Nextiva Desktop App

Access phone service, team collaboration, and video meetings — all in one place.

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Contacts and favorites

Quickly locate all of your saved contacts in My Contacts.

Can’t locate a colleague? Click the Globe icon to access your company directory, right-click their name and select Add to Contacts.

You can also set a contact as a favorite by right-clicking on a contact > Set as Favorite.

Just right-click on a contact to chat, call, video call, or share screens.
Call history and voicemail

Call history shows all inbound and outbound calls, while the voicemail option lets you hear messages.

You can also always check voicemail by dialing *86.
Transferring calls

Personal transfer

At the bottom of the call screen, click Ellipsis (…) > Transfer.

Search Contacts by typing a name, phone number, or extension.

Choose Attended Audio, connect to the call recipient, and Complete Transfer when ready.

Immediate transfer

Transfer calls directly to another extension, or any U.S. number, without needing to speak with them first.

At the bottom of the screen, click Ellipsis (…) > Transfer.

Search Contacts by typing a name, phone number, or extension.

Choose Transfer Now to complete the call transfer.
Move a call from phone to app.

Seamlessly transition a call from your desk phone or mobile device to another mobile device or phone.

To move your call, open the Dial Pad > and type *11.

Or, at the top right, click Pull Call under the Ellipsis (...).
Send text messages (SMS).

SMS must be enabled on your account to use this feature. If you haven’t done this yet, just complete this form. Once enabled, you can send a text to any saved contact.

To add a contact you want to text, go to My Contacts and choose Plus (+) > Add Contact and enter their IM address as 1+area code+phone number@smsnextiva.com (e.g. 15556667777@smsnextiva.com), and click Save.
Collaborate in My Room.

Host group chats and team meetings using screen share, conferencing, and instant messaging. Drag and drop contacts into the group or send a guest link to invite anyone.

Dial into the conference with one click. To set up conferencing, chat with us at nextiva.com/support. Share your entire screen or just a single application with meeting participants.