

Make/Receive Calls

Sign in to the App to start making and receiving calls using your business calling ID. Three ways to make a call:

- Tap the Menu icon or swipe right. Select Dialpad.
 Dial the phone number or extension. Tap the Call button.
- Tap the **Menu** icon or swipe right. Select **Favorites** or **Directory**. Tap on any contact. Tap the **Phone** icon.
- Open a message and tap the **Phone** icon in the top-right corner.

Check Voicemail

Dial *86 or tap and hold the number 1 key.

Pull Calls

When already on a call on a different Nextiva device, use this feature to move the call seamlessly to the mobile app.

• Dial *11 or tap the Menu icon and select Pull Call.

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<	Profile	Edit	
Display Name Danny Chavez			
First Name Demo A			
Last Name Connect Test			
Work Phone +16232304067		□ª &	
Extension 1001		□ª &	
Personal Phone 4805551234		□ª &	
Email jen.lang@nextiva.co	om		
IM Address connect.demo.a@ea	ast.nextiva.im	D	
Add to Favorites			
Groups None		+	
Join Room			



Transfer Calls

While on an active call, tap the **ellipses**. Tap **Transfer** to transfer the call.

Directory

Any contacts added as **Favorites** on the Nextiva Desktop App will show up in the **Favorites** section of the iOS app, and vice versa.

- Add Favorites manually or add contacts within the organization from the Directory.
- Search for the desired contact in the **Directory**. Tap the contact. Tap the **Star** icon to the right of **Add to Favorites** to add the contact. The contact will automatically display under **Favorites**.
- Alternatively, tap **Favorites** and tap the **Plus (+)** sign at the top-right corner to add Favorites from the Directory.





Nextiva App - iOS

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\equiv	Messages	+
HS	Hunter Smith Hey Charlie. The Nextiva CRM is GREA	9/12/19 T! Quic
JH	Jaime Howard Regarding Nextiva's Call Recording. Ho	9/12/19 ow long
АВ	Aiden Brown Hey, do you have that Nextiva Analytic	9/12/19 s report?
КН	Kieran Harper Hey, quick question. The new Nextiva ,	9/12/19 App stor
СМ	Charlie Murphy Hey Charlie, do you by chance have ar	9/12/19 answer
DW	Dakota Williams Hey Charlie, can you send me the expe	9/12/19 ense rep

My Room

- Tap the Menu icon or swipe right. Tap Join Room to display My Room.
- In My Room, tap the ellipses. Tap View Participants to see users joined to My Room.

Sign Out

Select Sign out to stop receiving calls on the Nextiva Mobile App.

• Tap the **Menu** icon or swipe right. Scroll down to tap **Sign Out**.

Chat

Chat with anyone in the **Directory** or the **Favorites** List.

- Tap on any contact. Tap **Chat** to open the chat window.
- Chat History is stored in the Messages section.
- Tap the **Handset** icon to instantly call the contact.
- Tap the ellipses, then tap Video Call to start a video call.

Team Presence

Let other team members know your availability via the App.

• Tap the **Menu** icon or swipe right. Click on the Profile pic (or initials) at the top of the menu. Select a new Team Presence.



