



## **Nextiva Mobility**

Version 2.4

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## Product Summary

Nextiva Mobility refers to a collection of features available to Nextiva Users. This document covers the following features:

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

**NOTE:** The Nextiva App is covered in a separate module.

## Nextiva Anywhere

Nextiva Anywhere allows Users to make and receive calls from any device, at any location, using only one phone number, one dial plan, one voicemail box, and a unified set of features. The numbers set up with the Nextiva Anywhere feature will ring anytime someone calls the User directly or reaches them via a call group or a call center queue.

Nextiva Anywhere takes mobility to the next level, allowing calls to remain on the Nextiva network even when handed off to a cell phone. Users can now leave the office without leaving their business behind.

**NOTE:** Nextiva Anywhere requires an Enterprise upgrade.

Users who take calls via Nextiva Anywhere will still have:

- Analytics
- Call History
- Call Recording
- Extension Dialing
- Transferring Ability
- Conferencing or N-Way Calling
- Simultaneous Ring

## Nextiva Anywhere vs. Nextiva App

Please reference the following feature comparison to see the difference between Nextiva Anywhere and the Nextiva App.

Both allow Users to use their Nextiva service while away from their desk phone, but there are key differences between the two features.

### Nextiva Anywhere

- ✓ Nothing to download, nothing to install
- ✓ Inbound and Outbound calling; All calls are “On-Net”
- ✓ Works without using cell phone data
- ✓ Connect to callers simply; easy to set up, includes Advanced Call Controls
- ✓ Compatible with ANY device, including analog lines and cell phones
- ✓ Great for travelers or “road warriors”
- ✓ Set up multiple numbers to be reachable “Anywhere”, including coworkers or answering services
- ✓ *Requires Enterprise Upgrade\**

### Nextiva App

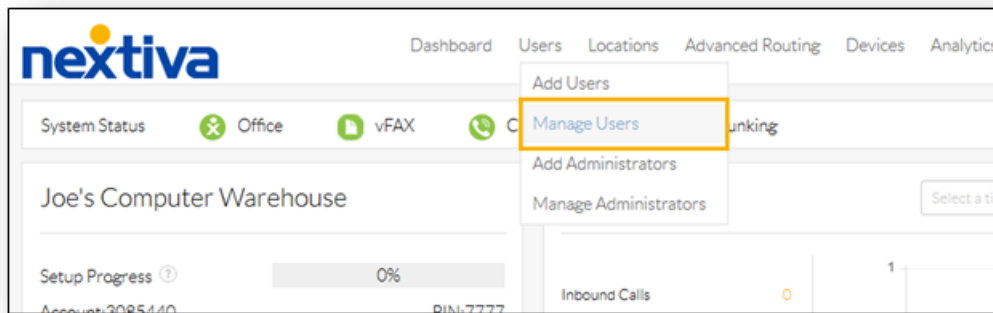
- ✓ Quick download, easy to install
- ✓ Inbound and Outbound click to dial calling; all calls are “On-Net”
- ✓ 5G/4G/3G. LTE or Wi-Fi compatible
- ✓ Collaborate in multiple ways; SMS, Team Presence, Chat, Video Calling, Screen Share, File Share, Visual VM, and Calling Functions
- ✓ Easy to install with Mac or Windows (desktop) & iOS and Android (mobile)
- ✓ Great for all users, including “Road warriors”
- ✓ Install on multiple personal devices, including cell phone, laptops, and tablets
- ✓ *Requires Pro Upgrade\**

**NOTE:** Nextiva Anywhere requires an Enterprise upgrade, and the Nextiva App requires a Pro upgrade.

## Activating Nextiva Anywhere via the Nextiva Voice Administrative Portal


Nextiva Anywhere can be set up by Administrators by logging in to the Nextiva Voice Portal.

1. Visit [www.nextiva.com](http://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** and select **Manage Users**.



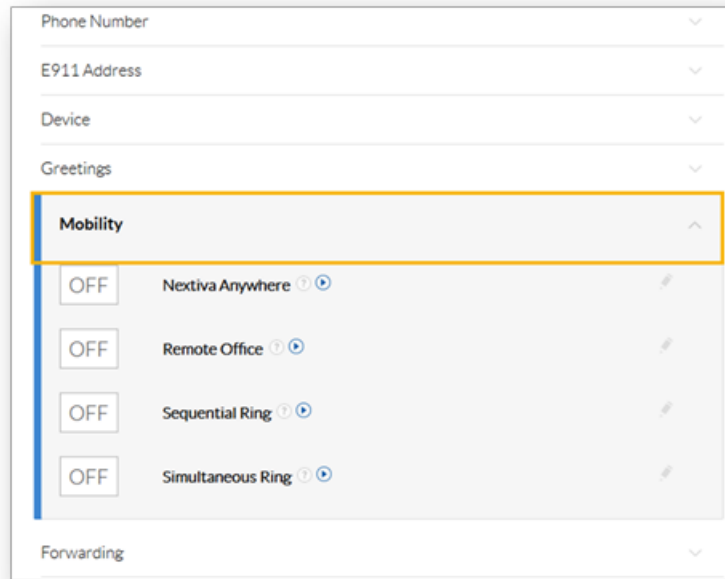
*Manage Users*

4. Hover over the desired **User**, and click the **pencil** icon to edit the User settings.

Martinez, Stefanie	stefanie.call.center	Default	1002	
Murphy, Charlie	charlie.murphy.university	Default	7724	
Nelson, Levi	levi.call.center	Default	1006	
Taylor, Katy	katy.call.center	Default	1003	

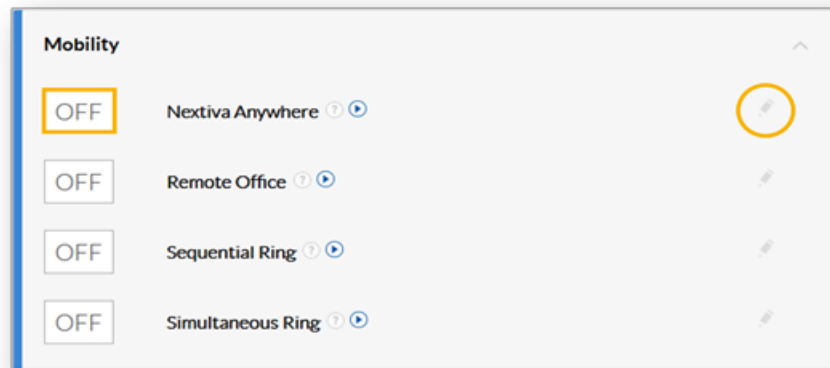
*Edit User*

5. Scroll down and click **Mobility** to expand the section.



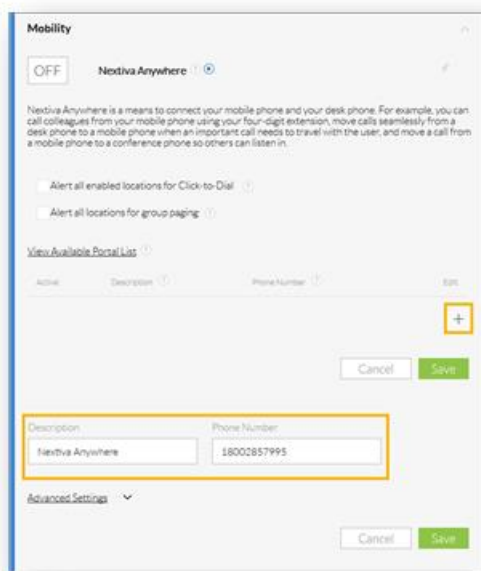
*Expanded Mobility Section*

6. Under **Mobility**, click the **pencil** icon or the **OFF** button to enable Nextiva Anywhere.



*Activating Nextiva Anywhere*

7. Press the **plus (+)** icon to add one or more numbers to notify anytime someone calls. Also, choose to add alerts for Click-to-Dial and group paging.

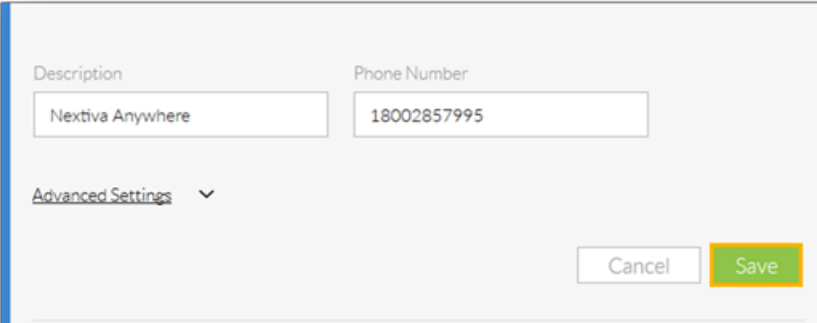


*Entering Nextiva Anywhere Numbers*

8. Click **Advanced Settings** for more options such as:
  - **Outbound alternate phone number/SIP URI:** This setting allows a secondary external number to be tried when attempting to connect to the Nextiva Anywhere location. Both the “Phone number” and “Outbound alternate phone number” will ring when this feature is enabled.
  - **Diversion Inhibitor:** This setting will prevent the Nextiva Anywhere location from re-forwarding the call to a secondary forwarding destination.
  - **Answer Confirmation:** This setting requires the User to press any key after answering the call. This will prevent unanswered calls from going to the external phone number's voicemail box. Instead, unanswered calls will be redirected back to the User's voicemail.

Hover over the  icon and click the  button next to the Nextiva Anywhere feature names for more assistance.

9. Click **Save**. Nextiva Anywhere will activate automatically.



The image shows a configuration dialog box with a light gray background and a blue border on the left. It contains two input fields: "Description" with the text "Nextiva Anywhere" and "Phone Number" with the text "18002857995". Below these fields is a section labeled "Advanced Settings" with a downward-pointing chevron icon. At the bottom right of the dialog are two buttons: "Cancel" and "Save".

*Saving Nextiva Anywhere Number(s)*

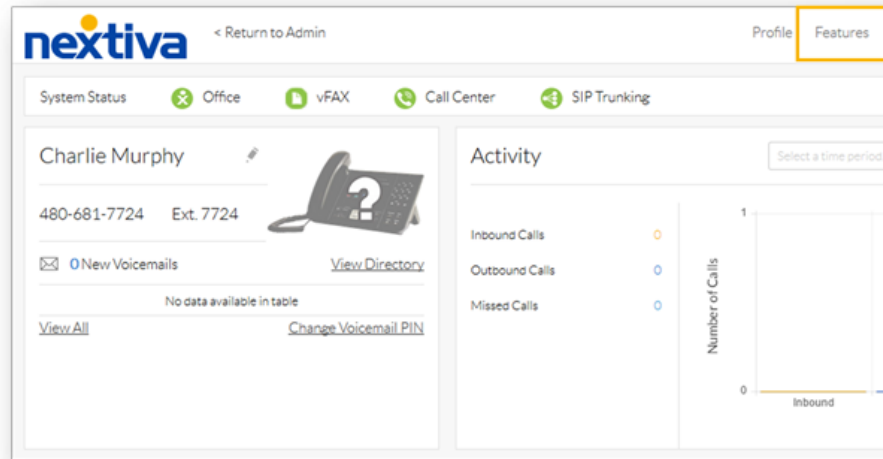
**NOTE:** This section only covers inbound routing services for Nextiva Anywhere.



## Activating Nextiva Anywhere via Nextiva Voice User Portal

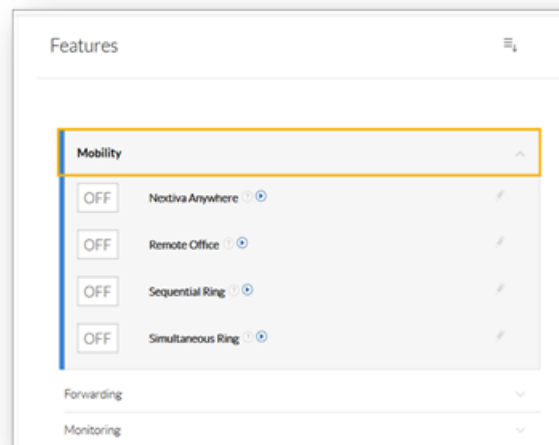
Users can turn on Nextiva Anywhere by logging in to the Nextiva Voice Portal.

1. Visit [www.nextiva.com](http://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 User Dashboard, click **Features** in the upper-right corner.



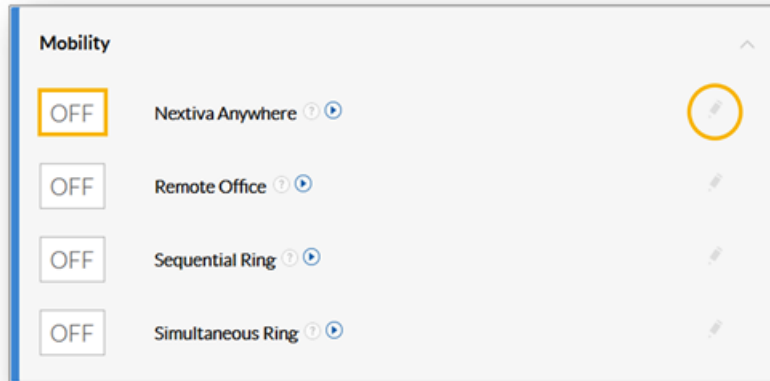
*Nextiva Anywhere User Configuration*

4. Scroll down and click **Mobility** to expand the section and display all mobility features.



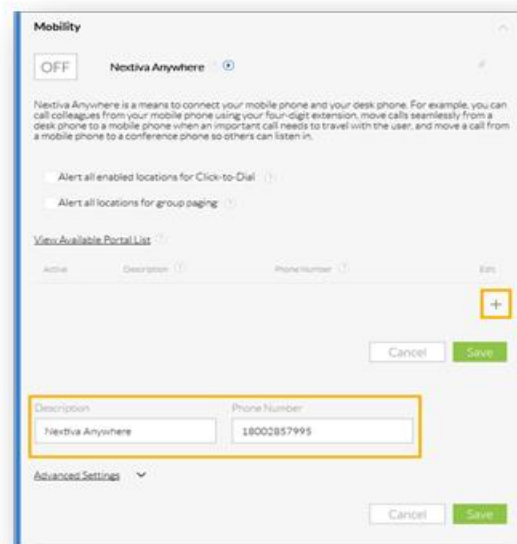
*Expanded User Mobility Section*

- Under **Mobility**, click the pencil icon or the **OFF** button to turn the Nextiva Anywhere feature on.



*Activating Nextiva Anywhere*

- Click-to-Dial alerts the user's phone if Click-to-Dial is embedded on a webpage, and Group Paging enables group paging for the Nextiva Anywhere phone number.
- Press the **plus (+)** icon to add one or more numbers to ring when receiving a call.



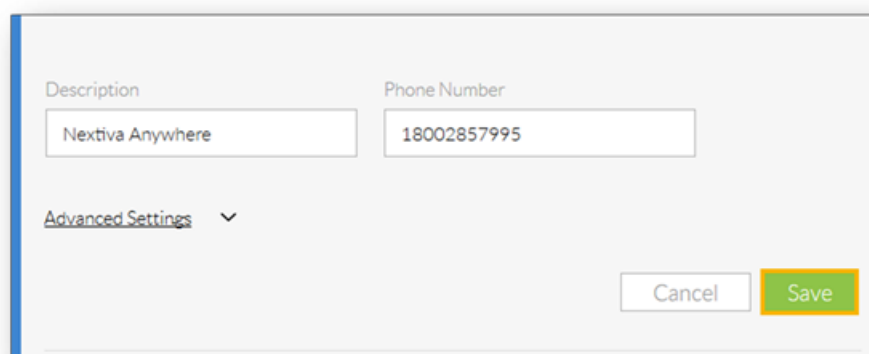
*Entering Nextiva Anywhere Numbers*

- Click **Advanced Settings** for additional options such as:

- **Outbound alternate phone number/SIP URI:** This setting allows a secondary external number to be tried when attempting to connect to the Nextiva Anywhere location. Both the “Phone number” and “Outbound alternate phone number” will ring when this feature is enabled.
- **Diversion Inhibitor:** This setting will prevent the Nextiva Anywhere location from re-forwarding the call to a secondary forwarding destination.
- **Answer Confirmation:** This setting requires the User to press any key after answering the call. This will prevent unanswered calls from going to the external phone number's voicemail box. Instead, unanswered calls will be redirected back to the User's voicemail.

Hover over the  icon and click the  button next to the Nextiva Anywhere feature names for more assistance.

9. Click **Save**. Nextiva Anywhere will activate automatically.



Description	Phone Number
Nextiva Anywhere	18002857995
<u>Advanced Settings</u> ▼	
Cancel Save	

*Saving Nextiva Anywhere Number(s)*

**NOTE:** This section only covers inbound routing services for Nextiva Anywhere.

## Remote Office

Remote Office allows a User to substitute a different phone number (such as a mobile phone, home phone, or even hotel phone) as their office phone number. When a caller dials the User's office number, the Remote Office feature will ring the device specified in the Nextiva Voice Portal.

Outgoing calls require the use of the Nextiva App, software, or online application that interfaces with the Nextiva network. All options require an additional upgrade and are sold separately, except the Nextiva App, which is included in the Business Communication Pro suite.

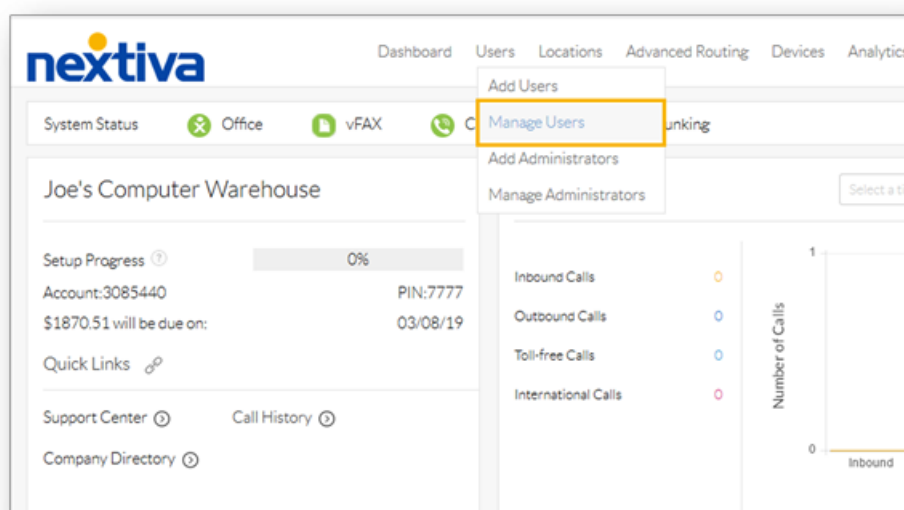
If the User is part of a call group, incoming calls will be delivered to the Remote Office number. An important distinction between Remote Office and Nextiva Anywhere is that Users can accept both call group and call center queue calls with Nextiva Anywhere, while call center queue calls will not be routed to the Remote Office phone number.

The Nextiva App can also receive incoming calls from call groups and call center queues. However, call center incoming calls can only be controlled with the Windows and MacOS versions. iOS and Android versions are unable to change their ACD states to sign in and out of a call center queue.

## Activating Remote Office via Nextiva Voice Administrator Portal


Remote Office can be set up by Administrators by logging in to the Nextiva Voice Portal.

1. Visit [www.nextiva.com](http://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** and select **Manage Users**.



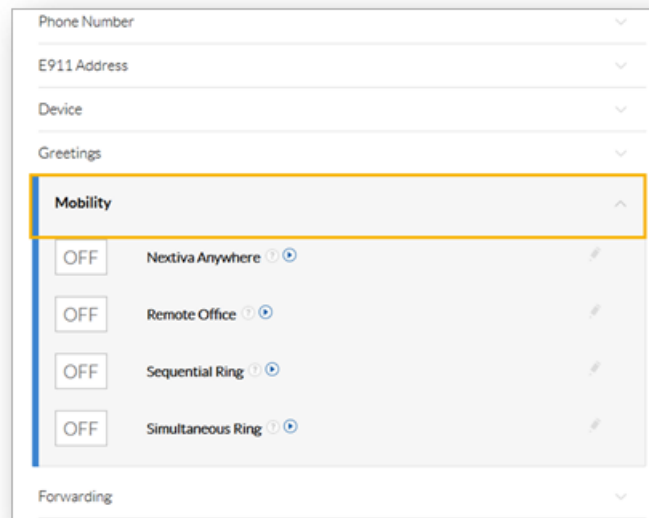
*Manage Users*

4. Hover over the desired **User**, and click the **pencil** icon to edit the User settings.

Martinez, Stefanie	stefanie.call.center	Default	1002	
Murphy, Charlie	charlie.murphy.university	Default	7724	
Nelson, Levi	levi.call.center	Default	1006	
Taylor, Katy	katy.call.center	Default	1003	

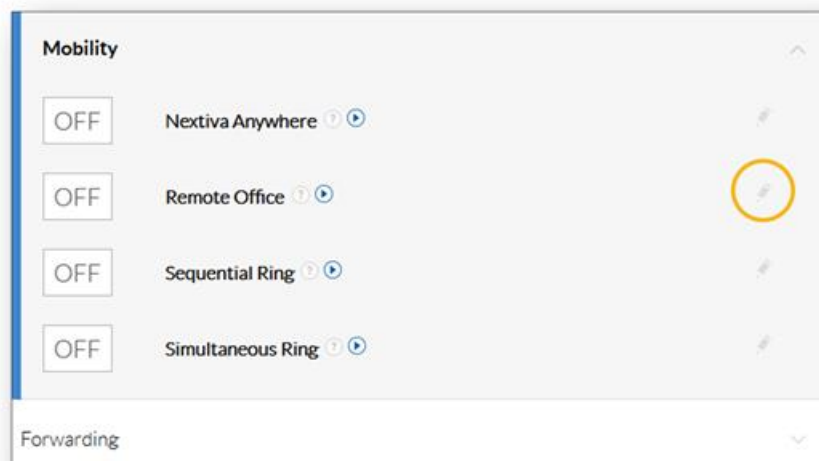
*Edit User*

5. Scroll down and click **Mobility** to expand the section.



*Expanded Mobility Section*

6. Under **Mobility**, click the **pencil** icon to enter the Remote Office phone number.



*Configure Remote Office Number*

7. Enter the Remote Office phone number in the **Phone Number** field, then click **Save**.

**Mobility**

OFF **Nextiva Anywhere** ⓘ

OFF **Remote Office** ⓘ

Think of Remote Office as two-way call forwarding; not only can you receive calls as if you were in the office, but you can make calls as well. All the calls you make will display your office caller ID to the people who receive your calls.

\* Phone Number ⓘ

18002857995

Cancel Save

*Entering Remote Office Phone Number*

8. Click the **OFF** button to enable Remote Office.

OFF **Remote Office** ⓘ 18002857995 ⓘ

Think of Remote Office as two-way call forwarding; not only can you receive calls as if you were in the office, but you can make calls as well. All the calls you make will display your office caller ID to the people who receive your calls.

\* Phone Number ⓘ

18002857995

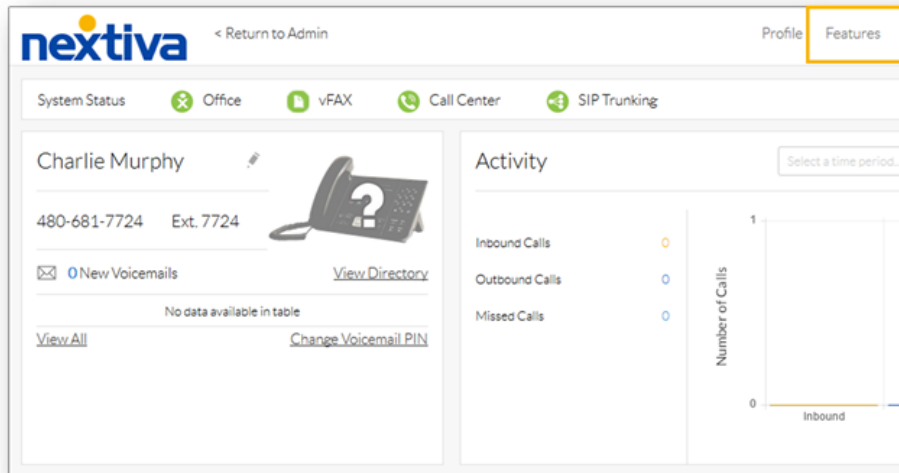
Cancel Save

*Turning on Remote Office*

## Activating Remote Office via Nextiva Voice User Portal

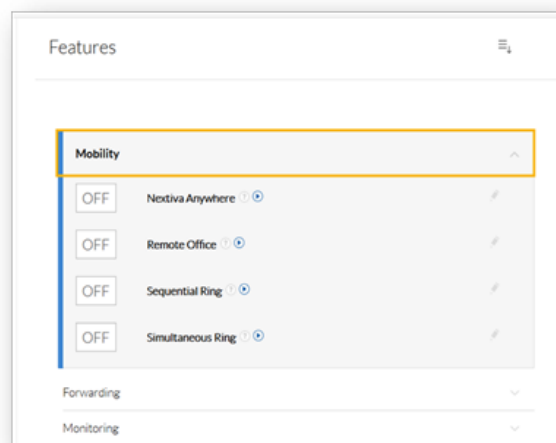
Users can turn on Remote Office by logging in to the Nextiva Voice Portal.

1. Visit [www.nextiva.com](http://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 User Dashboard, click **Features** in the upper-right corner.



*User Features*

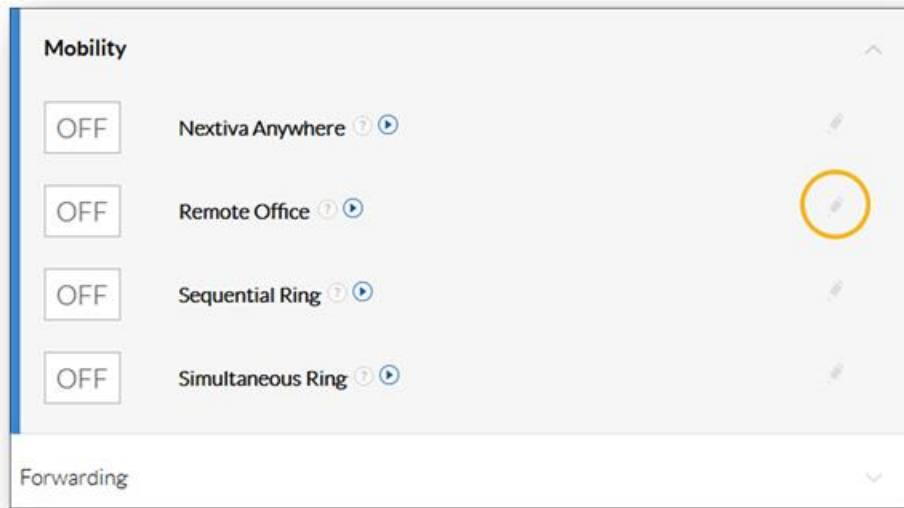
4. Scroll down and click **Mobility** to expand the section, and display all mobility features.



*Mobility Section*

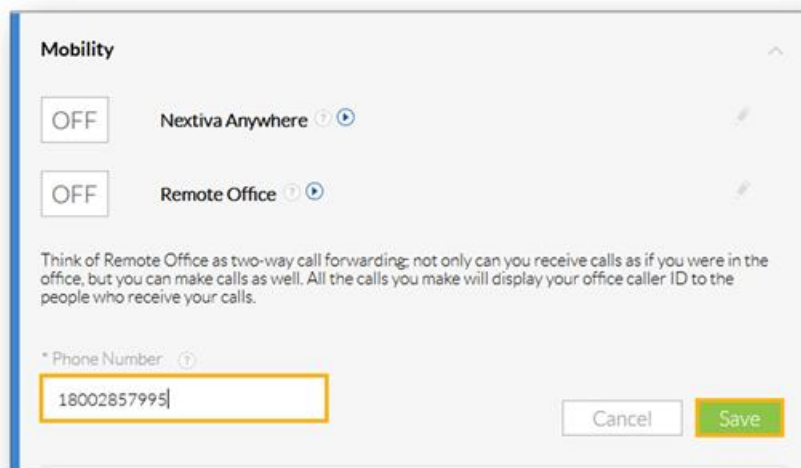


5. Under **Mobility**, click the **pencil** icon to enter the Remote Office phone number.



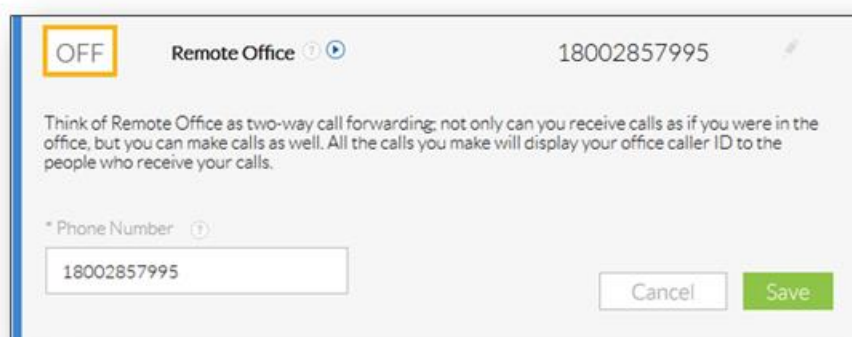
*Expanded User Mobility Section*

6. Enter the Remote Office phone number in the **Phone Number** field, then click **Save**.



*Entering Remote Office Phone Number*

7. Click the **OFF** button to enable Remote Office.



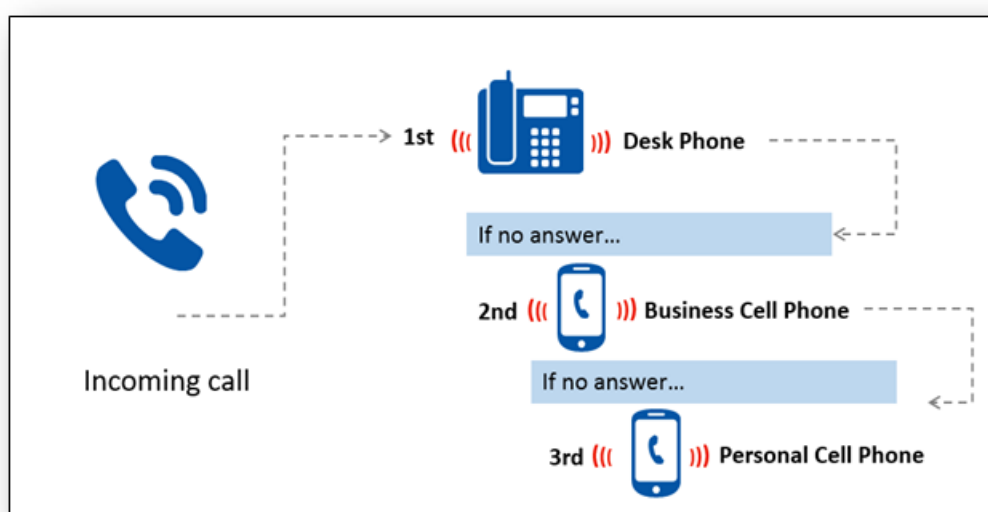
The screenshot shows a configuration window for 'Remote Office'. At the top left, there is a yellow-bordered button labeled 'OFF'. To its right, the text 'Remote Office' is displayed with a help icon and a refresh icon. Further right, the phone number '18002857995' is shown with an edit icon. Below this, a paragraph explains: 'Think of Remote Office as two-way call forwarding; not only can you receive calls as if you were in the office, but you can make calls as well. All the calls you make will display your office caller ID to the people who receive your calls.' Underneath, there is a label '\* Phone Number' with a help icon, followed by a text input field containing '18002857995'. At the bottom right, there are two buttons: 'Cancel' and 'Save'.

*Turning on Remote Office*

## Sequential Ring

Sequential Ring is an “off-net” service that does not offer many of the features of Nextiva Anywhere, the Nextiva App, or Remote Office. Sequential Rings allows a direct incoming call to ring the office phone first, then pass the call to up to 5 additional phone numbers or extensions after a pre-defined number of rings.

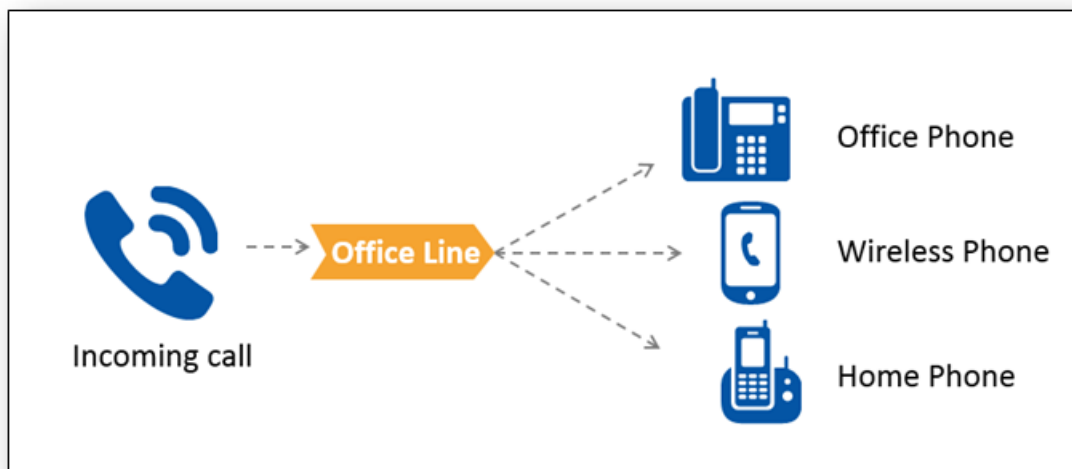
**NOTE:** Sequential Ring does not work with call groups or call center queues, only when the User’s office number is dialed directly.



*Sequential Ring Example*

## Simultaneous Ring

Simultaneous Ring allows a list of up to 10 phone numbers or SIP URL addresses to ring, in addition to the primary device when receiving a call. All devices will ring at the same time (with a slight delay for mobile devices), which is helpful when users are not near their desk phone but would like their mobile phone, or another phone to ring when receiving a call.



*Simultaneous Ring Example*

For additional assistance, please contact a member of our Amazing Service team by emailing [support@nextiva.com](mailto:support@nextiva.com) to immediately open a case.

## Module Quick Reference

### Nextiva Anywhere

Nextiva Anywhere can make and receive calls from any device, at any location, with only one phone number, one dial plan, one voicemail box, and a unified set of features. Call colleagues directly with a four-digit extension from a mobile phone, transfer calls to another colleague, put callers on hold, and record calls for remote employees and road warriors. Calls to a direct extension, call group, or call center queue the User is included in will ring the Nextiva Anywhere number.

*\*Requires Enterprise upgrade*

### Remote Office

Remote Office can transform any working phone (a home phone, cell phone or any other remote phone) into the business phone. Remote Office directs incoming calls to that phone, cell phone, or another remote phone in lieu of the desk phone or App.

*\*Requires Enterprise upgrade*

### Sequential Ring

Sequential Ring is used to ring up to 5 phones or extensions in sequence if the call is not answered within a pre-defined number of rings. These phones can be other phones in the office, as well as cell phones and home phones.

*\*Requires Pro license*

### Simultaneous Ring

Simultaneous Ring rings up to 10 phones or extensions simultaneously when someone calls the User's phone number. These phones can be other phones in the office or remote phones such as cell phones.

*\*Requires Pro license*