



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

Answering a Call




- Swipe to answer 

Transferring



Blind Transfer

- While on a Call Click 
- Click 
- Choose a contactor dial a number from the dial pad




Consult Transfer

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




Voicemail Transfer

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



Conferencing

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



Parking

- While on a Call Click 
- Click 
- This will display where the call is 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 the message
- Click  mark the message heard/unheard

Presence Status

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

Chat




Single Chat

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

Single SMS



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

Group Chat

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

Creating a New Contact

Single Chat

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

Note: this contact will save in your cell phone

Settings


- Click  My Account

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  Find Me Follow Me >
- 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

LOFFLER