



Nextiva SIP SoftPhone Setup for the Q-SYS™ Platform

This document applies to the SIP Softphone configuration with Nextiva

Introduction

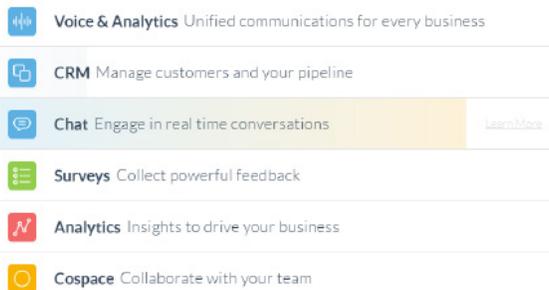
This setup guide is intended to aid you in discovering and configuring the Softphone for Nextiva. The procedure involves these steps:

How To Find Nextiva SIP Registration Information

1. Navigate to <https://np3.nextiva.com/NextOSPortal/ncp/login>
2. Login with your account credentials

The below menu appears

Welcome to NextOS!



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3. Navigate to the **Voice & Analytics** section.
4. Click on **Users** on the bottom left or use the menu at the top and navigate to **Users -> Manage Users**.

The screen below appears

The screenshot shows the Nextiva dashboard. At the top, there is a navigation bar with 'Dashboard', 'Users', 'Locations', 'Advanced Routing', 'Devices', 'Hi', and 'Nextiva Support'. Below this is a 'System Status' bar with icons for Office, vFAX, Call Center, and SIP Trunking, along with a 'NextOS Setup Wizard' button. The main content area is divided into several sections: 'Setup Progress' (0%), 'Account' and 'PIN' fields, 'Quick Links' (Support Center, Call History, Company Directory), 'Activity' (Inbound, Outbound, Toll-free, International calls with a line graph), 'Users' (2 users, 2 out of 3 numbers in use, 2 out of 2 lines in use), 'Locations' (1 location), 'Devices' (2 devices in use), and 'Advanced Routing' (0 call groups).

The screenshot shows the 'Users' management page. The left sidebar contains 'Users', 'Add Users', 'Manage Users', 'Add Administrators', and 'Manage Administrators'. The main content area is titled 'User Overview' and contains the text: 'Users are the employees or individuals that are able to make and receive calls. Users have access to user-specific settings. Administrators have access to all account users, features and settings, and ability to add authorized users.' Below this is a 'Users' section with a preview of the 'Add users' form and a list of actions: 'Import, add, & edit user info' (checked), 'Import, add, & edit user info' (checked), and 'Call feature setup' (checked). At the bottom right, there are 'Add' and 'Manage' buttons.

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5. Hover over a user, or choose **Add Users**, if a new user is needed. If editing an existing user, an edit icon on the right appears when hovering over a user.

Dashboard Users Locations Advanced Routing Devices Hi Nextiva Support

nextiva

Users

Add Users

Manage Users

Add Administrators

Manage Administrators

Manage Users

Search Users

Show 10 entries

Download CSV

Name	Username	Location	Extension
		Default	1001
		Default	1000

Showing 1 to 2 of 2 entries

6. Click on **Device** in the menu.

Users

Add Users

Manage Users

Add Administrators

Manage Administrators

Manage Users

< Back

Log In As User

User Profile

Security Information

Phone Number

E911 Address

Device

Greetings

7. Fill in the **Authentication Name** and password of your choice and click **Save**.

Note: On the Device screen the **Available Devices** section should be set to Generic SIP Phone. The SIP Username and Domain should already be filled in.

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Device

Available Devices ?

Generic SIP Phone ▼

Add Device ?

None ▼



SIP Username ?

1673824188

Domain ?

prod.voipdnsservers.com

Authentication Name ?

Change Password ?

Generate ?

Generate

Cancel

Save

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8. In Q-SYS Core Manager configure your softphone. Choose the correct network interface that you will be using for connectivity to the internet. Nextiva uses different names for some fields so the table below shows where to find the information for each field. CID Name should be the phone number of your extension.

Q-SYS Softphone	→	Nextiva
1. Username	→	SIP Username
2. Proxy	→	Domain
3. Authentication ID	→	Authorization Name
4. Password	→	Password

Shared Settings

Core Interface: LAN B	SIP Port: 5060
Logging: Disabled	SRTP: Disabled
DTMF INFO: Disabled	RFC2833 DTMF Type: 101
Stun: Disabled	

Softphone-1

Username:	CID Name:
Transport: UDP	
Proxy: prod.voipdnsservers.com	Backup Proxy: Not Specified
Register with Proxy: Yes	
Authentication ID: <input type="text"/>	Password: *****
Domain: Not Specified	Registration Timeout: Not Specified

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Audio Codecs -> Nextiva supports the following:

- G.711 ulaw
- G.711 alaw
- G.722
- G.729
- G.726

Notes:

- Multiple Extensions -> Nextiva does not lock down 3rd party SIP devices to MAC Address. This allows multiple extensions to be configured per core.
- DTMF -> RFC2833 is supported. DTMF INFO is not supported.
- Outbound SIP Ports -> All traffic uses port 5060.
- TLS and SRTP are not supported.
- UDP and TCP -> Use port 5060

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