OFFICE
FEATURES

Nextiva Office Feature Spotlight

Your Nextiva Office plan comes with dozens of features, including the following favorites:

Amazing Service

Our knowledgeable & dedicated U.S. Support Team is always available to assist you.

Auto attendant

Instant automated greetings let callers know they reached the right department.

Call Forwarding

Redirect calls to a third party destination such as a phone number or extension.

HD Voice Quality

Eliminate static and service degradation. It's like you're in the same room as the caller.

Instant Conference Calls

Select two calls from the call console and connect them with one click!

Number Portability

Keep your current phone numbers and simply transfer them to your Office plan.

Shared Call Appearance

Make and receive calls from multiple locations and it always shows as your number.

Unified Communications

Combine voice, video, mobile, and web collaboration in one complete system.

Voicemail to email

Access your voicemail messages from your email account to stay connected 24/7.

You can view a complete list of Nextiva Office features here.

The Nextiva App

The Nextiva App is the hub for your communication needs, combining voice, video and instant messaging into a single application. Access all of your communication services from your desk phone, desktop, or mobile phone using any Windows, Mac OSX, iOS, or Android platform. All devices are simultaneously synced to the cloud, and the Nextiva App is free as a Nextiva Office user.

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10x
AMAZING SERVICE™

	Pro	Pro Plus	Enterprise
Advance Call Forwarding – Call forwarding allows you to redirect calls to a third party destination such as a phone number or extension. Nextiva offers multiple ways that you can set up call forwarding, allowing you to specify different circumstances in which calls are forwarded.	✔	✔	✔
Anonymous Call Rejection – The anonymous call rejection service allows you to reject calls from parties who have explicitly restricted their identities.	✔	✔	✔
Auto Attendant – An auto attendant allows a caller to be presented with an audible greeting which offers the caller extension options. For instance, if you had a sales team and support team, you could have your auto attendant greet the caller with "Thank you for calling. Press 1 for sales, or 2 for support." Once an option has been made, the call will be redirected to the appropriate destination.	✔	✔	✔
Busy Lamp Field – Busy lamp field allows you to monitor the call status of another user in your company. Different call statuses include idle, incoming call, on a call, or call on hold. The call status of that user is represented by a color-coded line key light on your phone.	✔	✔	✔
Call Me Now – Call me now allows a customer or client to click a web-based link or icon that can cause your Nextiva phone to automatically call out to the number the customer or client provided. This will allow your customers or clients to easily be connected by the click of a button on your website.	✔	✔	✔
Call Parking – Call parking allows you to place an active call on hold against an extension. Any member that is in the call parking group can retrieve this call. After you have parked a call, you can make and receive calls freely and invoke any other features without limitations.	✔	✔	✔
Call Return – The call return feature calls back the last party that called you. This occurs after you have dialed a call return feature access code on your phone.	✔	✔	✔
Call Waiting – Call waiting allows you to receive calls while already actively engaged in an alternate call. When an incoming call is received while you are already on a call, you will be notified of the new call through a call waiting tone and/or visual display representation.	✔	✔	✔
Caller ID – The caller ID feature gives you the ability to see the name and number of an incoming call. Alternatively, your name and number can be represented on the caller ID of the person you are calling out to.	✔	✔	✔
Dial-by-name Directory – The dial-by-name directory feature allows incoming calls to reach a specific person in your company by dialing their first or last name using the keypad on the phone.	✔	✔	✔

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Directed Call Pickup – Directed call pickup allows you to answer a call that is ringing to someone else's line. This is possible after dialing the directed call pickup feature access code and the extension of the user who is receiving the call.	✓	✓	✓
Do Not Disturb – Do not disturb allows you to ignore incoming calls to your phone. After pressing the DND button, the caller would be redirected to your voicemail or the destination you have specified for calls that are not answered.	✓	✓	✓
Group Paging – The group paging feature allows you to initiate a one-way call to multiple users. This feature allows you to broadcast information to a group of people from the convenience of one phone call.	✓	✓	✓
Hoteling Guest – Hoteling allows a user (guest) to sign into an alternate user's phone (host) to make and receive calls so that it appears as though they are making and receiving calls from their own phone.	✓	✓	✓
Hunt Group – The hunt group feature allows you to dial one phone number or extension and have it ring to multiple users within that hunt group. Hunt groups can be set to ring the users simultaneously, in a specific order, or by a designated priority.	✓	✓	✓
Line Mirroring – Line mirroring allows you to have multiple line keys on your phone for the same line of service. This allows multiple calls to be organized more easily on separate line keys of your phone.	✓	✓	✓
Music on Hold – Music on hold allows your customers or clients to hear music while they are waiting on hold.	✓	✓	✓
NextOS Portal – This is an online graphical user interface (GUI) that allows you to manage users, devices, features, basic reporting, and E911 information.	✓	✓	✓
Privacy - The privacy feature allows you to exclude yourself from dial-by-name or extension dialing settings. It also allows you to prevent your phone status from being available to other users.	✓	✓	✓
Professionally Recorded Greeting – Upload a recorded message that professionally greets your callers. Nextiva will record greetings for your company; additional recordings are $25 each.	**1**	**3**	**5**
Push To Talk – Push to talk allows you to call another person in your company, causing their phone to automatically answer. This feature can make the destination seem like an intercom and it functions similar to a walkie-talkie.	✓	✓	✓

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Selective Call Appearance – The selective call appearance feature allows you to set up conditions that must be met before a call can come through to your phone. You can set conditions for certain phone numbers or specific times of day. If the conditions are not met, you can configure how you would like the call re-routed.	✓	✓	✓
Shared Call Appearance – Shared call appearance will allow multiple phones to have your line assigned to it. This will allow you to make and receive calls from your line at multiple locations. You can also apply someone else's line in your company to your phone to make and receive calls as them.	✓	✓	✓
Three-Way Calling – The three-way calling feature allows you to make a three-way call with two other parties. This would allow all three parties to communicate with each other simultaneously.	✓	✓	✓
Unlimited Virtual Faxing – Virtual faxing allows you to send fax messages securely through your PC, tablet, mobile device, or fax machine.	✓	✓	✓
Voicemail to Email Messaging – The voicemail to email messaging feature allows you to set up an email address to where your voicemail messages can forward. It will allow you to listen to your voicemail messages directly from your computer or other portable device.	✓	✓	✓
Nextiva Mobile App – The Nextiva App combines voice, video, and IM into a single application that you can access from your desk phone, computer, or mobile device.		✓	✓
Conference Bridge – The conference bridge allows you to connect a large amount of people into a conference call.		✓	✓
Call Recording – Call recording service allows you to record your incoming and outgoing calls for review and training purposes.	$5.95 per line per month	$5.95 per line per month	✓
Attendant Console – The attendant console allows you to monitor the real-time telephone status of employees to view user information and determine who is available, busy, or away from their desk.			✓
Custom Ringback – The custom ringback feature allows your customers or clients to hear a music file of your choice, as opposed to ringing, when they call you.			✓
Hoteling Host – Hoteling allows a user (guest) to sign into an alternate user's phone (host) to make and receive calls so that it appears as though they are making and receiving calls from their own phone. You can have multiple users sign into one host if necessary.			✓

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Nextiva Anywhere – The Nextiva Anywhere feature allows you to forward calls to any mobile device and have the ability to toggle back and forth between your mobile phone and your desk phone. You can also dial out from your mobile device and have the caller ID represent that the call is coming from your desk.	☑	☑	☑
Nextiva Toolbar – The Nextiva Toolbar allows you to make and receive calls from your computer's web browser or email client. You can also store contacts, maintain up-to-date connection information, and configure controls on calls and voicemail. The Nextiva Toolbar integrates with Microsoft Outlook and Internet Explorer.	☑	☑	☑
Pre-Alerting Announcement – The pre-alerting announcement feature allows you to play an audible greeting for incoming calls before your phone starts to ring. This could be used to inform customers of promotional offers, that your calls are being recorded, or any other information you want the caller to hear before speaking to you.	☑	☑	☑
Silent Call Barging – Silent call barging allows your managers to monitor phone calls between your employees and customers while also giving your managers the ability to interject into the conversation and take over if necessary. Team Presence – Adjust your availability settings or easily check the status of a contact via the Nextiva App to determine the best way to contact them.	☑	☑	☑

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