ELEVATE USER GUIDE – MOBILE CLIENT - Android

Downloading

- Open the Google Play or App Store
- Download the Elevate UC App
- Log in with your email address and password (Same as your desktop)
- Click Log in

Making a Call

From Contacts

- Click Contacts
- Choose the Contact
- Click to dial

From the Dial Pad

- Click
- Dial an extension
- Click to dial

From History

- Click Calls
- Scroll to the contact you wish to dial and click on their name to dial

Answering a Call

- Click to answer

Transferring

Blind Transfer

- While on a Call Click
- Click Blind transfer
- Choose a contact or dial a number from the dial pad

Consult Transfer

- While on a Call Click
- Click Warm Transfer
- Select a Contact or Dial a number and click
- Click complete transfer

Voicemail Transfer

- While on a Call Click
- Click Blind transfer
- Dial *+extension

Conferencing

- While on a Call Click +
- Select a Contact or Dial a number to add
- Click Make conference

Parking

- While on a Call Click
- Click Park call
- This will display where the call is

Call parked at 99980

OK

parked
- To retrieve the call, dial the extension given

Mute

- While on a Call Click

Unmute

- Click

Hold

- While on a Call Click

Remove from Hold

- Click

Call Flip

- While on a Call Click

Note: This will flip the call from your cell phone to desktop app or desktop phone

Accessing Voicemail Messages

- Click Voicemail
- Select the Voice Message you would like to hear
- Click
- Click to delete
- Click to call the caller back
- Click to share
- Click to mark as new/heard depending on the status of the message

Presence Status

- Click
- Click
- Choose Available or Busy (Presence For Chat Purposes only)

Chat

Single Chat

- Click Messages
- Click (icon)
- Click Chat (icon)
- Select a Contact
- Type a message in the text box and press ➤ to Send
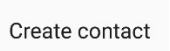
Single SMS

- Click Messages
- Click (icon)
- Click SMS (icon)
- Enter in a number
- Type a message in the text box and press ➤ to Send

Group Chat

- Click Messages
- Click (icon)
- Choose multiple contacts
- Type a message in the text box and press ➤ to Send
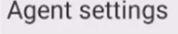
Creating a New Contact

- Click Contacts
- Click +
- Click Create contact
- Enter in the information
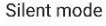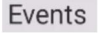- Click Done

Note: this contact will save in your cell phone

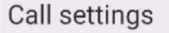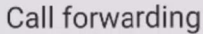## Settings

- Click (icon)

Logging in/out of Hunt Groups

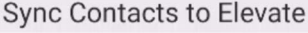- Click Agent settings to choose which groups to log in to

Silence Mode

- Click Silent mode
- Turn it on Manually– This will make your extension not ring on your cell
- Schedule - Choose a start time and end time and a repeat of days- the Time between start and end will silence the events you want. To choose which events are silenced choose Events Anything Checked will be silenced.
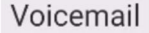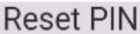
Call Settings

- Click Call settings
- Choose Caller ID to change your caller ID Number display
- Choose Call forwarding to select a Forwarding profile created from your desktop app OR + Create profile to create a new profile

Sync Contacts

- Click Sync Contacts to Elevate
- Turn on this feature to sync

Voicemail Settings

- Click Voicemail
- To Reset your PIN, Click Reset PIN and type in a new PIN 4-10 digits
- Click ✓
- To Change your Greeting, Click CHANGE
- Click REPLACE CUSTOM GREETING
- Click 🎤 Tap to record
- Click ⏺ Tap to stop recording recording a new custom greeting to stop recording
- Choose if you want transcription, wav files, and email notificaiton and where they are sent to

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