




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.

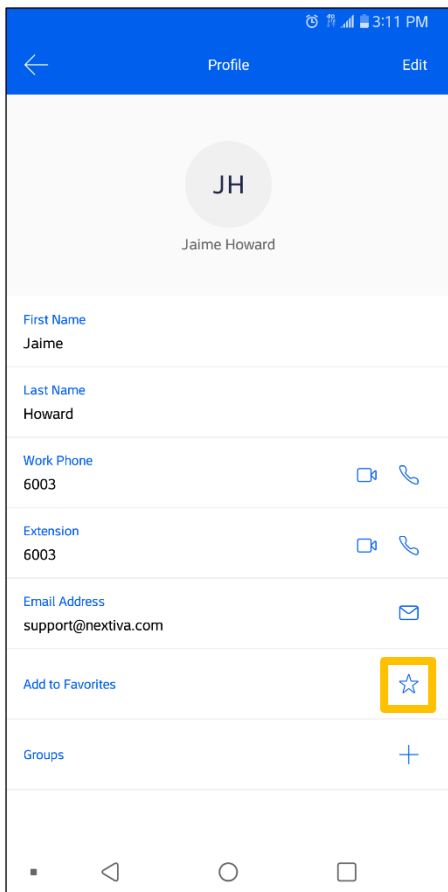
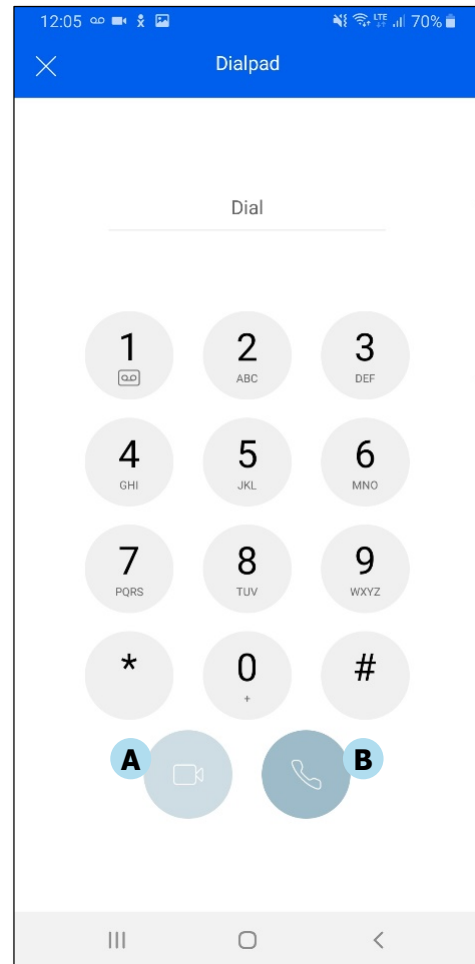
Check Voicemail

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.

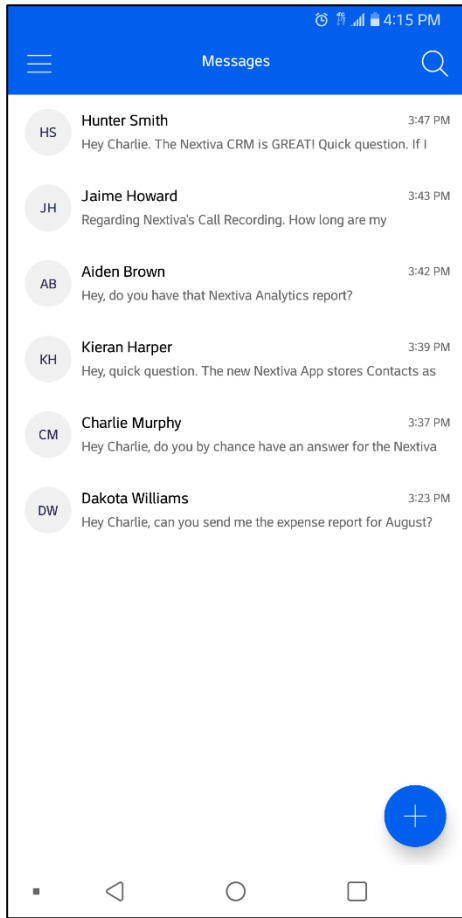
Directory

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.



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Chat

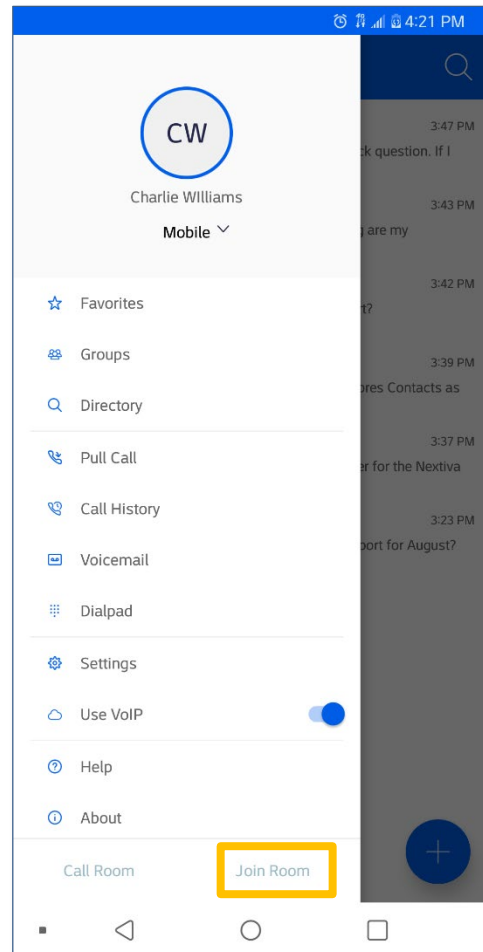
Chat with anyone in the **Directory** or the **Favorites** List.

- 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**.