Nextiva voice advanced settings

Admin guide
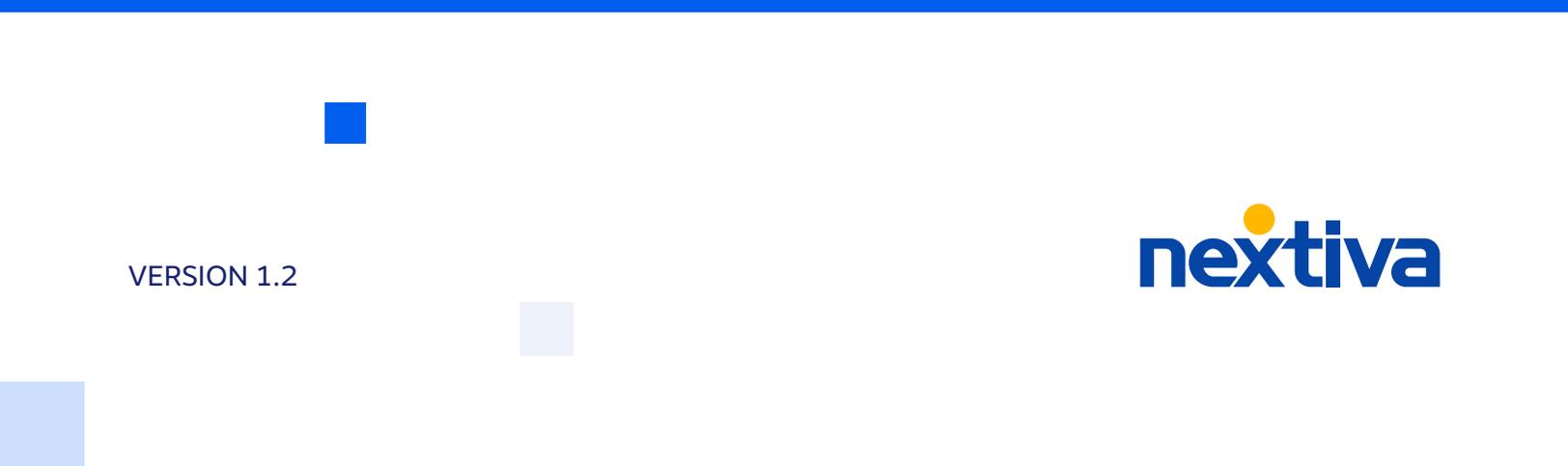
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Getting started

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Getting started

Manage all NextOS voice settings from one dashboard, making it easy to view and update employee and device details at any time.

Logging in

Visit Nextiva.com then click **Login,** or navigate to authenticate.nextiva.com.

Your Nextiva username is the email address tied to your NextOS user. If you forgot your username or password, use these links:

Forgot Username? | Forgot Password?
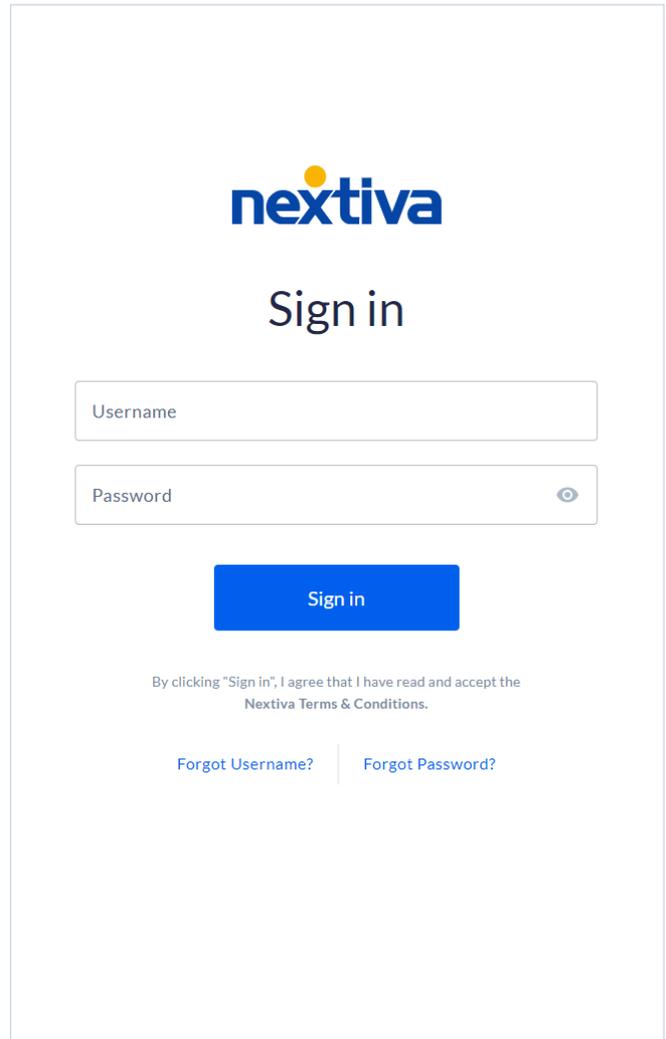
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Sign in

Username

Password 👁

Sign in

By clicking "Sign in", I agree that I have read and accept the
Nextiva Terms & Conditions.

Forgot Username? | Forgot Password?

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Advanced settings

Manage all NextOS users' advanced voice settings, such as mobility, forwarding, monitoring, call routing, and caller identification settings from one dashboard.

From the NextOS admin home page, select **Users** > **Actions** > **Voice Settings**.

Nextiva Anywhere phone   ✕

DESCRIPTION

Mobile Phone

PHONE NUMBER

4805551234

☑ Require the person answering the call to confirm in order to connect ❓

ADDITIONAL OUTBOUND PHONE NUMBER

6028881234

☑ Disable secondary call forwarding ❓

Conditions   ⌃

REGULAR SCHEDULE

Every Day All Day   ▾

　　☐ Do not use during this schedule
◉ From any/all phone numbers
◯ From specific phone numbers
　　☐ Any private number
　　☐ Any unavailable number

Cancel   Add

Mobility

Stay connected with Nextiva's mobility features, such as Nextiva Anywhere, remote office, sequential ring, and simultaneous ring.

Nextiva Anywhere

Make and receive calls from your mobile phone or home phone just like you would from the office.

Enter a description and the phone number(s) to forward calls to during a specified schedule.

You can also choose conditions for specific phone numbers, including any private or unavailable numbers.

Remote office

Use an alternate number, such as a mobile or home phone number, as the user's office phone number. To make calls, the user must use call control tools such as a dialer or call manager.

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Sequential ring

Ring as many as five additional numbers in a sequence if the call is not answered within a predefined number of rings. Add internal phone numbers/extensions or remote phone numbers.

Enable **Answer confirmation** so unanswered calls route to an appropriate destination, such as your Nextiva voicemail and not your personal voicemail.

You can also choose conditions based on a specified schedule and phone number(s), including any private or unavailable numbers.

Simultaneous ring

List as many as 10 additional phone numbers or extensions to ring when receiving a call. These may be other phones in the office or remote phones, such as mobile phones.

You can also choose conditions based on a specified schedule and phone number(s), including any private or unavailable numbers.

Sequential ring ⓘ ‹On›

Specify and prioritize up to 5 phone numbers you want to ring after your primary phone when you receive a call.

☑ Ring my phone first for [3 ▾] rings

☑ Continue ringing sequence if main number is busy

☑ Enable caller to skip sequence when forwarding or voicemail are enabled

Phone number

Order ⓘ	Number ⓘ	Rings ⓘ	Confirm Answer ⓘ
☰ 1	(480) 555-1234	3 ▾	☑
☰ 2	(602) 888-1234	4 ▾	☑
☰ 3	(800) 285-7995	5 ▾	☐

⊕ Add number|

Sequential ring conditions

Description

Every Day All Day [Active]

⊕ Add condition

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Forwarding

Nextiva's advanced forwarding redirects incoming calls to another number based on a defined schedule, providing the flexibility to receive calls anywhere.

Forwarding

Open all sections ⌄

Call forward (always) ⓘ   Off ⌃

Automatically forward all your calls to a different phone number.

PHONE NUMBER

6025551234

Close this section ⌃

Call forward (selective) ⓘ   Off ⌃

Forward certain incoming calls to selected phone numbers.

PHONE NUMBER

6025551234   ☑ Play ringback reminder when forwarded

Forwarding Conditions

Description

Lunch   Active

⊕ Add Condition

Close this section ⌃

Call forward (unanswered) ⓘ   On ⌄

Forward incoming calls to a different number when they're not answered.

Call forward (busy) ⓘ   On ⌄

Forward incoming calls to a different number when your phone is busy.

Allow location forwarding ⓘ   On ⌄

Calls to this user can be redirected by the location forwarding settings.

Call forward always

Automatically forward all incoming calls to any number, such as a phone number, voicemail, or extension.

Call forward selective

Forward calls based on a specified schedule and phone number(s), including any private or unavailable numbers.

Call forward busy

Re-route calls to any number when a user's phone is busy.

Call forward unanswered

Automatically forward unanswered calls to any number after a defined number of rings.

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Monitoring

Monitor employees directly from your desk with call recording
and busy lamp field.

Call recording

Choose when the user's calls should be recorded
and set up call recording announcements to inform
the caller they're being recorded.

Busy lamp field

Quickly identify the call status of as many as
10 users.

Check the **Enable Call Park notifications**
checkbox to see when parking calls against
monitored extensions.

Click **Edit monitored users** to add users
to monitor.

Monitoring   Open all sections ⌄

Call recording ❓   ◯ Off ⌃
Enable recording of inbound and outbound calls.

RECORD CALLS ❓

Always with Pause/Resume   ▾

☑ Play start/stop announcement ❓   ☐ Record voice messaging ❓

PAUSE/RESUME NOTIFICATION ❓

◯ None   ⦿ Beep   ◯ Play announcement

RECORDING NOTIFICATION ❓

☐ Repeat recording notification every [   ] seconds

Close this section ⌃

Busy Lamp Field (BLF) ❓   On ⬤ ⌃
Allows monitoring of other users. Shows when their line is busy.

☑ Enable Call Park notification ❓

Users currently being monitored   [Edit monitored users]
Monitoring 3 of 5 users

Order ❓	Name
☰ 1	👤 Jo Avery
☰ 2	👤 Morgan Williams
☰ 3	👤 Kyle Johnson

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Call routing

Manage all call routing settings, such as call waiting, do not disturb, push-to-talk, selective call rejection, shared call appearance, and speed dial from one place.

Call Routing   Open all sections ⌄

Call waiting ?   On ◉ ⌄
Receive additional calls while on an active call.

Do not disturb ?   On ◉ ⌃
Send calls directly to voicemail, instead of ringing to the phone.

☐ Play a ring reminder when a call is blocked

Close this section ⌃

Push-to-talk ?   On ◉ ⌃
Allow users to call and have the phone automatically answer. AKA intercom.

To push to talk: a user must dial *50 and the recipient's extension.
Note: The user receiving the push to talk must allow it within their settings.

☑ Allow inbound push to talk

CONNECTION TYPE   ALLOW PUSH TO TALK FROM

Two-Way ▾   Selected users only ▾

Selected users   Edit users

Morgan Williams

Jo Avery

Call waiting

Receive additional calls while on an active call.

Do not disturb

Automatically send all incoming calls to the user's voicemail, instead of ringing the phone. Click the **Play a ring reminder when a call is blocked** checkbox as an alert when do not disturb is enabled.

Push-to-talk

Allow users to call specific users and have the phone automatically answer, similar to an intercom.

Click the **Allow inbound push-to-talk** checkbox to allow the user to receive push-to-talk messages.

Choose the connection type, and the users to allow push-to-talk from by clicking **Edit users**.

Selective call rejection

Set up criteria to reject calls based on a specified schedule and phone number(s), including any private or unavailable numbers.

Shared call appearance

This feature allows users to make and receive calls from multiple devices. Set up multiple phones by clicking **Add appearance**. Enter the MAC address of the device and a unique ID, such as the user's username in the **Name of line/port field**. Choose to make the device active, and if you want to make and receive calls using this device.

Speed dial

Set up speed dials for the most commonly dialed numbers. Click **Add speed dial** to set up a speed dial code. When using speed dial, you must dial # and the two-digit speed dial code.

Shared call appearance ⓘ   On ⬤

Set up multiple phones for a single user. This is ideal for users who need a business line at both the office and at home, or for those who have a softphone on their mobile device.

☑ Allow click-to-dial from all devices for this user ⓘ

☑ Alert all devices when a group page or announcement is sent ⓘ

☑ Allow active calls to be retrieved or pulled to other devices ⓘ

☑ Allow multiple calls at the same time from any device

☑ Allow calls to be put on hold and picked up on any other device

☑ Allow others to bridge or join an active call from any other device ⓘ

BRIDGE WARNING TONE

| None ▾ |

Current appearances

Device	Line / Port Name
bejohnston89701_btbc_tablet Activ e	bejohnston89701_0776_btbc_tablet@prod.voi pdnsservers.com
bejohnston89701_btbc_pc Active	bejohnston89701_0776_btbc_pc@prod.voipdn sservers.com
bejohnston89701_btbc_mb Active	bejohnston89701_0776_btbc_mb@prod.voipd nsservers.com

⊕ Add appearance

Speed dial ⓘ   On ⬤

Press a reduced number of keys instead of the entire phone number.

Active speed dials

Option	Name	Number
01	Security desk	4805551234
02	Facilities	4808885555

⊕ Add speed dial

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Caller identification

Hide the user's display name from the person calling them.

Custom integrations

Send users the required login credentials for custom integrations, such as a softphone. Click **Email login credentials** to provide the user with their credentials.

ESSENTIAL SETTINGS

Phone Number

Phone

Voicemail

Emergency Location

Business Hours

Location conference numbers ⊙

Setup personal conference bridges for this user

Personal bridges for this user

Name	Number	Ext.	Conference ID
Demo line Active	8778629619		620639

ADVANCED SETTINGS

Mobility

Forwarding

Monitoring

Call Routing

Caller Identification

Custom Integrations

Conferencing

⊕ Add conference bridge

You must setup a location conference number before you can create a personal conference bridge. ⊙

Close this section ⌃

Conferencing

To set up a personal conference bridge, first set up a location conference number and assign the user as a host of the conference number (**Account Info** > **Location** > **Actions** > **Voice Settings** > **Conferencing**).

Then from the NextOS admin home page, click **Users** > **Actions** > **Voice Settings** > **Conferencing** > **Add conference bridge**.

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Additional resources

Find helpful articles, webinars, and live chat on our support site, and download the Nextiva App to use your Nextiva service from any computer or mobile phone.

Nextiva support

https://www.nextiva.com/support

Nextiva App downloads

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App Store

FOR PC

Download now
Windows

FOR MAC

Download on the
Mac App Store

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