

NEXTLINK VOICE MANGER APP

QUICK REFERENCE GUIDE



The Nextlink Voice Manger App lets you make and receive calls from your desk phone, your PC or Mac, and your mobile devices. To access these features on your mobile devices, you will need to install the Nextlink Voice Manger App. Read the following information on how to download, install and run the app.

CHECK YOUR DEVICE

First, you need to confirm that your device is compatible with the app:

- Android phones & tablets v.5.0 or later
- iOS devices running iOS 11.0 or later
- Video calling only works on devices that have a front-facing camera.

DOWNLOAD THE APP

Search for **Nextlink Voice Manger** in the App Store or Google Play to find the mobile app. Tap **Install** to download the app to your device. After the download is complete, tap **Open** to open the app.



LOGGING IN

Log in by manually entering your credentials or scanning a QR code.



[Manually Enter Credentials](#)

Your Username and Password will be the same that is associated with your Nextlink Voice account. If you cannot remember your username and/or password and are unable to access the Nextlink Voice Portal, please call us at **855-698-5465** for assistance.

[Scan The QR Code](#)

You should have received an email from Nextlink welcoming you to the Nextlink Voice Portal. Scroll down to the bottom of that email to find the QR code. Click **Scan a QR Code** on the app and use your camera to scan the code. Your credentials will automatically be applied, and you will be logged into the app.

The first time that you access the app, you will be asked if you would like Nextlink Voice to send you notifications. You can allow or deny, and you can always change your settings at a later date if you wish.

USING THE APP

The Nextlink Voice Manger App is like having your desk phone on your mobile device. You can make and receive calls, hold calls, transfer calls, and make three-way calls. You can also use the app to send messages to other people in your corporate directory who are using Nextlink Voice Manger (on any device).

The app uses the WiFi, broadband, or mobile data services that are available, so you can make and receive calls without using your mobile minutes.

Access the app features by using the bottom menu icons.

 **CONTACTS**

 **HISTORY**

 **KEYPAD**

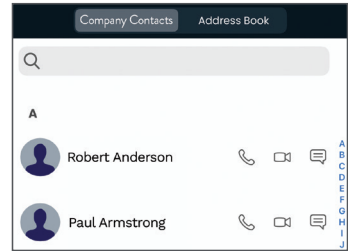
 **MESSAGES**

 **MORE**

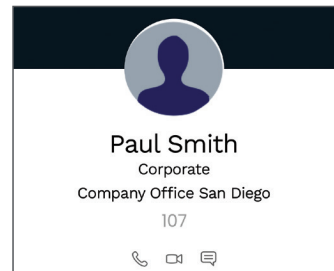
CONTACTS

The app assembles a contact list for you to use. Tap **Contacts** to view your Contacts list. This list will include:

- Contacts that you type into the app
- Contacts stored on your mobile device
- Contacts in your corporate directory

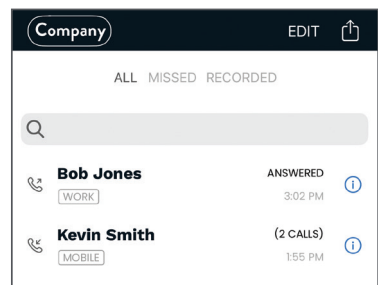


By tapping one of the contact method icons, you can initiate a call, video call or chat. You can also tap on a contact's profile image to view their details.



HISTORY

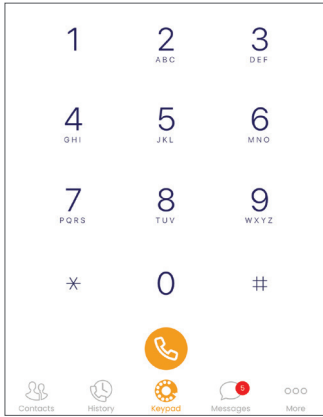
Tap **History** to show all of your recent calls, missed calls, and recorded calls. You can also search your history by name of the caller/called.



KEYPAD

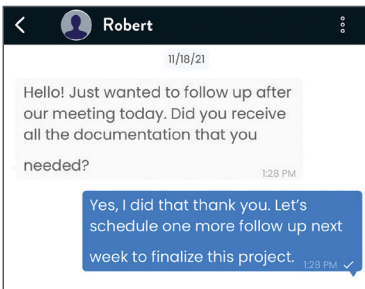
Tap **Keypad** to manually dial an outbound call from a traditional phone dial pad. If you tap the **gear** icon at the top right of the screen, you can change your settings on the following features:

- *Ringtones & Sounds*
- *Call Recording*
- *Call Forwarding*
- *Number Rewriting*
- *Network & Controls*
- *Do Not Disturb*
- *Contact Sort Order*



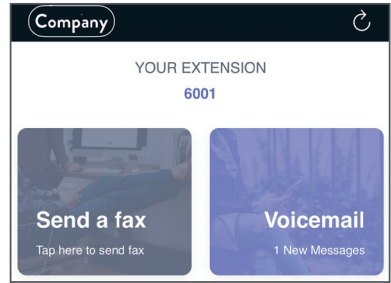
MESSAGES

Tap **Messages** to use Instant Messaging. From within the chat window, you can start or continue a conversation or call a contact. Your Instant Messages automatically sync to all your Nextlink Voice Manger client devices.



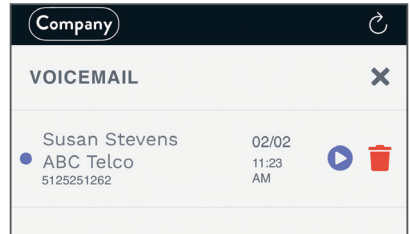
MORE

Tap **More** to see your call extension number, send a fax and manage your voicemail.



To send a fax, tap the **Send a Fax** button. When prompted, type in the number you would like to fax and attach an image from your files or photo library.

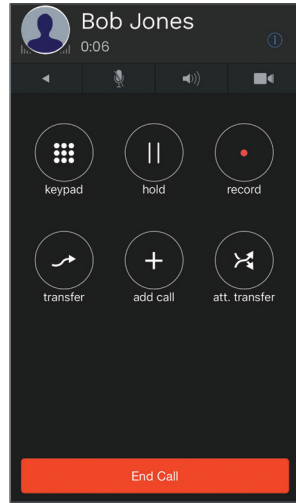
The voicemail button will show you how many voicemails you have saved. Tap the **Voicemail** button to view a list of all Voicemails, play the message, and delete it when you no longer need it.



PHONE CALLS

When someone calls your Nextlink Voice number, the app offers the choice to accept or reject the call. While a call is in progress you can use the call window to:

- *Mute your microphone*
- *Turn on the speaker*
- *Switch to a video call*
- *Access the keypad*
- *Put the call on hold*
- *Record the call*
- *Transfer the call*
- *Add a caller*
- *Transfer the call*
- *End the call*



If you receive another call while you are already on a call, the app gives you the option to:

- *Hold the existing call and answer the new call*
- *End the existing call and answer the new call*
- *Ignore the new call*
- *Transfer The Call*



If you need assistance with your service, please contact us at **855-698-5465** or **support@team.nxlink.com**