE@nextiva.com/calls/callmenow_POST.html?address='+encodeURIComponent\(numToCall\);](http://cp.nextiva.com/com.broadsoft.xsi-actions/v2.0/user/YOURUSERIDHERE@nextiva.com/calls/callmenow_POST.html?address='+encodeURIComponent(numToCall);)

Call Me Now Widget Code

```
<html>
  <head>
    <script type="text/javascript"
src="http://ajax.googleapis.com/ajax/libs/jquery/1.8.3/jquery.min.js"></scrip
t>
    <script type="text/javascript">
      $(document).ready(function() {
        $("#callMeButton").bind("click", (function (event) {
          event.preventDefault();
          numToCall = $('#address').val();
          actionAddress = 'http://cp.nextiva.com/com.broadsoft.xsi-
actions/v2.0/user/YOURUSERIDHERE@nextiva.com/calls/callmenow_POST.html?adres
s='+encodeURIComponent(numToCall);
          $.ajax({
            type: 'POST',
            url: actionAddress,
            data: { address:numToCall },
            complete: function(jqXHR) {
              if(jqXHR.readyState === 0) {
                $( "#resultDiv" ).empty().append( "<br />Call
Requested" );
                $( "#initiateCallDiv" ).hide('fade');
```

```
        }
        }
    });
    });
    });
</script>
</head>
<body>
<div align="center">
<fieldset style="width:180px; height: 200px">
<legend style="text-align: center;">Call Me Now</legend>
<p>Enter your number in the box below to be connected to Nextiva. Your phone
will ring first then you will be connected.</p>
<div id="initiateCallDiv" style="text-align: center;">
<input type="text" name="address" id="address"/>
<button id="callMeButton">Request Call</button>
</div>
<div id="resultDiv" style="text-align: center; color:red;">
</div>
</fieldset>
</div>
</body>
</html>
```


Additional Business Communication Enterprise Features

Also included in the Communication Enterprise 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 Guides 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.