




QUICK REFERENCE



Warm Transferring Calls

A warm (attended) transfer allows Users to speak privately with the receiving party before transferring the call. A warm transfer also confirms the availability of the receiving party

1. While on a call, press the **Hold**  button.
2. Dial the phone number or extension of the receiving party.
3. Greet the receiving party and advise them of any important information.
4. Press **Transfer**  , then press the **Confirmation**  button to perform a warm transfer.


Blind Transferring Calls

A blind (unattended) transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether they answer.

1. While on a call, press the **Transfer**  button.
2. Dial the phone number or extension of the receiving party.
3. Press the **Confirmation**  button before the receiving party answers to blind transfer the call.

Checking Voicemail

There must not be a call on the line when attempting to check voicemail.

1. Press the **Voicemail**  button or dial ***86**.
2. Enter the personal voicemail passcode, then press #. The default is **0000**.
3. Press **1** to listen to new or saved voicemails.



Accessing Call History

1. Press the **Call History** **A** soft key.
2. Press the left or right arrows on the **5-Way Navigation** **E** to view **All, Missed, Received, or Dialed Calls.**

ACCESS CODES

Feature Access Codes allow users to quickly and easily make changes to the way their Nextiva User Account functions, whether the desire to turn on or off Do Not Disturb, enable or disable call forwarding, or any number of other features. Simply pick up the desk phone and enter the characters below, then listen for prompts if additional setup instructions are required. Feature Access Codes can also be entered into the Nextiva App and will perform the same function as if the office phone were to dial them.

CODE	ACTION
*72	Call Forward Always Activate
*73	Call Forward Always Deactivate
*21	Call Forward Always to VM Activate
#21	Call Forward Always to VM Deactivate
*90	Call Forward When Busy Activate
*91	Call Forward When Busy Deactivate
*40	Call Forward When Busy to VM Activate
#40	Call Forward When Busy to VM Deactivate
*92	Call Forward When Unanswered Activate
*93	Call Forward When Unanswered Deactivate
*68	Call Park
*88	Call Park Retrieve
*11	Call Pull
*69	Call Return
*99	Clear Voicemail Waiting Indicator
*55	Direct Voicemail Transfer
*78	Do Not Disturb Activation
*79	Do Not Disturb Deactivation
*50	Push to Talk (requires setup)
*86	User Voicemail Retrieval

CONNECTING THE PHONE

1. First connect the Ethernet cable from the network (wall*) to the Ethernet Port (NET) marked on the back of the phone.
2. Note: Ethernet cable from the wall may be already connected to your computer/laptop. If so, remove Ethernet cable from the desktop/laptop and connect it to the Ethernet Port (NET) marked on the back of the phone.
3. Next connect another Ethernet cable into the PC port marked on the back of the phone. The Ethernet cable will connect to the Ethernet port on your Desktop Computer or Laptop



SETTING UP

VOICEMAIL GREETINGS

BRANCH MANAGER VOICEMAIL GREETING

You have reached (Branch Manager name) with Aquabella Tile, _____ (identify branch name).

I'm sorry I'm not available at the moment to take your call. Please leave your name and number and I will return your call as soon as possible. Have a great day!

CUSTOMER SERVICE VOICEMAIL GREETING

You have reached the Customer Service of Aquabella Tile, _____ (identify branch name). We are sorry we are not available at the moment to take your call. Please leave your name and number, and we will return your call as soon as possible. Thank you for calling. Have a great day!

SALES VOICEMAIL GREETING

You have reached [your name] at Aquabella Tile, (identify branch name). I'm sorry to have missed your call but if you leave your name and number, I will return your call as soon as possible. Thank you for calling. Have a great day

SETTING UP VOICEMAIL

From a Nextiva Phone:

1. Dial *86 and enter your PIN (default PIN is 0000).
2. Update your PIN to a personalized 4-digit number, and then record your name and press #.
3. Press * to confirm. Then press 3 to change the mailbox
4. No Answer Greeting. This is the greeting callers will hear before leaving a voicemail message.
5. Press 1 to record a new greet and press # to stop recording



Accessing Voicemail

From a Nextiva Phone:

1. Dial *86 and enter your PIN
2. Press 1 to listen to new messages.

From the Nextiva App:

1. Press and hold the number 1 key and enter your PIN.
2. Press 1 to listen to new messages.

From an External Phone:

1. Dial the phone number and press * after reaching the voicemail greeting
2. Enter your PIN and press #

3. Press 1 to listen to new message

Nextiva Voicemail Shortcuts

1 – Play

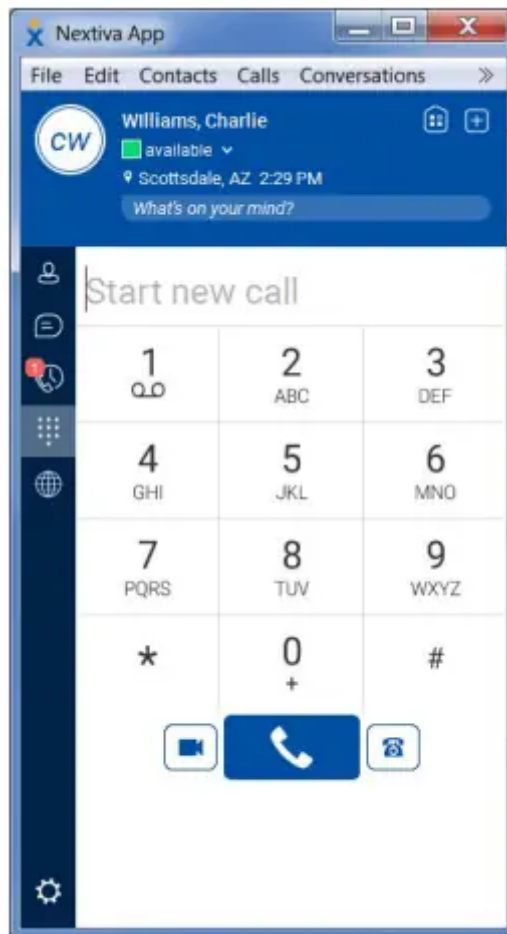
2 – Busy Greeting Menu

3 – No Answer Greeting Menu

5 – Compose Message Menu

7 – Delete All Messages

– Repeat



Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.