



# 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 
- Choose the Contact
- Click  to dial


### From the Dial Pad

- Click 
- Dial an extension
- Click  to dial

### From History


- Click 
- 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 Transfer call
- Choose a contact or dial a number from the dial pad


### Consult Transfer

- While on a Call Click 
- Select a Contact or Dial a number to add
- Click Transfer to...


### Voicemail Transfer

- While on a Call Click 
- Click Transfer call
- 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



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 
- 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

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### Single Chat

- Click 
- Click 
- Click 
- Select a Contact
- Type a message in the text box and press  to Send

### Single SMS


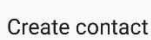
- Click 
- Click 
- Click 
- Enter in a number
- Type a message in the text box and press  to Send

### Group Chat

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

## Creating a New Contact

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- Click 
- Click 
- Enter in the information
- Click Done

Note: this contact will save in your cell phone

## Settings

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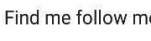
- Click 

### Silence the App

- Click  Silent mode Off
- Turn it on – This will make your extension not ring on your cell

**Note: You can also add a schedule to follow so you don't have to turn it off after hours manually.**

### Find Me / Follow Me

- Click 
- Choose how long you want to ring your extension number
- Choose what to do if it is not answered
  - Send to Voicemail
  - Forward to another Contact, Hunt Group or Auto Attendant
- Type in an extension or number you would like to forward to
- Click Done

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