



**NEXTOS 3.0**  
**USER**  
QUICK START GUIDE

# NextOS 3.0 User Portal

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The NextOS 3.0 portal is a web-based application for managing your Nextiva call features and settings. You will be able to manage call forwarding, voicemail, call logs, and other features all in one place.

## Logging in to the NextOS 3.0 User Portal

1. Go to [www.nextiva.com](http://www.nextiva.com) in a web browser (*Chrome, Safari, Internet Explorer, etc.*).
2. Click Login at the top right of the screen.
3. Log in to the NextOS 3.0 portal on the right side of the screen using the credentials provided in the welcome email you received when your Nextiva account was created.
4. After you sign in with your credentials, you will be prompted to create a new password and set up a security PIN. The security PIN is used to verify your identity when you call into Nextiva Support.
5. Once logged in, you will see the main dashboard for your Nextiva account. The dashboard is discussed in more detail below.

## Profile Tile

The **Profile** tile displays your contact information, including your phone number and extension, your most recent voicemails, which you can listen to and delete directly from the portal, and the device assigned to you. Additionally, you can view a pop-out table of your company directory and change your voicemail PIN.

## Monitoring Your Activity

The **Activity** tile displays a bar graph of your call history. This calculates your total number of inbound, outbound, and missed calls. You can view the results for Today, Yesterday, the Last 7 Days, This Month, and the Last 30 Days. Additionally, you can view the number of inbound minutes or outbound minutes used during the same time periods.

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## Call Features

As a user, you can enable and set up your own Nextiva calling features. All active features can be accessed from the **My active features** tile, with an Edit icon to the right for easy updating.

## Available Features

- Alternate numbers
- Busy lamp field
- Call forward always
- Call forward selective
- Call forward when busy
- Call forward when unanswered
- Call forward when unreachable
- Call me now
- Call recording\*
- Call notify
- Custom ringback
- Do not disturb
- Hoteling guest
- Hoteling host\*
- Nextiva Anywhere\*
- Pre-alerting announcement\*
- Privacy settings
- Push to talk
- Remote Office\*
- Selective call acceptance
- Selective call rejection
- Sequential ring
- Shared call appearance
- Simultaneous ring
- Speed dial
- Voicemail to email

*\*Feature available with an additional product license*



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## Call Forwarding

One of the most popular call features is Call Forwarding. This feature will send incoming calls to a secondary number when criteria you specify is met. There are five Call Forwarding options available, and each one serves a different purpose. We recommend testing these features after they are programmed to ensure they are working correctly. If the feature does not work correctly, disable the feature and check to see if you have turned on a Call Forwarding option that overrides the option you are trying to add.

Follow the instructions below to set up Call Forwarding:

1. Go to the **My active features** tile on your account dashboard, and click the **All features** button. If the feature is currently active, you can also click the feature's Edit icon .
2. Open the Forwarding section, and select the feature's Edit icon . This will open the fields where you can assign the forwarding phone number and forwarding criteria.
3. Once you have saved the forwarding phone number, it will be displayed next to the individual forwarding option for quick reference (*Figure 1-1*).

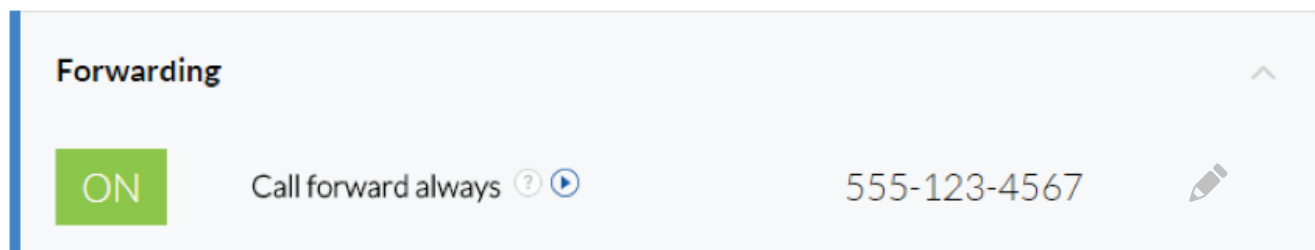


Figure 1.1: Forwarding Phone Number

## Call History

The NextOS 3.0 portal also displays your recent call history. You can track individual inbound, outbound and missed calls from the last 30 days. It also shows details on the type of call, the caller and receiver, the date and time, and the duration of the call. You can filter calls by date ranges and the type of call.

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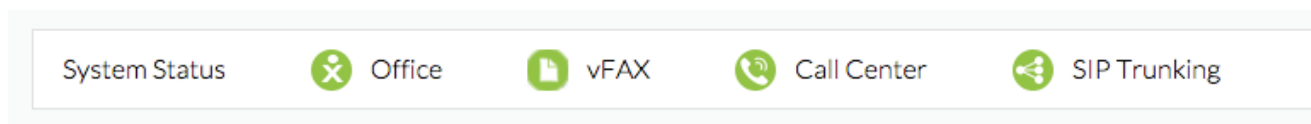
## Feature Access Codes

Feature access codes are key commands that can be entered into your device to activate or deactivate feature settings. These codes are the same for all device models and manufacturers.

- Push to talk (Intercom) \*50
- Call forward always - Activate \*72
- Call forward always - Deactivate \*73
- Do not disturb - Activate \*78
- Do not disturb - Deactivate \*79
- Retrieve voicemail \*86

## System Status

You can view the status of Nextiva's system from the top of your dashboard, and click on any status icon for more detailed information on [status.nextiva.com](https://status.nextiva.com). After accessing the status page, you can subscribe to updates via email or SMS text (*Figure 1-2*).



*Figure 1-2: System Status*

For more step-by-step guides and additional information, please visit [nextiva.com/support](https://nextiva.com/support)

### Support Hours:

Monday – Friday: 5:00am – 6:00pm AZ Time  
Saturday: 9:00am – 1:00pm AZ Time