



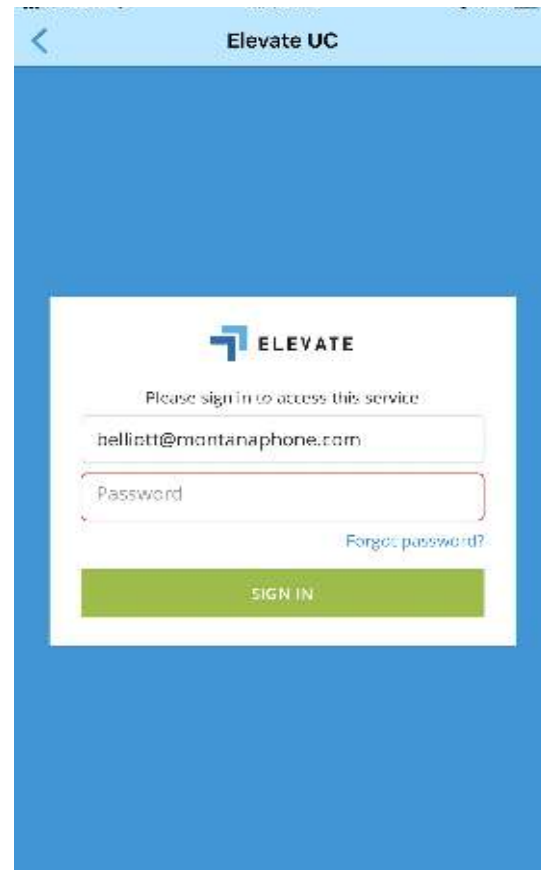
GRANITE
TECHNOLOGY SOLUTIONS

Elevate UC App

Mobile Version
iOS + Android

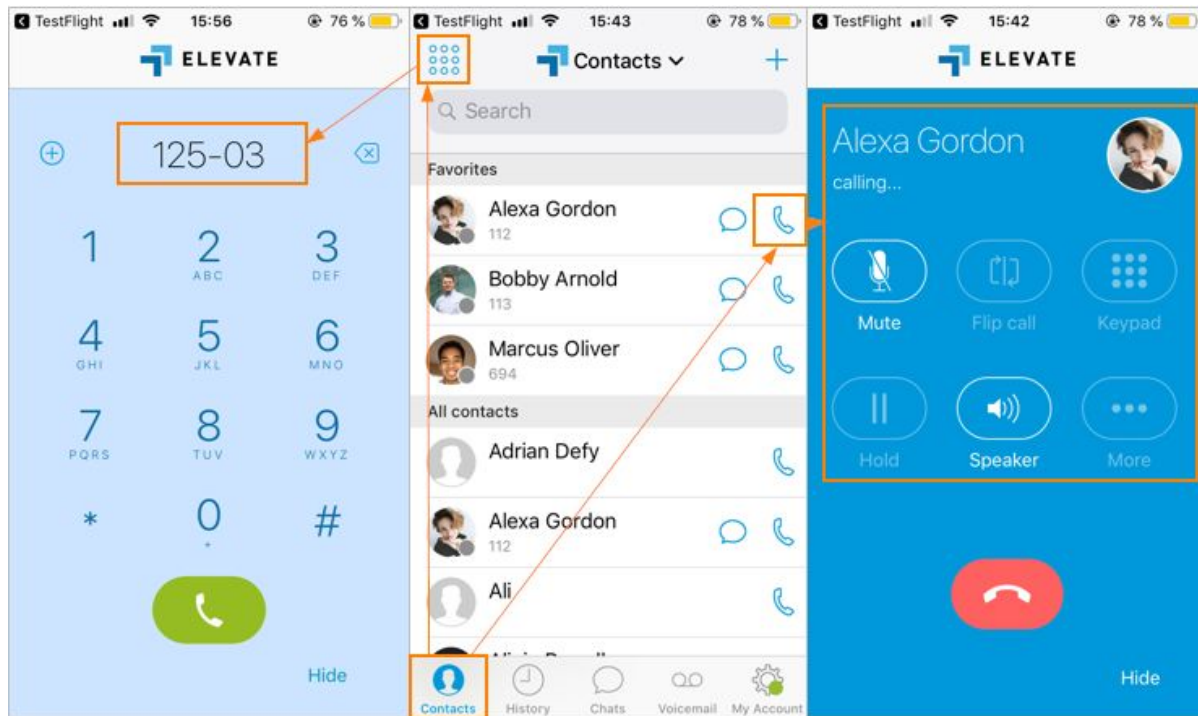
Getting started.

- Go to the App Store on your device and search Elevate UC
- Enter login information: Username is your email address. Default password is resetme123!
- **Recommendation: do not allow contacts to sync**



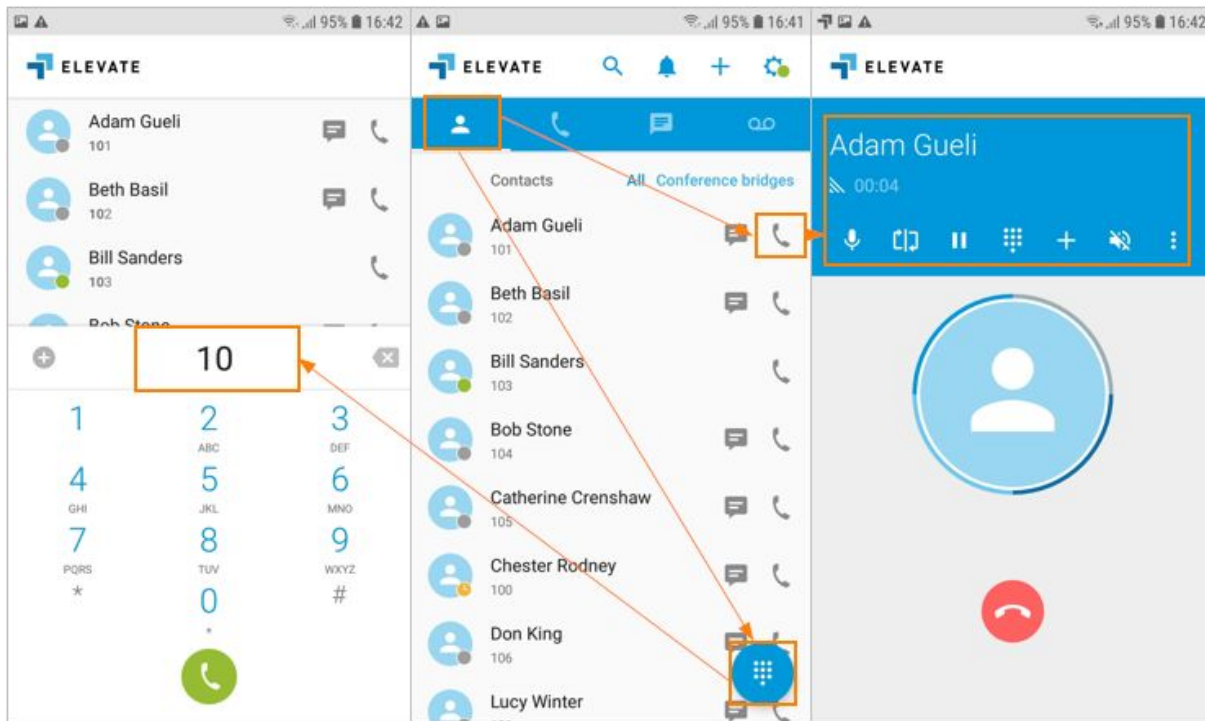
Placing a call.

- Use the dialpad
- Or press the phone icon



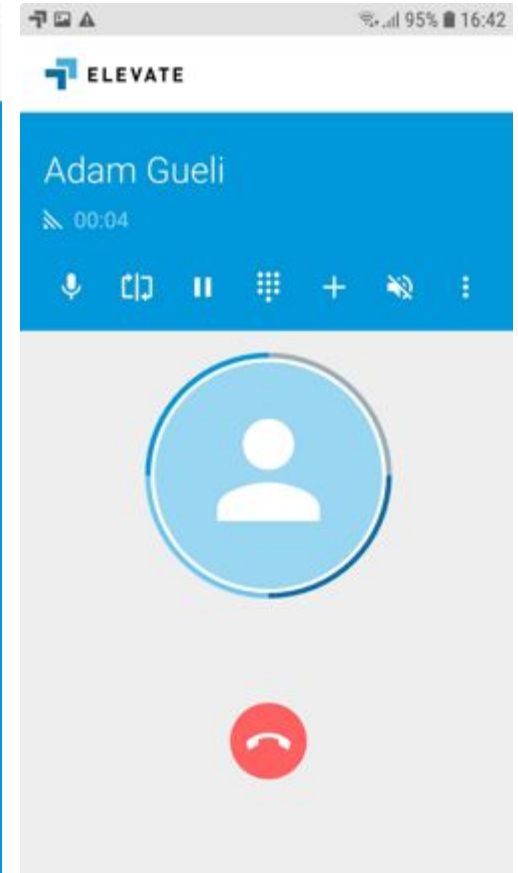
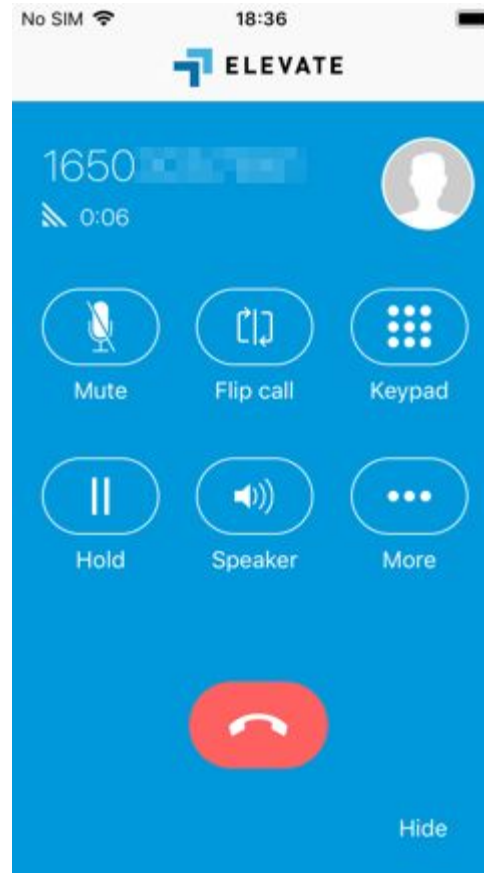
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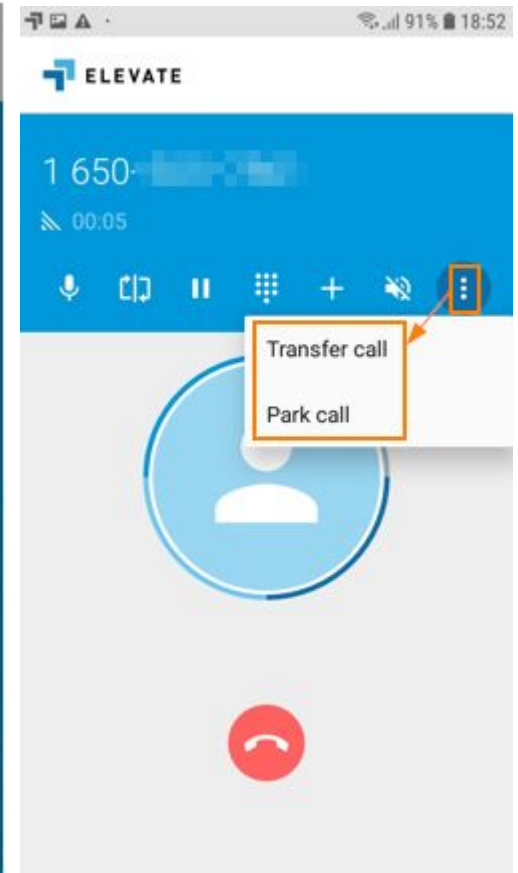
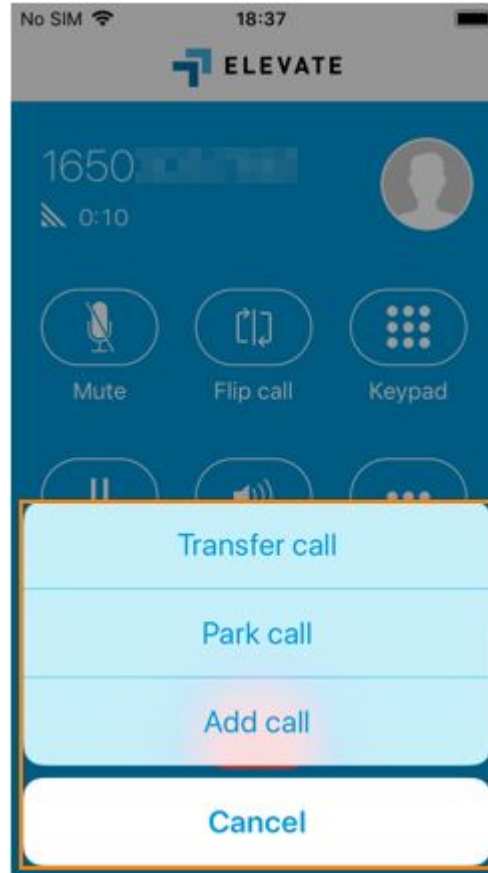
Options during an active call.

- Mute
- Flip Call - places caller on hold and rings desk phone.
- Use the keypad
- Place on hold
- Speakerphone
- More
 - Transfer
 - Add Call
 - Park



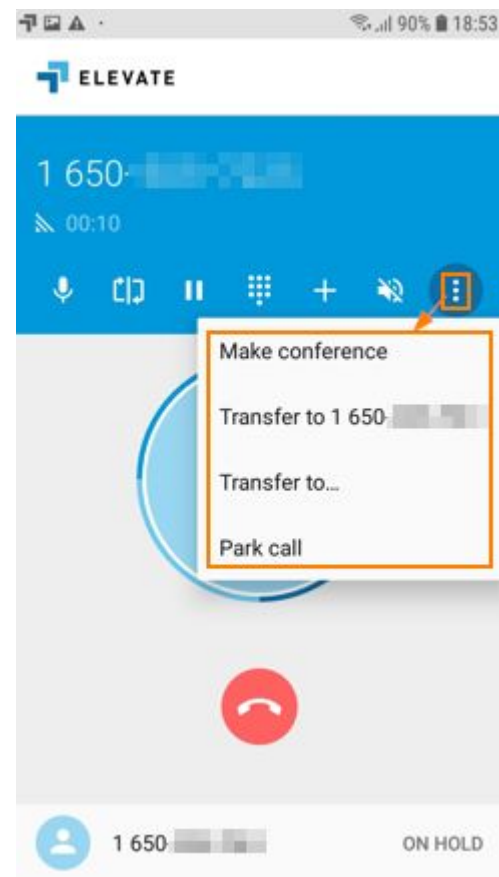
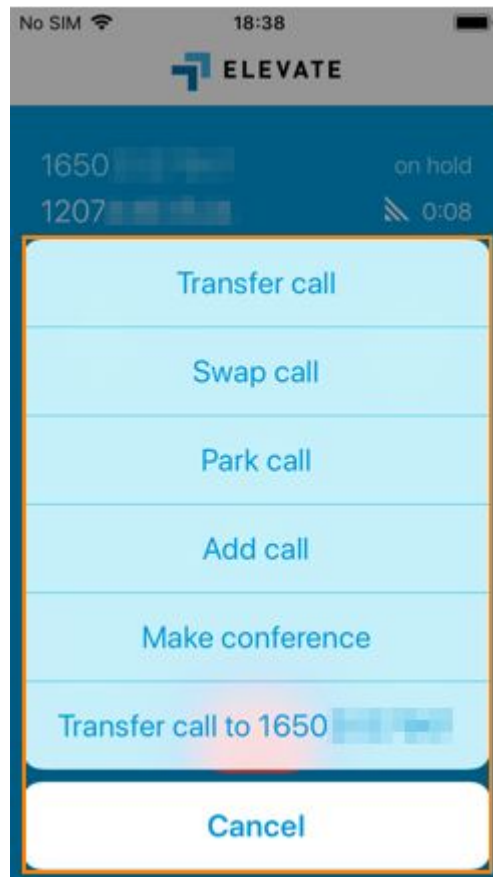
Transfer a call.

- Blind transfer allows you to automatically transfer the call to another party without having a conversation with this party. For blind transfer: while on active call press **More** button > Choose **Transfer Call** > Enter the phone number or choose from the Contacts list.



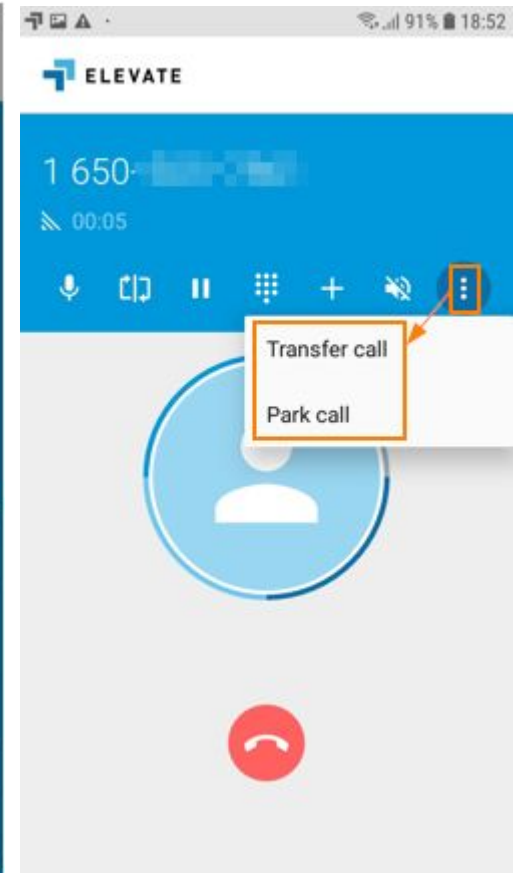
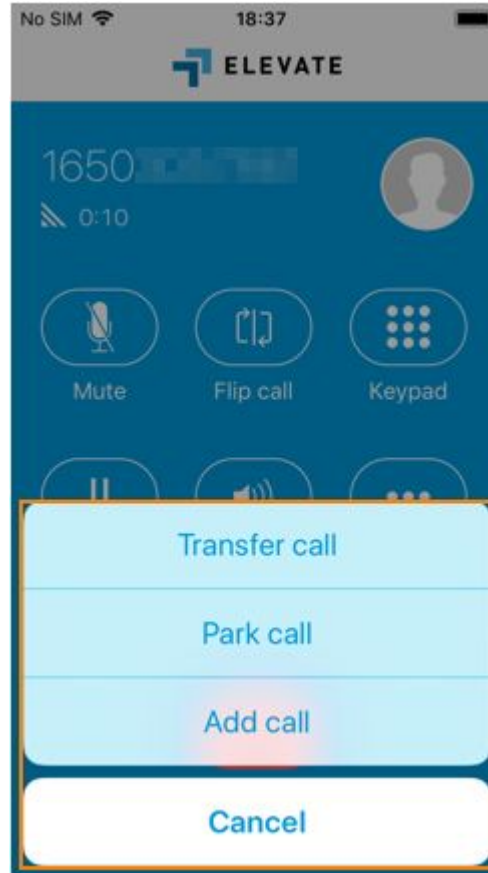
Transfer a call.

- Warm transfer allows you to consult with the party to which you are transferring a call before completing the transfer. To proceed with warm transfer: while on active call press + button > Enter the number manually or choose from the list of contacts > Press **Call** button > You first call meanwhile will be placed on hold > Your second call with Caller 2 will be established > Press **More** button > Choose **Transfer to Caller**.



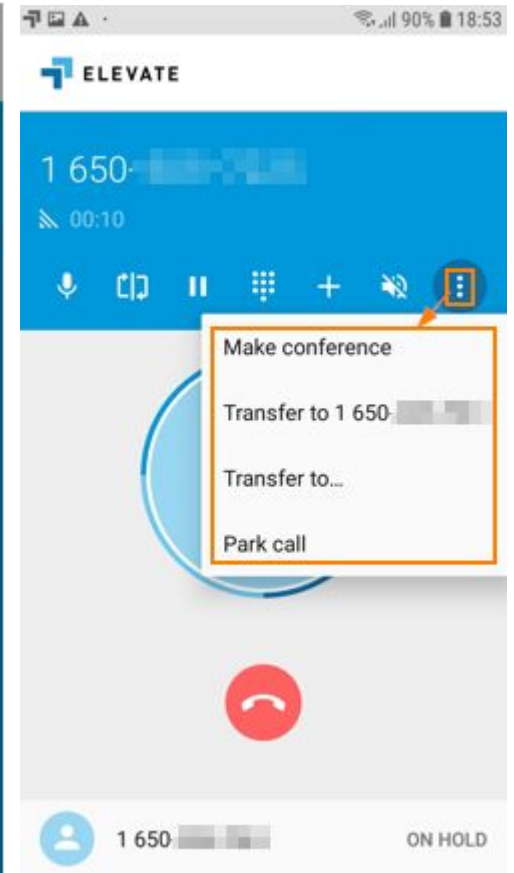
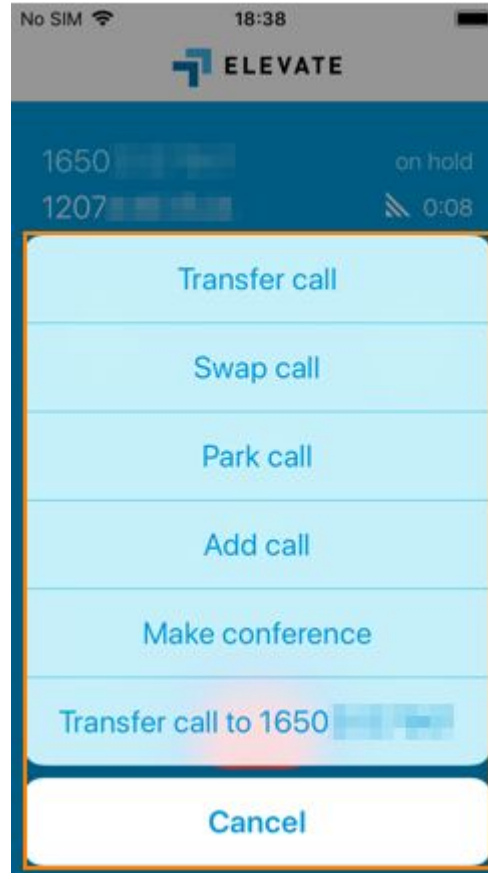
Options when adding a call.

- Add a call: You can add a contact from your contacts list as well as dial any number using a keypad.
- Once a call has been added:
 - When you are on two calls click Swap calls to put on hold active call and return to the second call that was on hold.
 - Conference the two calls together.



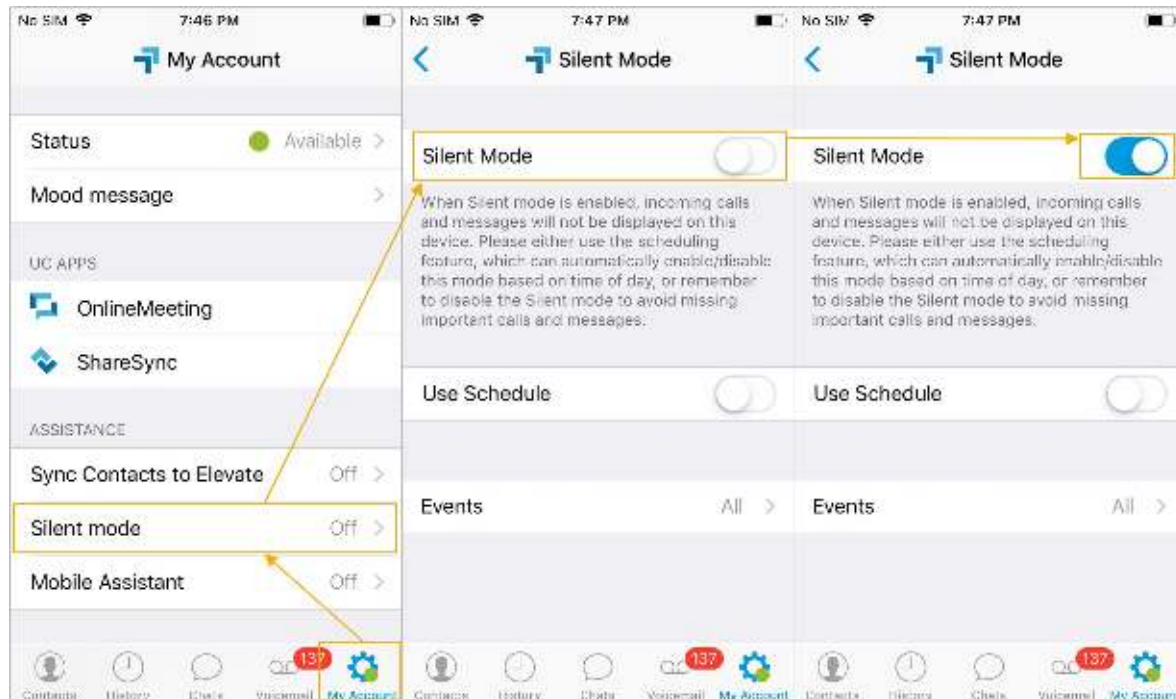
Conference a call.

- Press + button > Choose the contact from the list or enter the number manually > Press Call > You will be connected with the Caller 2 > Press More > Make Conference. After the Conference is established you can separate the two calls back.
- Note: Maximum number of callers to participate in a conference is 3. In case if you have more than 2 active calls the option Make Conference won't appear under More.
- Transfer the call to the first number you established the call with.



Silent mode.

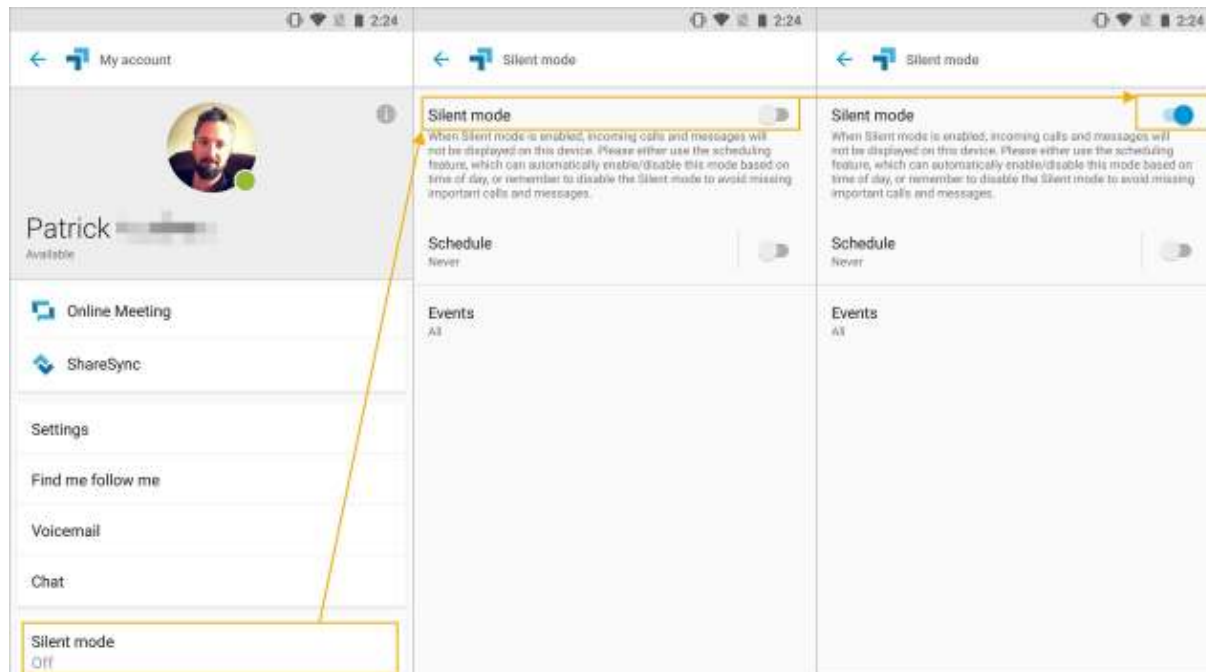
- Navigate to My Account (gear icon).
- Select Silent Mode > click Enable for Silent Mode.



iOS.

Silent mode.

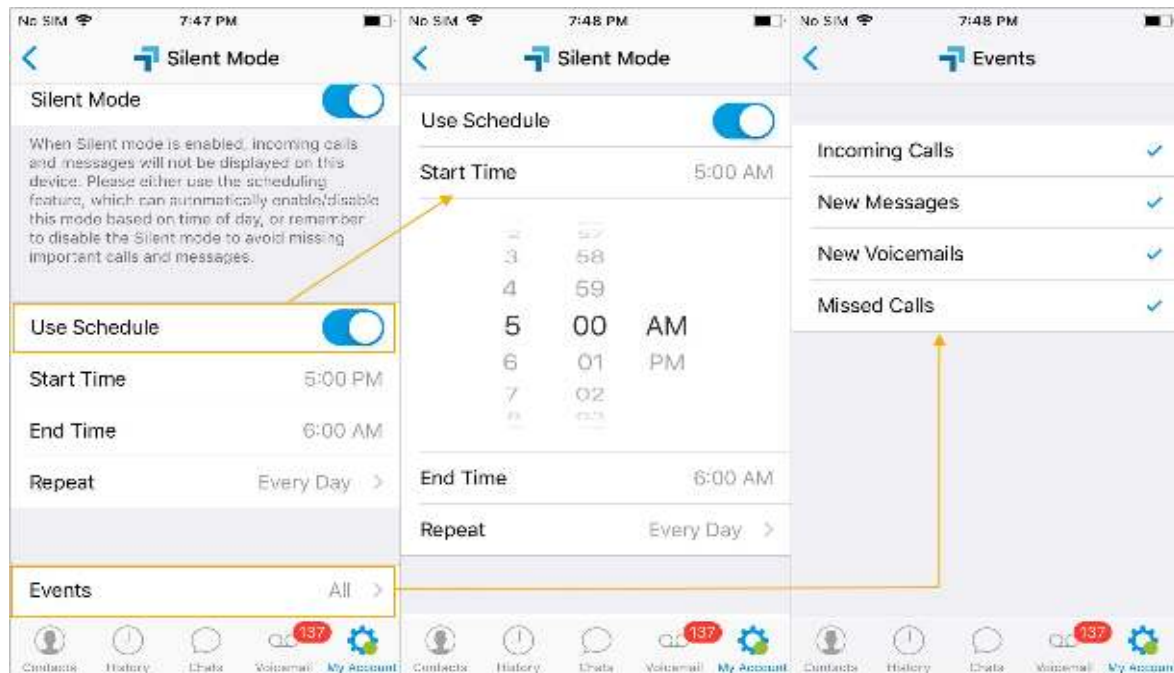
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- Select Silent Mode > click Enable for Silent Mode.



Android.

Silent mode.

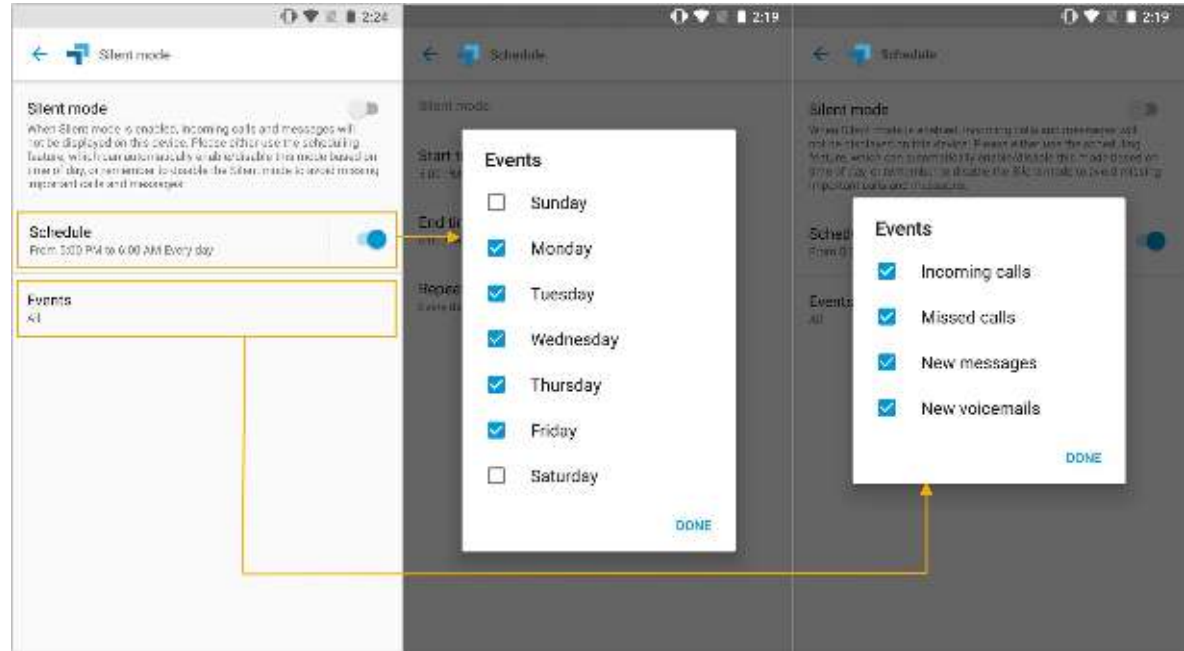
- Set Schedule to specify the time when the notifications should be disabled and enabled automatically. Silent mode will be turned on at the chosen day in Repeat at the Start Time, notifications from Events will be suppressed until the End time.



iOS.

Silent mode.

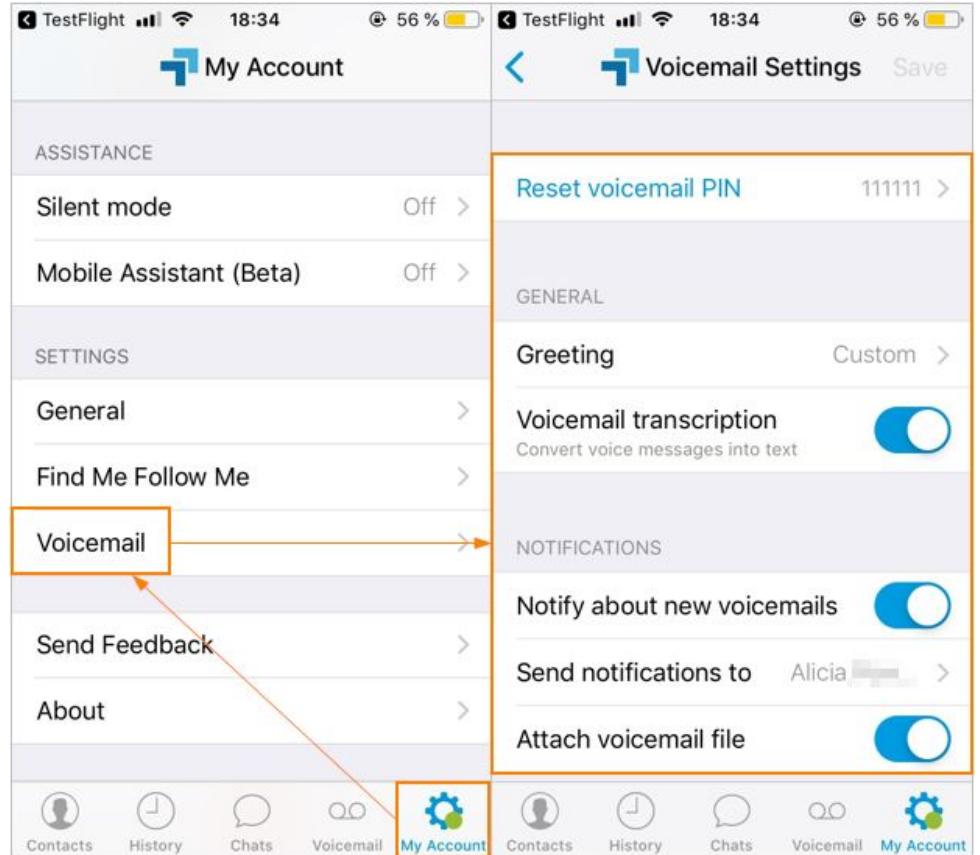
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Android.

Voicemail.

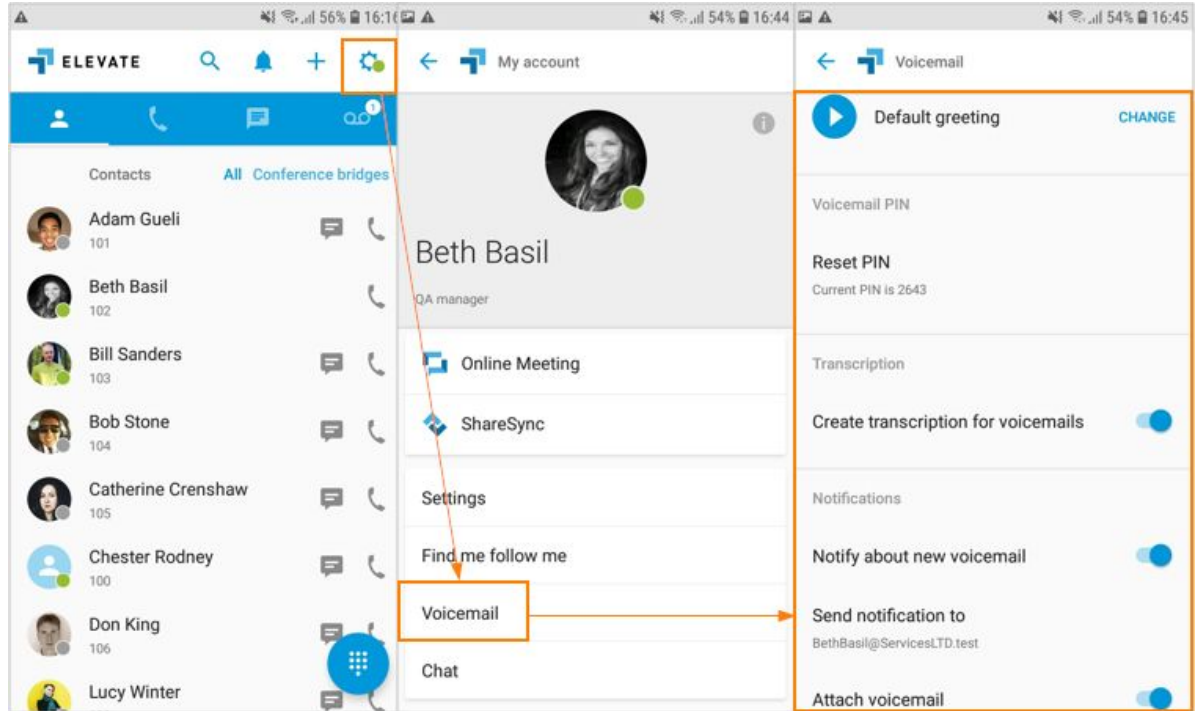
- Reset Voicemail PIN
- Change greeting/record custom greeting
- Enable Voicemail transcription
- Set voicemail Notifications
- Set a specific email address for voicemail notifications
- Enable voicemail attachment



iOS.

Voicemail.

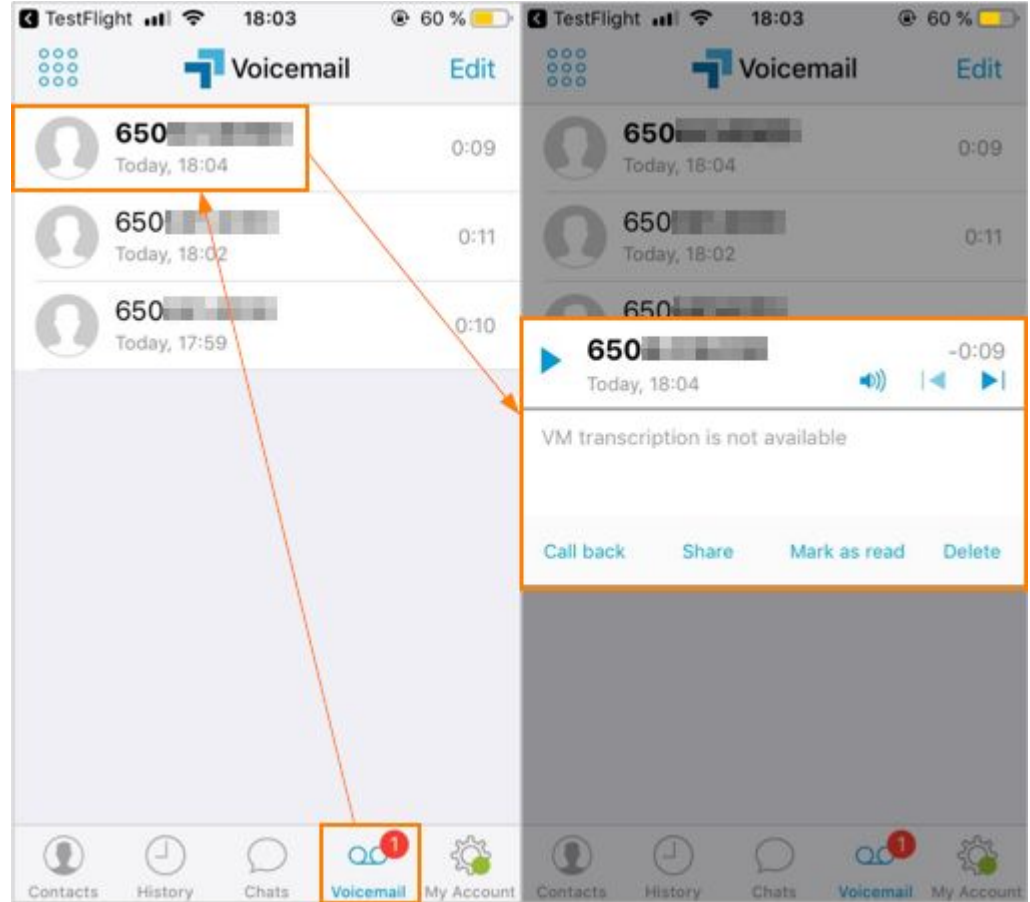
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Android.

Voicemail.

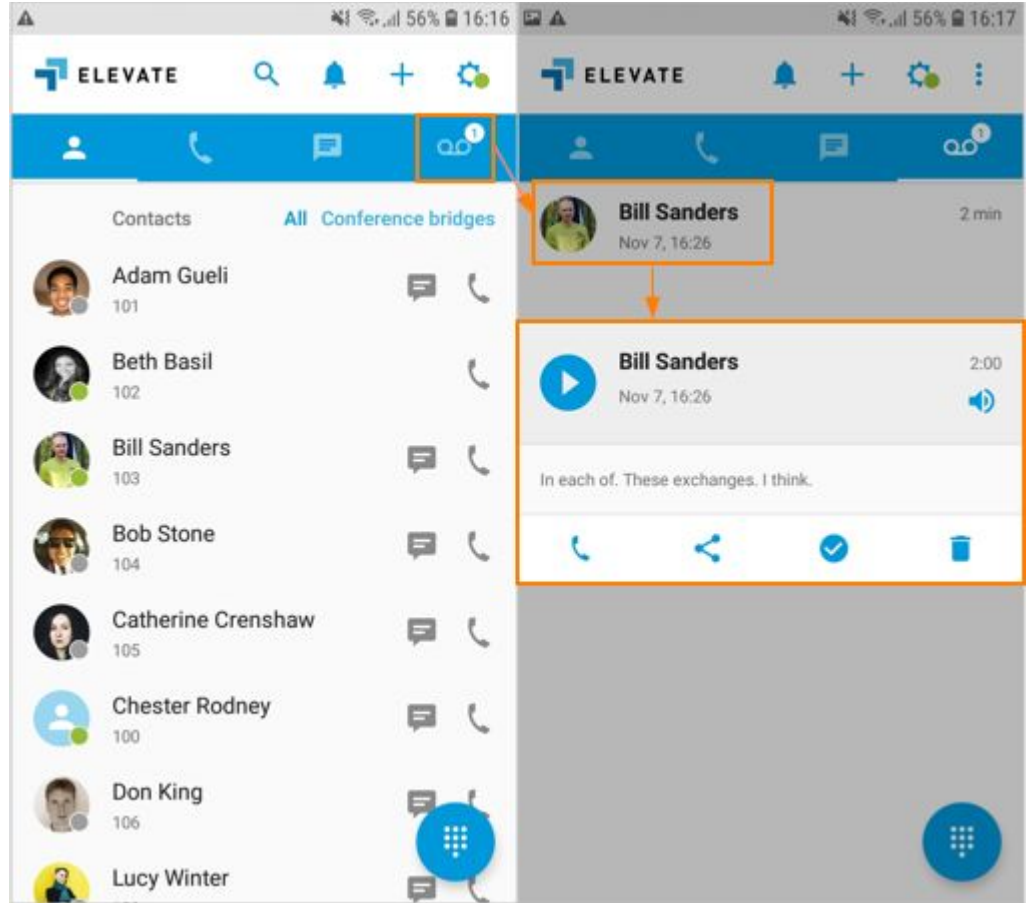
- Listen to voicemail
- Note: listen to voicemail option available by pressing speaker icon.
- See the voicemail transcription
- Note: the voicemail transcription option should be enabled for the user in order to see the transcription. It may be enabled via Elevate Mobile App under My Account > Voicemail.



Voicemail.

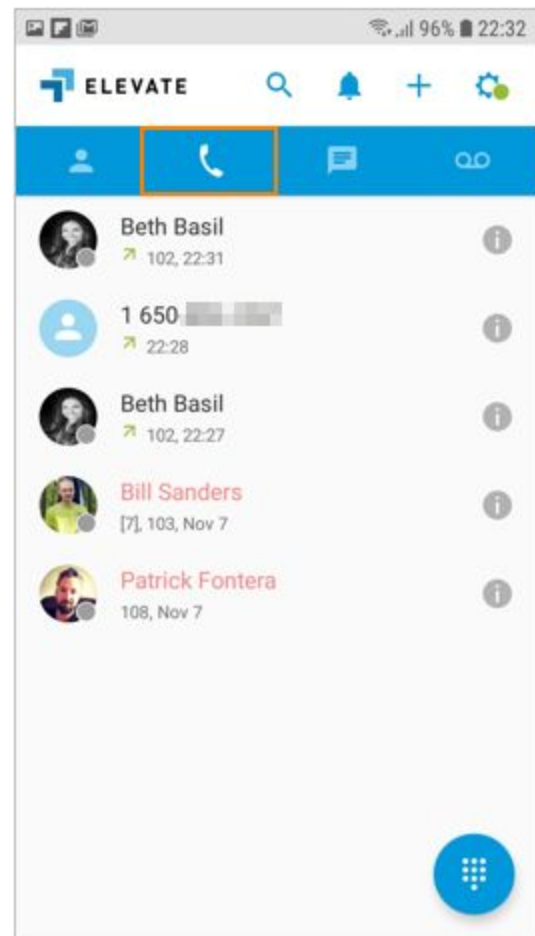
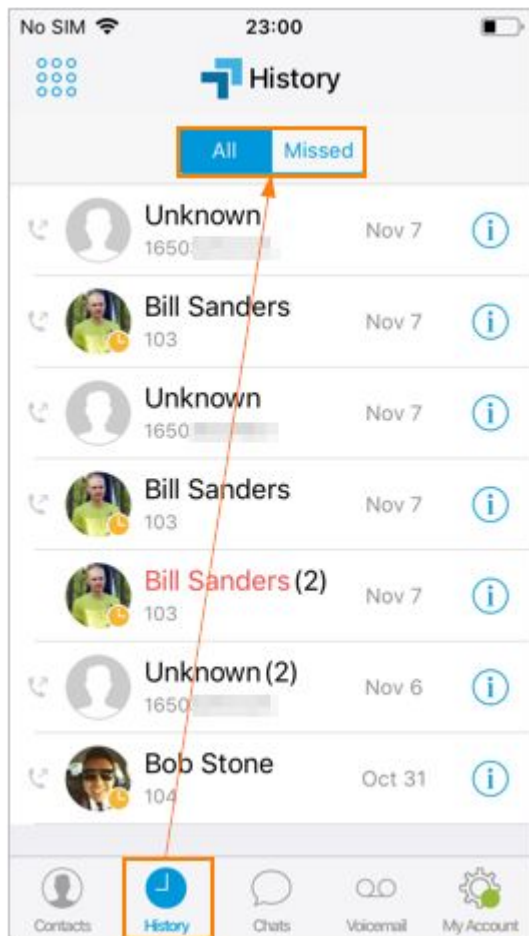
- Call back
- Share Voicemail
- Note: by pressing Share you can forward voicemail as an attachment to any email address.
- Mark as unread
- Delete voicemail

Android.



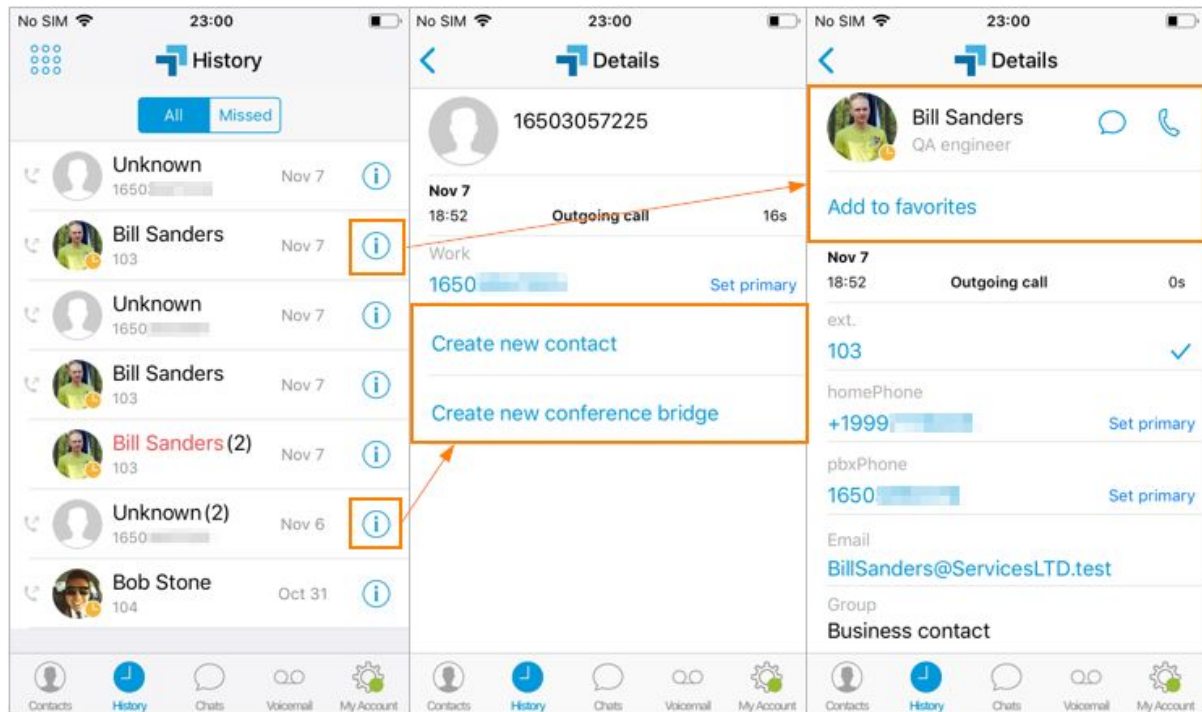
Call History.

- You may want to see more detailed information about a specific call. Simply hit the i-sign right next to the call.



Call History.

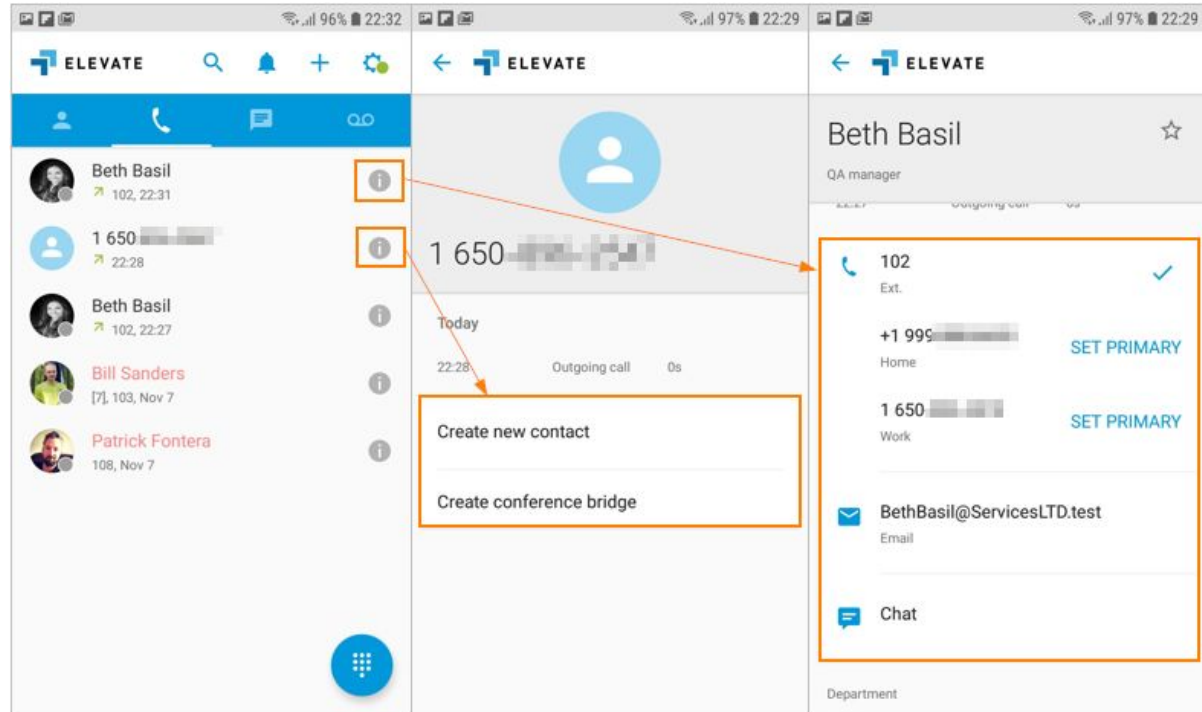
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iOS.

Call History.

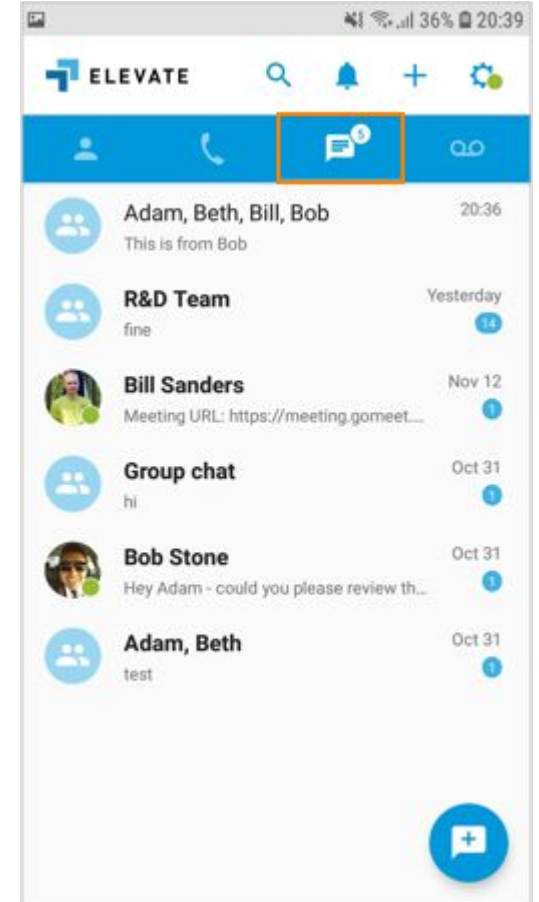
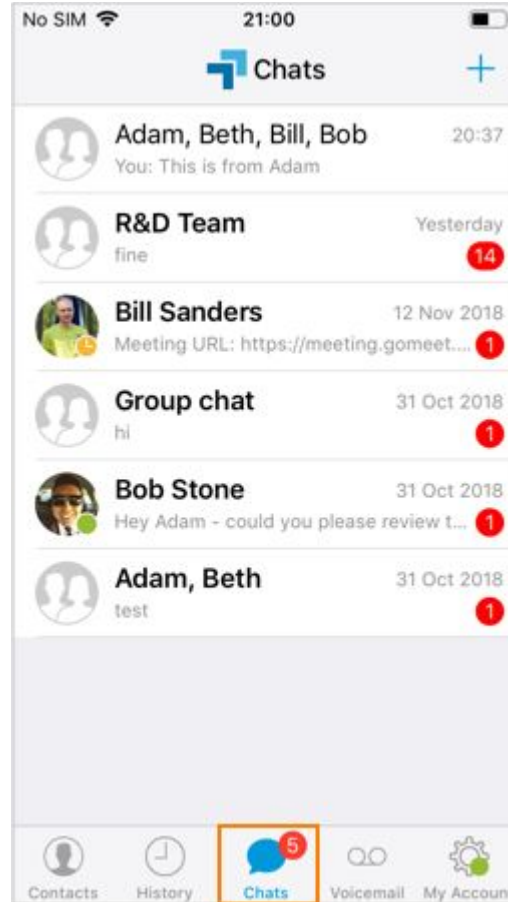
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Android.

Chat.

- Manage Group chat name and the list of participants
- Chat history
- Pin chat to top
- Mute chat
- Leave Group Chat



We're here to help.

To open a help case, call or email our Help Desk Team.

Granite Help Desk

P: 406-532-1640

E: help@granite.tech



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