Support Center

Mobile — Last update: 1 June 2023

Verve

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1. NextLevel Voice Mobile Softphone

NextLevel Voice Mobile SoftPhone is a mobile app available on your Android or Apple smartphone which allows you to make and receive phone calls with your NextLevel extension, as well as manage personal user settings and listen to voicemails right from your mobile device.

Scan with your phone to download.   Scan with your phone to download.

Getting the app is easy!

- Download the app directly from the Google Play store or Apple App store by searching for "NextLevel Voice" – or scan the QR code above!
    - Download on Google Play store or
    - Download on Apple App Store
- Log in with your NextLevel Portal username and password.

12:41

Log in to NextLevel Voice

8888@nextlevel

Password

Forgot Login?   **Forgot Password?**

LOG IN

12:54

NextLevel Support
8588360700

8588360700

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

✳ NextLevel Voice Mobile SoftPhone must be enabled on your NextLevel account before you can log into the app. If you would like to use this app but do not have this service enabled, please contact your NextLevel Client Services representative to initiate the setup process.

❗ On first launch you will need to accept the requested permissions to use the app.

1.1. Making and Receiving calls

When you receive an inbound call, you will see a full screen popup with the Caller ID Name and Number, with the option to Answer or Reject.

1. Press Answer to accept the call.
2. Press Reject to send the call immediately to voicemail (or following your "Forward when unanswered" rule).

To make an outbound call you can press the blue dial pad icon in the bottom right corner from any screen.
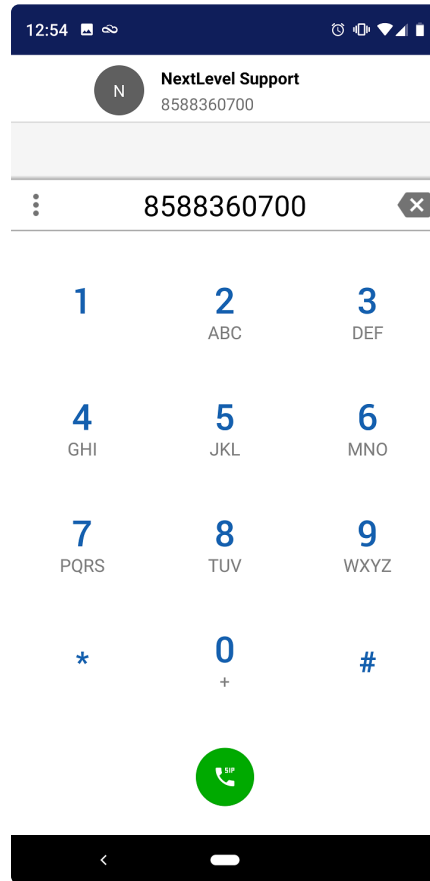
1. Use the On-Screen dial pad or your keyboard to type in the extension number or 11- or 10-digit phone number of the party you wish to call.
2. Press the green phone icon to initiate the phone call.

To Move a Call from your desk phone to your mobile phone dial *88 in the app and press the call icon.

Once on a call the screen will change to the Call Control screen.
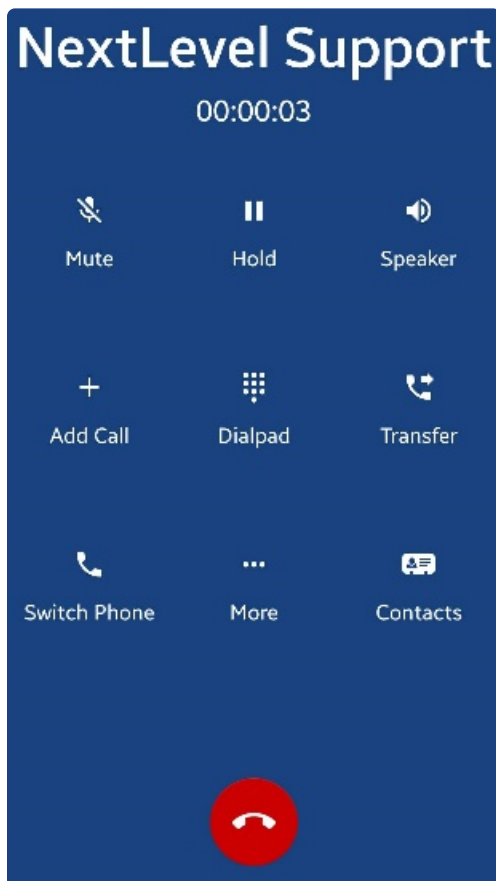
1. Mute – temporarily mute your microphone. The icon will be highlighted to show that mute is active. Press again to unmute your microphone.
2. Hold – place the caller on hold. They will hear music on hold. The icon will be highlighted to show you that hold is active. Press again to return the call to active.
3. Speaker – Change the call audio to speaker, press again to move back to earpiece.
4. Add Call – Press add call to bring up a dial pad. Dial a new number and press the green button to initiate a new call leg. The existing call will be placed on hold when you press dial. You will see a new bar at the bottom of the screen indicating which party is on hold. You may press the held party's caller ID to switch between active parties. Once answered by the new party the button will be replaced with "Merge Calls" which you can press to join the calls into a 3-way-call. Note: if a member of the 3-way-call hangs up, the call audio may be dropped for all parties.
5. Dial pad – access the dial pad in cases where you need to enter a number (also known as DTMF)
6. Transfer – bring up the option of Assisted Transfer or Blind Transfer
   a. Assisted Transfer – Press assisted transfer, then type the phone number or extension number you wish to transfer to. Contacts will be suggested as you type, click to transfer the call to the contact
   b. Blind Transfer – Press blind transfer, then type the phone number or extension number you wish to transfer to. Contacts will be suggested as you type, click to transfer the call to the contact
7. Switch Phone – bring up a menu of other phones that you have registered. Press to initiate a call to the other phone, answer the other phone to seamlessly move the call to the new phone.
8. Contacts – displays a popup list to view contacts. Press a contact to place the current call on hold and

initiate a new call to the contact. Contacts are listed alphabetically with your on-net contacts, then your custom contacts, then your mobile phone's contacts.

9. More options – bring up a menu with more options
10. Hide Call – hides the call, allowing you to navigate the Mobile SoftPhone interface. Press the blue dial pad again to return to the Call Control screen

To end a call, press the red phone icon on the Call Control screen.

✱ PUSH Best Practices: Minimizing the app to the background, instead of closing the app completely, will provide best results for receiving calls or SMS via PUSH

✱ PUSH allows you to receive calls even while the app is closed, if you have not logged out of the app.

1.2. Chat and SMS

Press the Chat and SMS icon in the navigation bar to view your messages.

Scroll through your existing conversations and select one to read and send new messages.
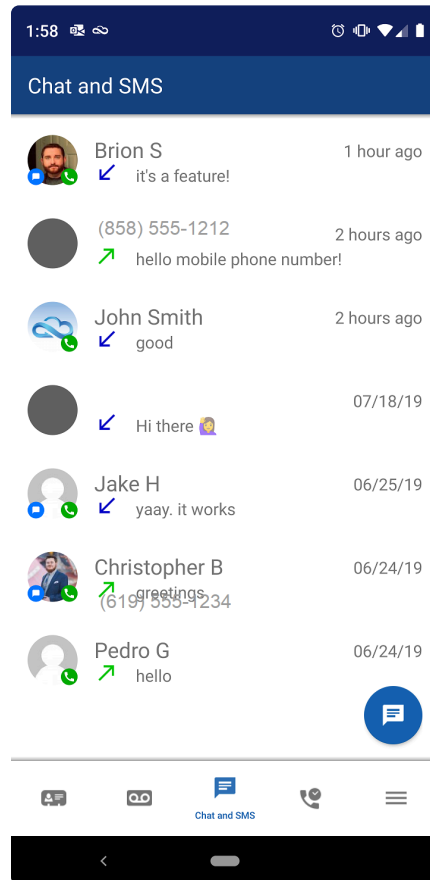

To initiate a new message:

1. Press the blue message icon in the bottom right corner.
2. Enter the phone number (for SMS) or extension number (for chat).
3. Click on the blue "send SMS" icon or click on the relevant contact to begin composing the message.
4. Type you message in the "Enter message" field and press send when finished.

> ✱ With PUSH enabled, you will receive notifications when you receive a new message, even while the app is closed, if you have not logged out of the app.

1.3. Contacts

Press the Contacts icon in the navigation bar to view your contacts. Once you select a contact you may press one of the options to Call, Email, or Edit.
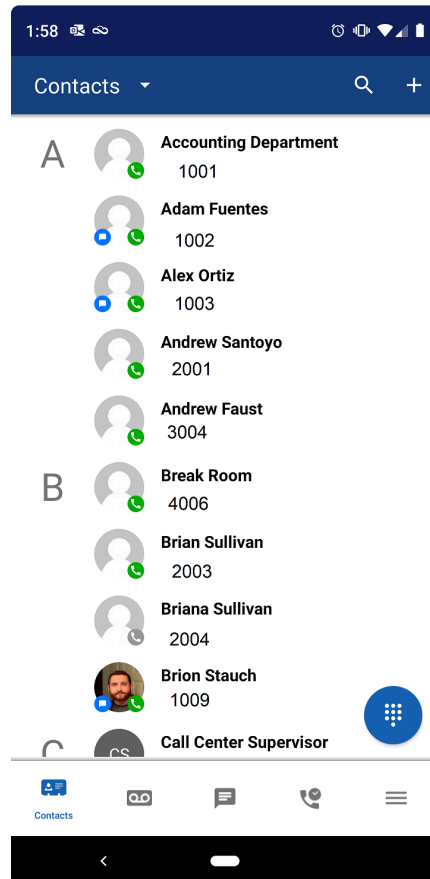
Search

Press the magnifying glass icon and begin typing. Your filtered results will appear as you type. Press a contact to view.

Filter

Press the triangle / down arrow next to "Contacts" to access the dropdown.

1. Coworkers – display the default contacts on your NextLevel phone system
2. Phone – display the contacts in your mobile phone's contact list

Add Contacts

Press the plus icon in the top right to add a new contact. Fill in the desired fields and press save.

1.4. Voicemail

Press the Voicemail icon in the navigation bar to access your voicemail. Press the down arrow next to "Voicemail" to filter new or saved messages. Press a voicemail message to expand the options.
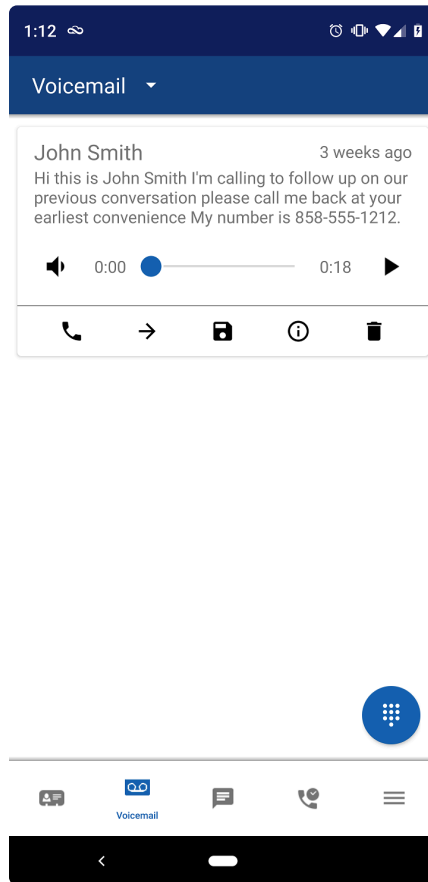
1. Name – the caller ID Name of the caller.
2. Time – when the message was left.
3. Voicemail Transcription – if enabled, the transcription preview will appear.
4. Play – press to hear the message. Includes a time marker and the duration of the message
5. Call – press to initiate a callback to the caller.
6. Save – press to move the voicemail to your saved messages box.
7. Forward – press to forward the voicemail to another user. You will be presented with your contact list. Press a contact to forward the voicemail. A confirmation message will appear briefly at the bottom of the Mobile SoftPhone window.
8. Info – view more detailed information about the message.
9. Delete – press to delete the message.

1.5. Call History

Press the Call History icon to view your Call History
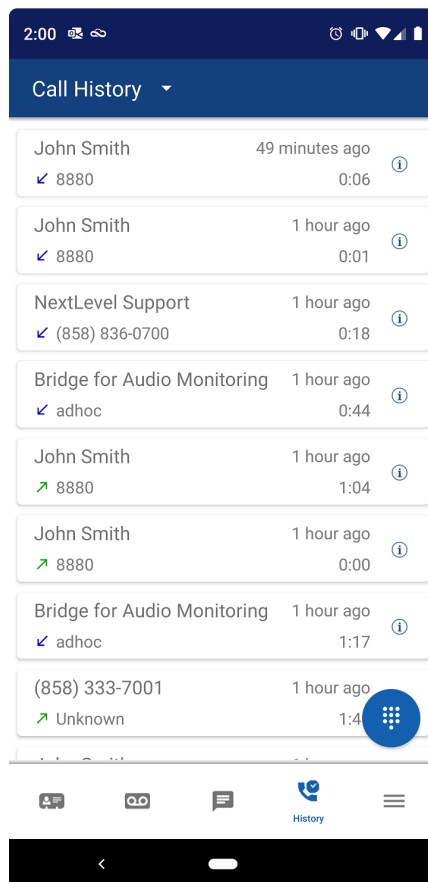
Press the down arrow next to "Call History" to filter by all calls, missed calls, inbound calls, or outbound calls.

Press the call to initiate a call to the phone number.

Press the Info icon on the call to view additional details. From this view you may press the phone icon to initiate a call to the number. If the person is a contact, you will also be able to press to view the contact information. If they are not a contact you can create a contact for the number.

1.6. Answering Rules

To access Answering Rules press the 3 horizontal line icon to open the Menu Drawer.
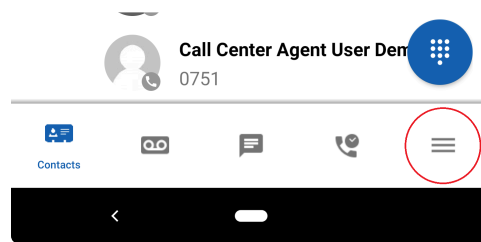
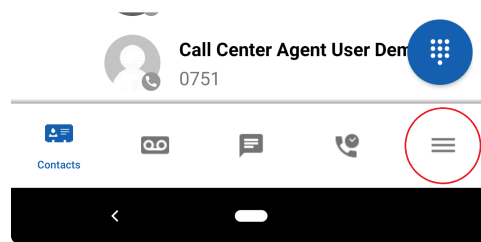Press the Answering Rules icon to manage your currently active answering rules.
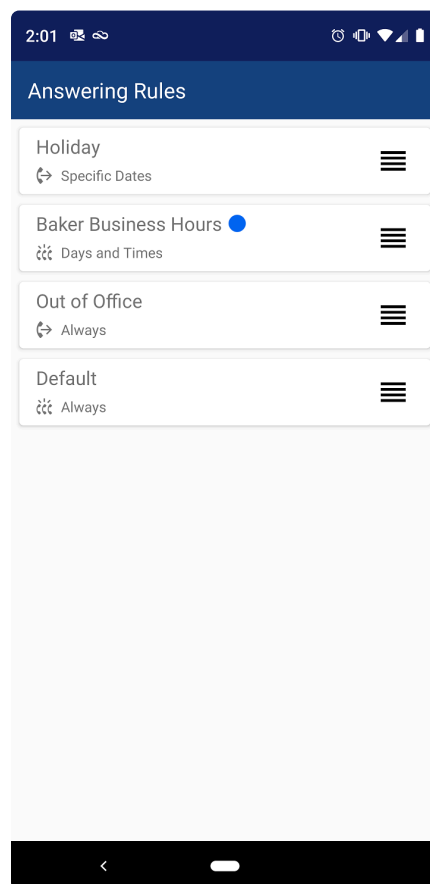
You may drag and drop an answering rule to change its priority, for example by dragging the "Out of Office" rule to the top.
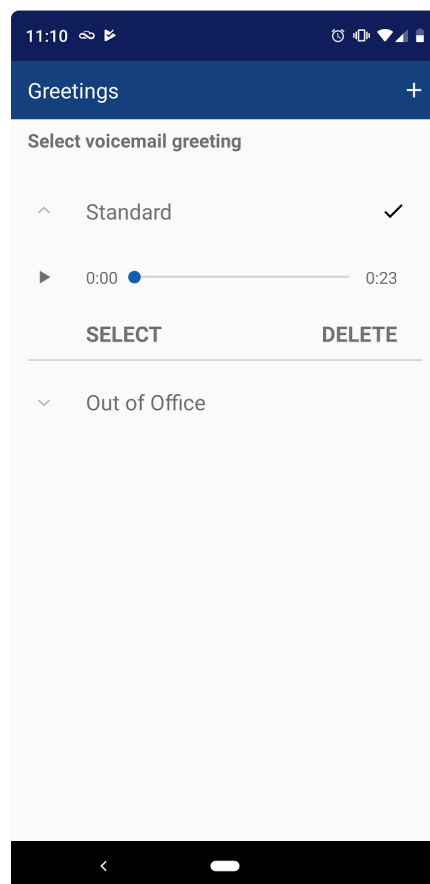
Press an answering rule to view more details about the rule.

1.7. Greetings

To access Answering Rules press the 3 horizontal line icon to open the Menu Drawer.

Press the Greetings icon to manage your greetings.

Your currently active greeting will have a check mark next to it.

Press a greeting to listen, set it to active or delete it.

Press the plus icon to add a new recording. Type in a name for the new greeting, click the record button and speak. You may review, redo, or save the new greeting. The new greeting will not be set to active by default.

1.8. Settings

To access Answering Rules press the 3 horizontal line icon to open the Menu Drawer.
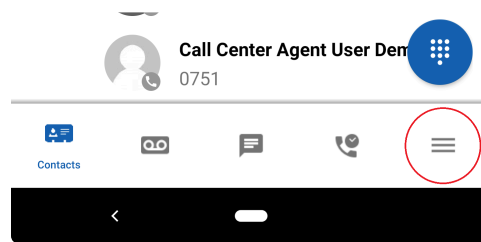
Press the settings icon to manage the app settings.
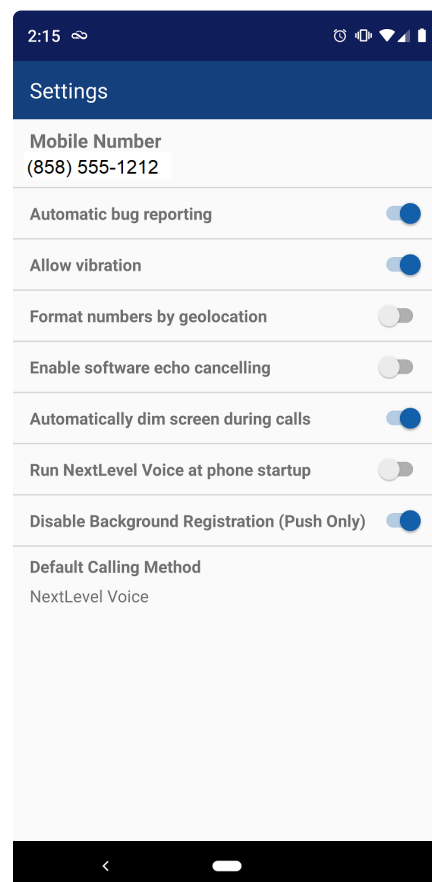
1. Mobile Number – display the mobile number of your device.
2. Automatic Bug Reporting – send bug or crash reports to developers automatically.
3. Format Numbers by Geolocation – the app will attempt to display phone numbers formatted for the region where the phone is physically located.
4. Enable Software Echo Cancelling – the app will attempt to use the device's hardware echo cancelling functionality.
5. Automatically Dim Screen During Calls – allow the screen to dim while on an active call.
6. Run NextLevel Voice at Phone Startup – automatically start the app when turning on or restarting your device

7. Disable Background Registration (Push Only) – allow PUSH notifications so you can close the app and still receive calls and SMS messages. Saves battery life.
8. Default Calling Method – gives the ability to connect the call via your mobile number instead of the NextLevel extension number, still uses NextLevel voice service to complete the call.

2. Troubleshooting

Problem

I am not getting calls when the app is in the background, but I am getting calls when the app is active (Android)

Solution

Make sure "Display over other apps" or "Draw over other apps" (varies based on phone model and operating system version) is set to "Allow" for NextLevel Voice app.

- Navigate to phone settings
- Type "display over" (if that doesn't work, try "draw over") and select the option
- Select "Display over other apps" or "Draw over other apps" from the submenu
- Scroll down to find NextLevel mobile, click it, then toggle the slider to "Allow"

https://www.youtube.com/embed/CnpXssKIAi8?rel=0
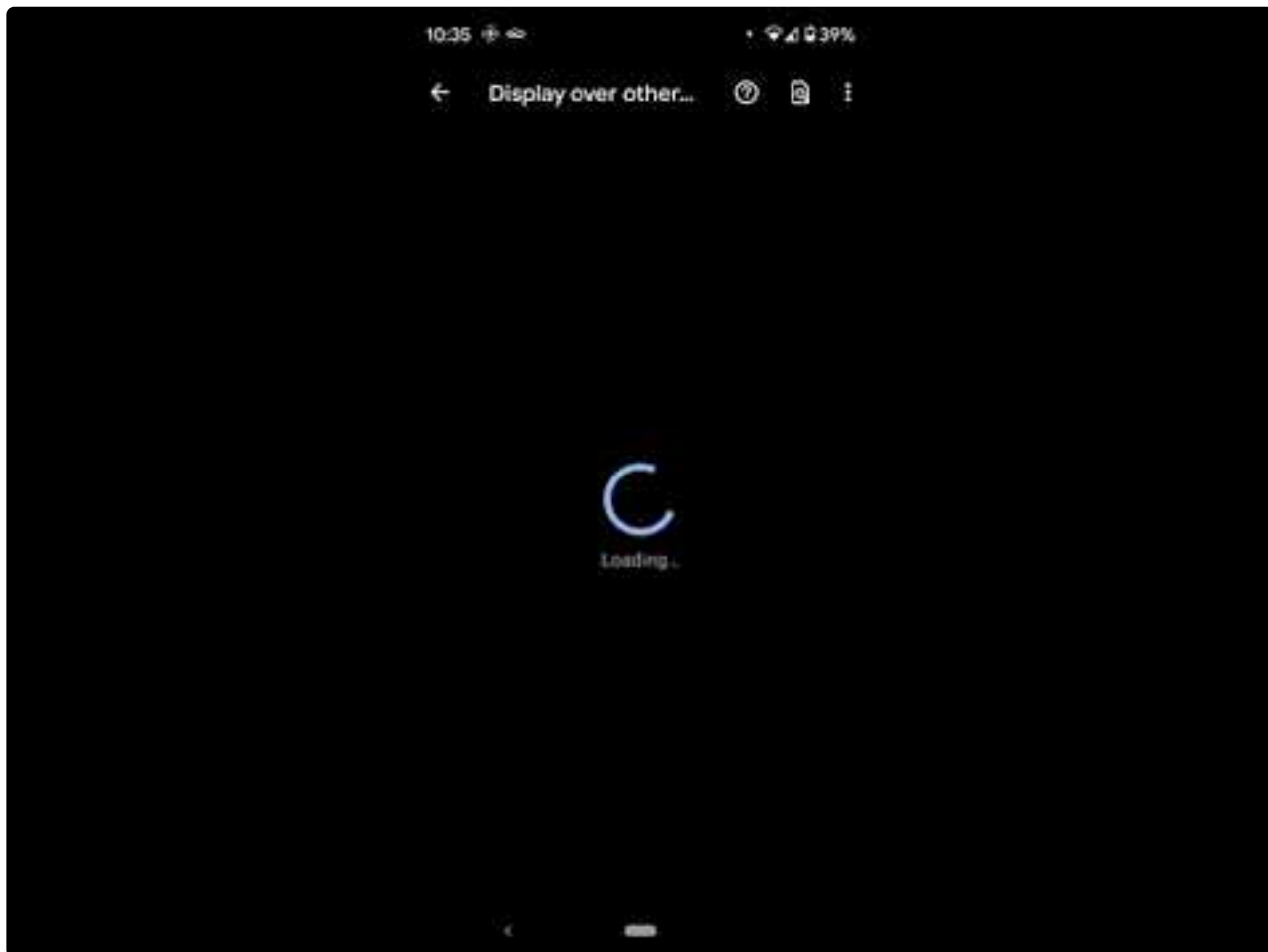
You should now receive calls while the app is in the background.

Personal Data

See below to understand how your data is stored, and to remove your personal data from the Verve Voice mobile app.

Data usage

Verve acts as a data processor with regard to indirect end-user personal identifiable information and our Clients act as the data controller of such data. In the course of Verve's processing and protection of such data, all use will be in conformity with the data controller's instructions.

Specifically, only when enabled via system permission on Verve Voice Android and Verve Voice iOS, Verve shows personal contacts within the respective application. When the user sends an SMS message to one of his/her phone contacts, or when the user initiates a call to one of his/her phone contacts, the phone number is sent securely through Verve's API. Verve does not store this number with any other PII, and it cannot be directly or indirectly attributed to any person or persons; Verve stores only the phone number and pertinent metadata so as to be compliant with all applicable state and federal laws, and Verve does not share this data with any advertisers or third parties under any circumstances. A user can revoke phone contact access on his/her mobile device at any time, and his/her app experience is not hindered or interrupted.

Verve Voice Android and iOS also uses Gravatar, only when enabled via Settings and UIConfigs, which is a service that provides avatar images linked to the MD5 hash of the user's email address. This means that, only when Gravatar use is enabled, we hash each contact's email address and send it to Gravatar to try and retrieve an avatar image. MD5 hashes cannot be directly or indirectly attributed to any person or persons, and we only send the MD5 hash to Gravatar, never the email address in plain text. As with phone contacts, a user can revoke Gravatar access at any time in Settings or via UIConfig, and his/her app experience is not hindered or interrupted.

How to delete data

The Verve Voice Mobile App allows you to import your personal Phone Contacts list and/or enable Gravatar to display avatars. You will be prompted on your first log in to opt in or out to these features. If you opt in and want to delete your data later, you may opt-out at any time.

Verve Voice Android app – remove Phone Contact data

1. Navigate to Settings on your android phone
2. Search for "Verve"
3. in the results select "Verve Voice – App info"
4. Select "Permissions"
5. Select "Contacts" under the "Allowed" section
6. Select the button next to "Don't allow"

This will remove your personal contact data from the mobile app.

Verve Voice Android app – remove Gravatar data

1. Launch the Verve Voice app and log in
2. Press the Menu button the select "Settings"
3. Press the toggle button "Enable gravatar use" to toggle it off

This will remove Gravatar data from the app.

Other data

Other information stored on your device is critical to the use of the app, such as your login credentials and analytics data. This is data can be removed by uninstalling the app.