Nextiva App Visual Voicemail Guide MacOS and Windows

Checking Voicemail

You must not have a call on the line when attempting to check your voicemail.

1. Click the Communication History 🕐 icon.

2. Select the voicemail tab ◖◗.

3. Click the button with three vertical dots next to the voicemail you'd like to listen to.

4. Press **Play**.

Other Voicemail Features

Mark as New

This will mark a previously checked voicemail as new, activating the message waiting indicator.

Save As...

This saves the voicemail as a **.wav** file on your hard drive.

Delete

This will delete the selected voicemail from the system.

NOTE: This is permanent. If you have not saved the voicemail
somewhere on your computer, or had it emailed to you as a .wav
file, you will not be able to retrieve the voicemail.

Call

This initiates a call to the contact who left the voicemail.

Call from Phone

This initiates a call to the contact who left the voicemail from your desk phone.

Video Call

This initiates a video call from the Nextiva App to the contact who left the voicemail.

NOTE: Video calls can only be placed to other Nextiva users.

Copy Phone number

This copies the contact's phone number onto your clipboard so that it may be pasted elsewhere.

View Profile

This pulls up the profile of the contact who left the voicemail if one exists.

Add Contact

This saves the contact's information in your Nextiva App.