Nextiva App - Android

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.

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 Android 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 - Android**

**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 your Profile pic (or initials) at the top of the menu. Select a new Team Presence.

**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.