ELEVATE USER GUIDE – MOBILE CLIENT - iPhone

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

- Swipe to answer **slide to answer**

Transferring

Blind Transfer

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

Consult Transfer

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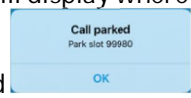- Select a Contact or Dial a number and click
- Click **complete transfer**

Voicemail Transfer

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

Conferencing

- While on a Call Click More
- Click Add call
- Select a Contact or Dial a number to add
- Click Make conference

Parking

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

  Call parked
  Park slot 99980
  OK

  parked
- To retrieve the call, dial the extension given

Mute

- While on a Call Click Mute

  Unmute
- Click Mute

Hold

- While on a Call Click Hold

  Remove from Hold
- Click Hold

Call Flip

- While on a Call Click Flip call

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 Delete to delete
- Click Call back to call the caller back
- Click to Share share the message
- Click Mark as unread mark the message heard/unheard

Presence Status

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

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

Chat

Single Chat

- Click Messages
- Click ✏️
- Choose Chat
- Choose a Contact
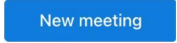- Type a message in the text box and press ➤ to Send

Single SMS

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

Channel Chat

- Click Messages
- Click ✏️
- Choose multiple contacts
- Type a message in the text box and press ➤ to Send

Online Meeting

- Click Meetings
- Log in if you haven't already
- Click New meeting to start a new meeting or Join to join a schedule meeting (Enter the pin number)
- Click 🔊 to choose between speaker and handset
- Click ⊞ to choose how to view video users
- Click 🔒 to unlock the meeting

- Click ⊗ and choose Leave to leave the meeting (others still talking) or end (ends the meeting for everyone)
- Click 🎤 to mute, 🚫🎤 to unmute
- Click 📹 to use camera, 📷 to turn camera off
- Click ☺ to raise hand or send an emoji
- Click ⋮ to Invite Attendees, Share Screen, Start Recording, Access your settings, Lock the meeting, change your virtual background or Report a Problem
- Click 👥 to see who is in the meeting
- Click 🗨 to view meeting Chats
- Click ☰ to view notes people took

Settings

- Click 👤

Logging in/out of Hunt Groups

- Click Sign in to all hunt groups ⚪ OR if you are part of Multiple Groups View all hunt groups to choose which groups to log in to
- Logging in/out of Hunt Groups

To Access the other Settings

- Click ⚙ Settings

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 Silenced events Any thing 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 voicemail PIN and type in a new PIN 4-10 digits
- Click Done
- To Change your Greeting, Click Custom ›
- Click Replace custom greeting
- Click 🎤 Tap to record to start recording
- 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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