NEXTIVA APP

iPhone® User Guide

Contents

Getting Started

This section contains information for getting started with the Nextiva App on an Apple® device.

Installation

The Nextiva App can be downloaded from the Apple App Store. Search **Nextiva** and download **Nextiva App** on your iPhone.
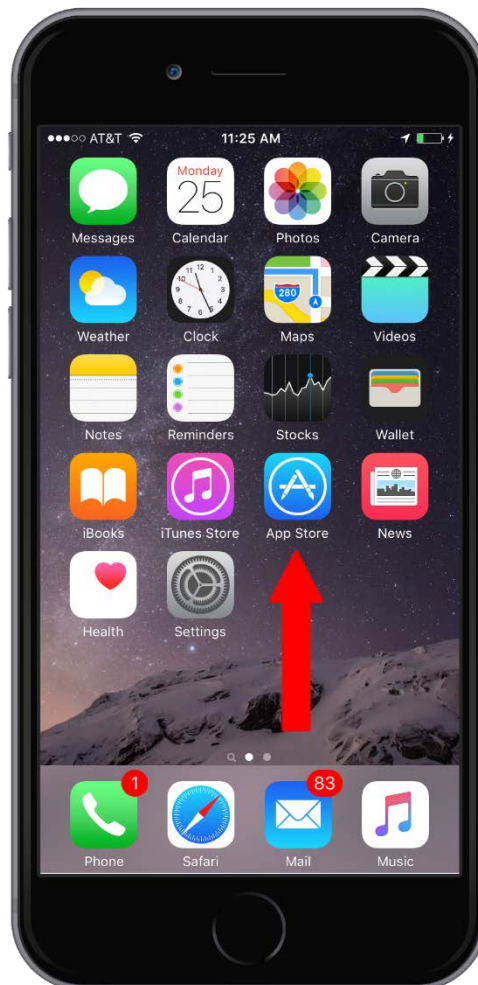

Figure 1-1: iPhone App Store

Launch and Sign In

When you first launch the Nextiva App, you will be prompted to sign in.

1. Enter the username and password you use to access the NextOS 3.0 admin or user portal.
2. Select if you want the Nextiva App to remember your password or sign in automatically.
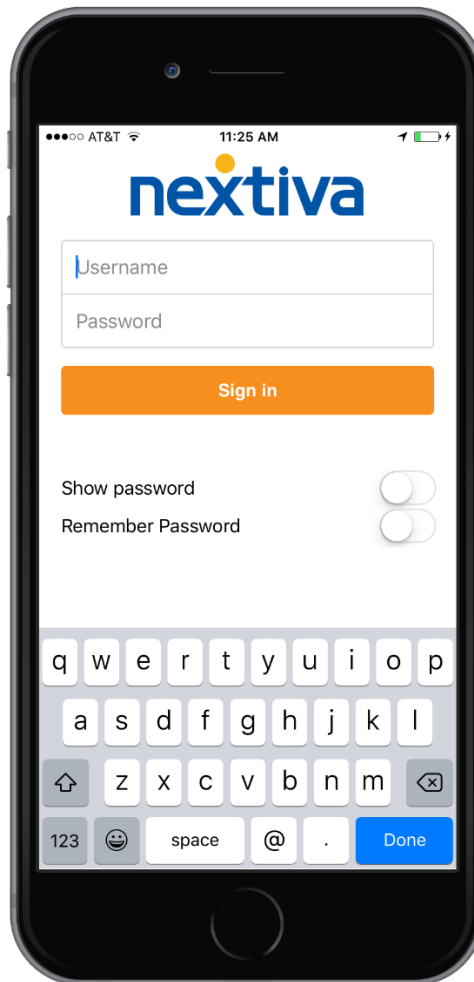3. Tap **Sign In.**

Figure 1-2: Nextiva App Sign In Screen

NOTE: If you select automatic sign in, you will be signed in automatically and taken to the **Contacts** list upon subsequent Nextiva App launches.

After logging in, a pop-up message may appear informing you about emergency calls.

Main Tabs

All of the main tabs are located along the bottom of the app. The main view contains a number of tabs that present information about the contacts and communication options available, as shown in *Figure 2-1*:

- *My Status*: Change your online presence.
- *My Room*: Utilize pre-generated chat room.
- *Contacts*: View contact list that includes your local directory, global directory, and internal directory.
- *Call History*: View history of all calls, filtered by missed and received calls.
- *Chat*: Start or continue a chat between two or more people.
- *Call*: Place calls using a dial-pad.
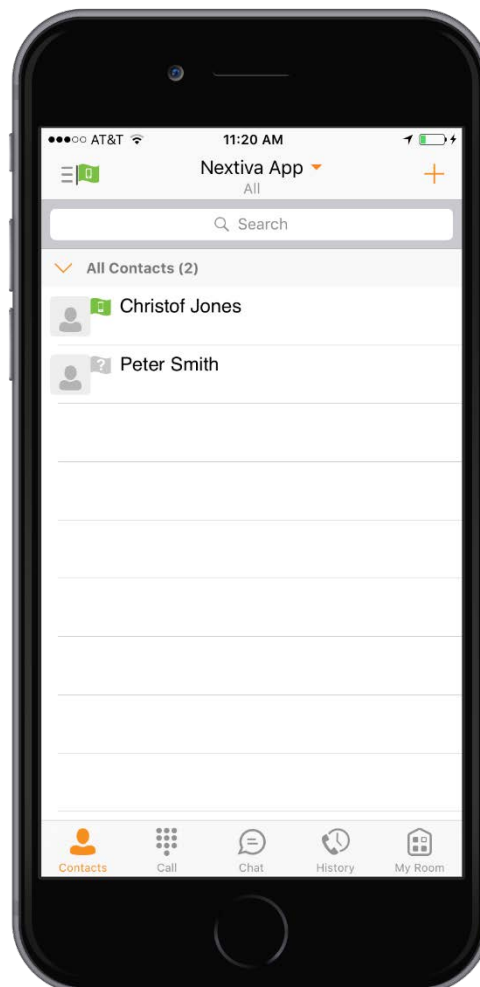- *Settings*: Change call preferences.

Figure 2-1: Main Tabs and Contacts Page

Presence and Contacts

Adding Contacts

When you start the Nextiva App for the first time, a pop-up window will appear requesting access to your device's existing contacts. You can use the search field to find people and add them to your Nextiva App contact list. You can add a new presence-enabled contact at any time by selecting **Add Contact** from the plus icon in the navigation bar. Another way to add new contacts is to use the directory search option in the *Contacts* tab.

In the Add Contact screen, enter the contact's information, and then click **Done** to save the contact.

By default, your presence information is always shared with a new contact if an XMPP address is provided.

If you receive a *Contact* invitation, you can choose to ignore or accept it. If you ignore the *Contact* request, you can always share your presence information later by selecting **Subscribe** from the Contact Card.

> **NOTE:** The contact must accept your subscription request for the presence relationship to be established successfully.

To add a conference number, select **Add Conference** from the plus icon in the navigation bar, and then type a conference number or select a contact from your contact list. You can also add a conference number from the directory search. A conference contact is a special contact used for conference bridges to avoid having to remember a conference number and PIN code for a recurring conference calls.

Add a local contact by selecting **Add Local Contact** from the plus icon in the navigation bar. Add Local Contact opens your device's Address Book to add a new contact from your local phone book.

Edit Contacts

Tap a contact from the contact list to open a contact card. Use this same process for presence-enabled and non-presence-enabled contacts. Pressing the ⋮ button on the top right while viewing a contact card provides the following options:

- *Edit*: Opens the Contact Information dialog box where you can add, edit, or remove information. This works for both presence-enabled and non-presence-enabled contacts.
- *Unsubscribe:* Removes the presence relationship between you and that specific contact. This means you do not see the contact's presence information and they will not see yours. Select **Subscribe** to re-establish the presence relationship. An unsubscribed contact remains on your contact list, but will always show as **Offline**.
- *Delete Contact*: Removes the contact from your contact list.

My Status

My Status includes two features. The first is your online presence, which means that your contacts are able to see whether you are available, on a call, in a meeting, etc. The second is your status, which includes your picture (avatar) and personal message. There are 7 different presence options.

Icon	What does it mean?
	The green presence icon indicates that the user is online and ready for communication.
	The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.
	The red presence icon indicates that the user is busy and does not want to be disturbed.
	The grey presence icon indicates that the user is offline and the only available contact method is calling or chatting.
	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence.
	This icon indicates that the contact is busy due to a call. This is an automated presence status.
	This icon indicates that the contact is busy due to a meeting. This is an automated presence status. The Busy – In Call status overrides the Busy – In Meeting status so this one is only seen when there is a meeting but no call.

Figure 3-1: All Presence Displays

NOTE: The last three presence options cannot be chosen and are automatically assigned.

You can set your own presence by tapping on the presence icon from the status bar in all tab views. The presence icon opens the *My Status* screen where you can change your avatar, personal message, and presence status.

Tapping on your picture opens a dialog with options to select an existing image, to take a new one with your device camera, or to clear your avatar.

You can enter a status message into the area next to the avatar. This status text is shown next to your name in your friends' *Contacts* lists.

If you see the error message "Chat Unavailable" under any tab, it means that XMPP connectivity has been lost for chat and presence; however, you can still make calls. Please contact Nextiva Support if you see this message.

The presence update is only automatically triggered by appointments and meetings that are either accepted by you or made by you. It is important to note that all-day meetings do not trigger a presence change to **Busy – In Meeting**.

Chat and Instant Messaging (IM)

Chat Tab

Chat shows the list of recent chats since the last login. If you chat with a contact multiple times, your discussions appear as one item in the list.

Tapping the name opens the chat view (IM view) where new messages can be typed. Old messages are also shown.

New incoming messages are indicated with a notification badge to the right of the name. The notification will go away once the message is read.

The most recent chat is always listed at the top. Clicking the menu button in the navigation bar displays the **Mark all as Read** option. This option removes all notification badges from the Chat History list.
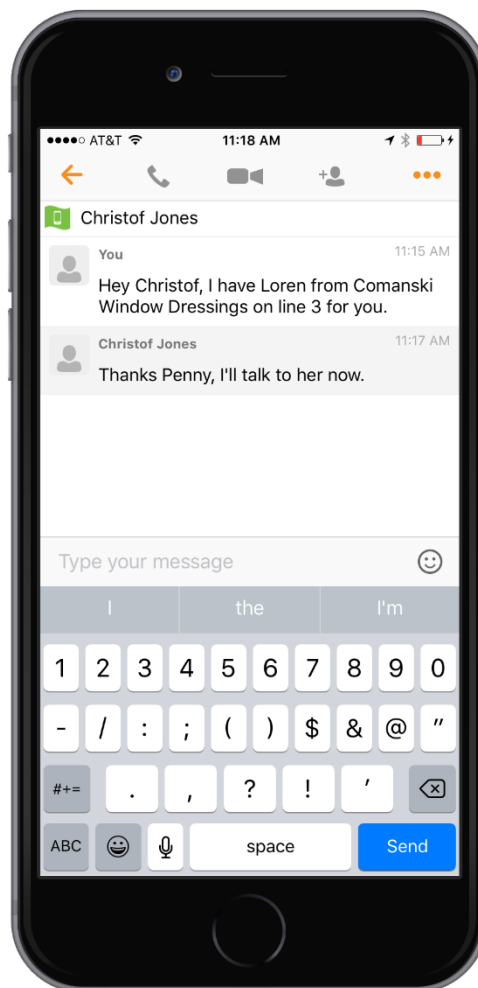

Figure 4-1: Chat Rooms

To start a chat with one contact, use one of the methods below:

- From the *All Contacts* list, tap a contact to open the Contact Card. From the Contact Card, choose the chat bubble icon to start a chat.
- In the *Chat History* list, tap a contact to start a chat with them.

Once you initiate a chat, the *Chat* screen opens. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you will see a notification badge on the *Chat* tab and the chat will appear at the top of the *Chat History* list.

When the chat opens, the name of the recipient is on the top bar and there is a presence icon flag before their name. The recipient messages are presented in an orange background and your messages are in a white background.

Emoticons can be added to a message by typing the corresponding character codes and selecting the icon, which will display graphically in the message area.

Group Chat

To start a group chat, use one of the methods below:

- In an active chat with another person, tap the **Add Participant** icon to expand from a single chat to a group chat.
- From the *Chat* tab, tap on the menu icon and tap **Start Group Chat**.
- In the *Chat History* list, tap a group communication entry to restart a group chat.

When you initiate a group chat, the *Chat* screen opens. More people can be added later to the chat using the **Add Participant** icon. Anyone in the group chat can add participants; however, removing participants is not currently supported.

A group chat works the same way as a one-on-one chat. All messages from a specific participant are sent to everyone else. All contacts need to be online to be able to participate in a group chat, and you cannot invite an offline contact.

A group chat history is saved and is available to view later in the *Chat* tab.

If you'd like to leave a group chat, select **Leave Chat**. The chat is marked as **Offline** and you will no longer receive messages from the chat. If you click on the offline chat, you will re-join the chat and start receiving messages again; however, you will not receive the messages that were sent in the chat while you were offline.

The **Clear History** menu item works the same way as a one-on-one chat and removes the local history.

The **View Participants** button opens a dialog box that shows the list of participants in the group chat.

Currently you cannot delete a Group Chat.

Chat History

The Nextiva App can provide chat logs for all chat sessions made on your device. Click on the **History** icon , and then select the chat icon , located below the voicemail messages, to view the chat history made from your device.

> **NOTE:** *Chat History* is not synced between devices at this time.

Audio and Video Calls

Dial Pad Tab

The *Dial Pad* tab displays a dial pad and a text field used to enter numbers. The dial pad is one of the options used to make audio or video calls. There are three buttons below the dial pad: Call, Video Call, and Dial Pad Menu. The top text field also has a delete button that, when tapped, deletes one character at a time.

A badge notification appears on the *Dial Pad* tab when there are messages in the voice mailbox. A long press on the **1** digit connects you to your voice mailbox.

Make Audio or Video Calls

Make an audio or video call using one of the following methods:

- Choose a contact from your contact list and tap on the headset icon for an audio call or the video icon to start a video call.
- In the text search field, begin typing a contact name, open a contact card, and tap on the headset icon for an audio call or the video icon to start a video call.
- Open the dial pad, enter a phone number, and tap the call or video button.
- On the *Call History* list, tap a call entry.
- On the *Chat* screen, tap the headset icon for an audio call or the video icon to start a video call.

Answer Calls

An incoming call is indicated by a ringtone (currently ringtones cannot be adjusted). There are two options on the incoming call screen: **Answer** and **Decline**. If you decline the call, the line will sound busy on the caller's end.

In Call Actions

Figure 5-1: In an Audio (left) and Video (right) Call.

You can perform the following actions from the *In Call* screen:

- End a call
- Mute the microphone
- Open the key pad
- Adjust the volume
- Upgrade from an audio to video call and downgrade from a video to audio call
- Place a call on hold
- Make a new call
- Transfer a call - Warm

- Transfer a call – Blind
- Make a conference call
- Park a call
- Add more participants (conference call only)
- Merge two separate calls
- Swap two separate calls
- View participants on a conference call

Missed Calls and New Messages

Notifications (for example: missed calls or new messages) are shown as badges on the tab icons.

If you have pending voicemail (VM) messages, then a badge is displayed on the *Call* tab icon indicating the number of pending VM messages.

Contact Name Lookup for Incoming Calls and Call Logs

Whenever the incoming call does not have a calling name associated with it, the Nextiva App can perform a local contact search. If the number matches one of the contacts on the mobile device contact list, the name will show on the *Incoming Call* screen along with the alert.

Whenever you retrieve your call logs/history and the call log does not have a calling name associated with it, the Nextiva App does a lookup in the local contacts and populates the name if a match is found.

N-Way Calling (Conference)

The Nextiva App supports network SIP-based conference calls with up to three additional participants. While on a two-way call, you can add a third party by using the **Conference** button. It opens the address book on your device to search for and select the new participant. Once the conference is established, the participants are shown on the *In Call* screen.

The other way to create a conference call, or to add participants to an existing conference call, is to make a second **new call,** and then select the **Merge** option.

Call Waiting

You can have one active call at any one time. If you receive a new incoming call and accept it, the existing call is put on hold. You can change between these two calls by using the **Hold** and **Unhold** buttons.

New Call

You can start a new call while on another call. Follow the steps below to do this:

1. Establish a call with a remote party.
2. Initiate a second call using the **new call** button.
3. Select a contact, and then choose a number. After the new call is established, the first call is put on hold. You can also swap the two calls or merge them into a conference.

   NOTE: Conference calls are limited to (3) participants.

Call Transfer

The Nextiva App supports transferring calls to another party. You can transfer calls two ways:

- *Attended Transfer (warm)* – Establish a call with a remote party. Select a contact, and then choose a number. Select the **Call First** option. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the **Complete** button.
- *Unattended Transfer (blind)* – Establish a call with a remote party. Select a contact, and then choose a number. Select the **Transfer** option and the transfer is completed.

Call Park

The Call Park service allows you to park a call against a "parked against" extension. The "parked" call is placed on hold until you retrieve it. If the call is not retrieved within the provisioned recall time, then the parked call is reverted and presented to the *recall* user. This setting requires configuration; please contact Nextiva Support for assistance.

Call Recording

The Nextiva App allows you to start, stop, pause, and resume call recordings. Call recording controls depend on your call recording mode configured in the NextOS 3.0 portal. The Nextiva App supports the option to record a call before it begins or during the call itself.

Note: Pause/Resume features will require star codes: Start is ***44**, Stop is ***45**.

Record a call when it starts

- You start the application and sign in.
- You establish a call with User B.
- The call is automatically set in recording state.

Record a call on demand

- You start the application and sign in.
- You establish a call with User B.
- You can pause and resume the call recording using star codes.
- You enable call recording during the call and the entire call is recorded.

Start, stop, pause, or resume call recording

- You start the application and sign in.
- You establish a call with User B.
- You can start, stop, pause, and resume recording during the call.

Visual indication for a call recording

- You start the application and sign in.
- You establish a call with User B.
- You start call recording.
- You can see a visual indication for the call recording.

Silent call recording monitoring

- You are not configured to hear audio notifications for the call recording states.
- You start the application and sign in.
- You establish a call with User B.
- Call recording is in progress.
- You can see a visual indication that the call is being recorded, but no audio notifications are played.

Conference call recording

- You start the application and sign in.
- You establish a call with User B.
- You start call recording (optional).
- You see a visual indication that the call is being recorded.
- You and User B hear an audio announcement with the call recording status.
- You and User B hear an audio indication that the call is being recorded.
- You create a conference call with User B and User C.
- You start call recording.
- You see a visual indication that the call is being recorded.
- You, User B, and User C hear an audio notification that the call is being recorded.
- You, User B, and User C hear an audio indication that the call is being recorded.