Nextiva does not use your DID as your username, we generate a unique value that you will need to use. If you don't know it, log into the Office Manager portal and edit your account, you will be able to retrieve your credentials there.

```xml
<include>
  <gateway name="nextiva">
    <!-- Your username, which is not your DID -->
    <param name="username" value="USERNAME"/>
    <param name="password" value="PASSWORD"/>
    <param name="register" value="true"/>
    <param name="realm" value="sbc.voipdnsservers.com"/>
    <param name="proxy" value="sbc.voipdnsservers.com"/>
    <param name="extension" value="auto_to_user"/>
  </gateway>
</include>
```

**Troubleshooting**

When configuring, you may need to add the following parameter to the gateway setup to get successful registrations and to process calls:

```xml
<param name="from-domain" value="sbc.voipdnsservers.com"/>
```

If you run into issues with DTMF digits not being processed by IVRs on the remote end, add this to your conf/sip_profiles/external.xml

```xml
<param name="dtmf-duration" value="3000"/>
```

Should the remote end receive double digits from FreeSWITCH, set your phones to send DTMF as SIP INFO and adjust the following in conf/sip_profiles/internal.xml:

```xml
<param name="liberal-dtmf" value="true"/>
<param name="dtmf-type" value="info"/>
```