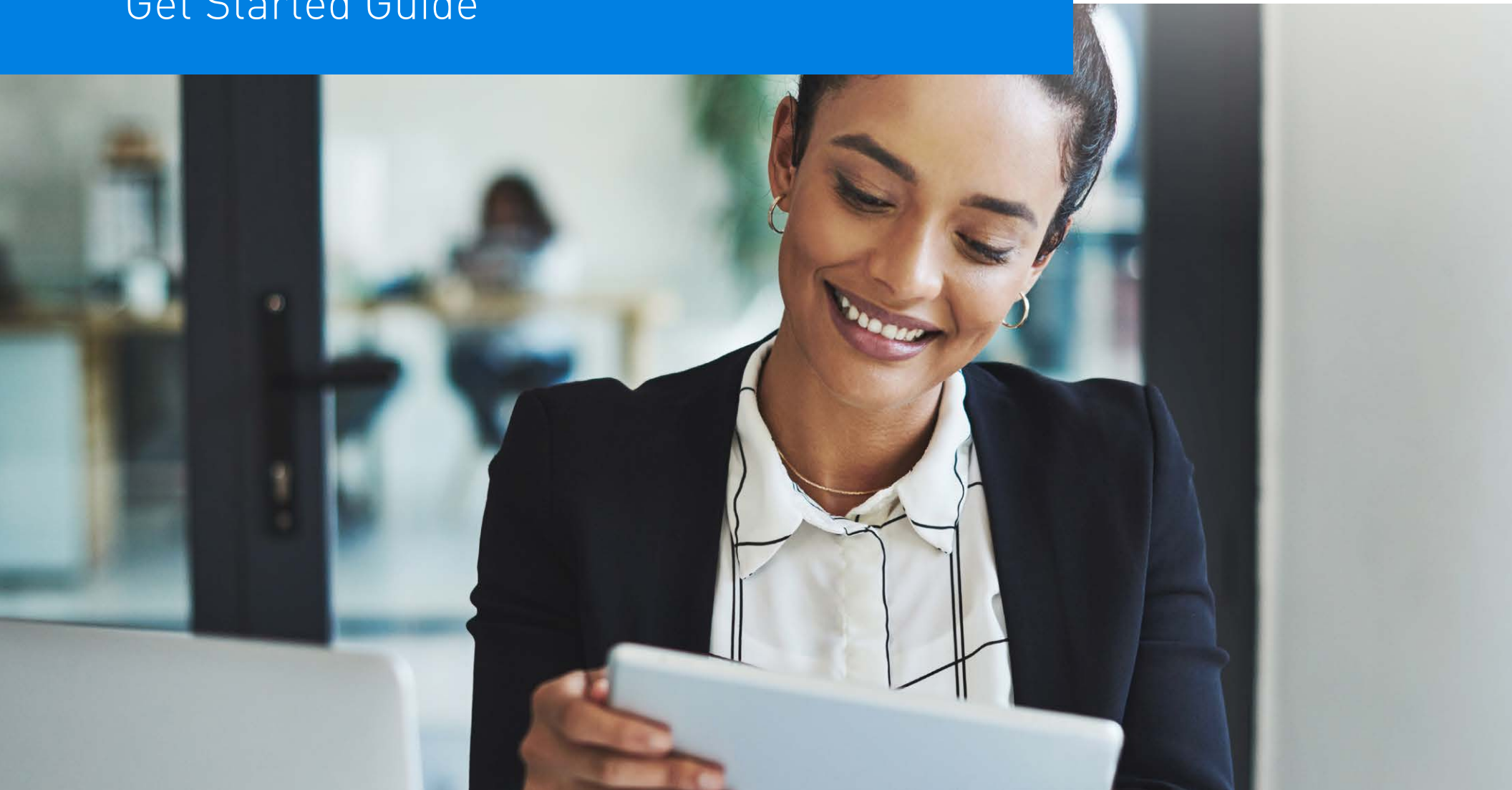**ELEVATE**
UNIFIED COMMUNICATIONS

Elevate Desktop and Mobile Application
Get Started Guide

Elevate Quick Start Guide

New to Elevate? Read this guide to learn the basics.

Channels
Communicate in real-time 1:1 or in teams using private and public channels

Video Conferencing
View upcoming meetings, connect with teams and customers in HD video with screen sharing, annotation and more

Files
Access, share, and manage files in real-time

Voicemails
Manage and view voicemail transcriptions

Dialpad
Access company directory at-a-glance, manage and place calls

Presence
View co-worker availability in real-time

Settings
Manage application settings, notifications, access integrations, and more

Search
Search for people in your organization

Messaging
Communicate in real-time with team chat and business SMS*

Video
Start a video conference, share your screen, and more

Manage Channels
Add members, search, favorite and more
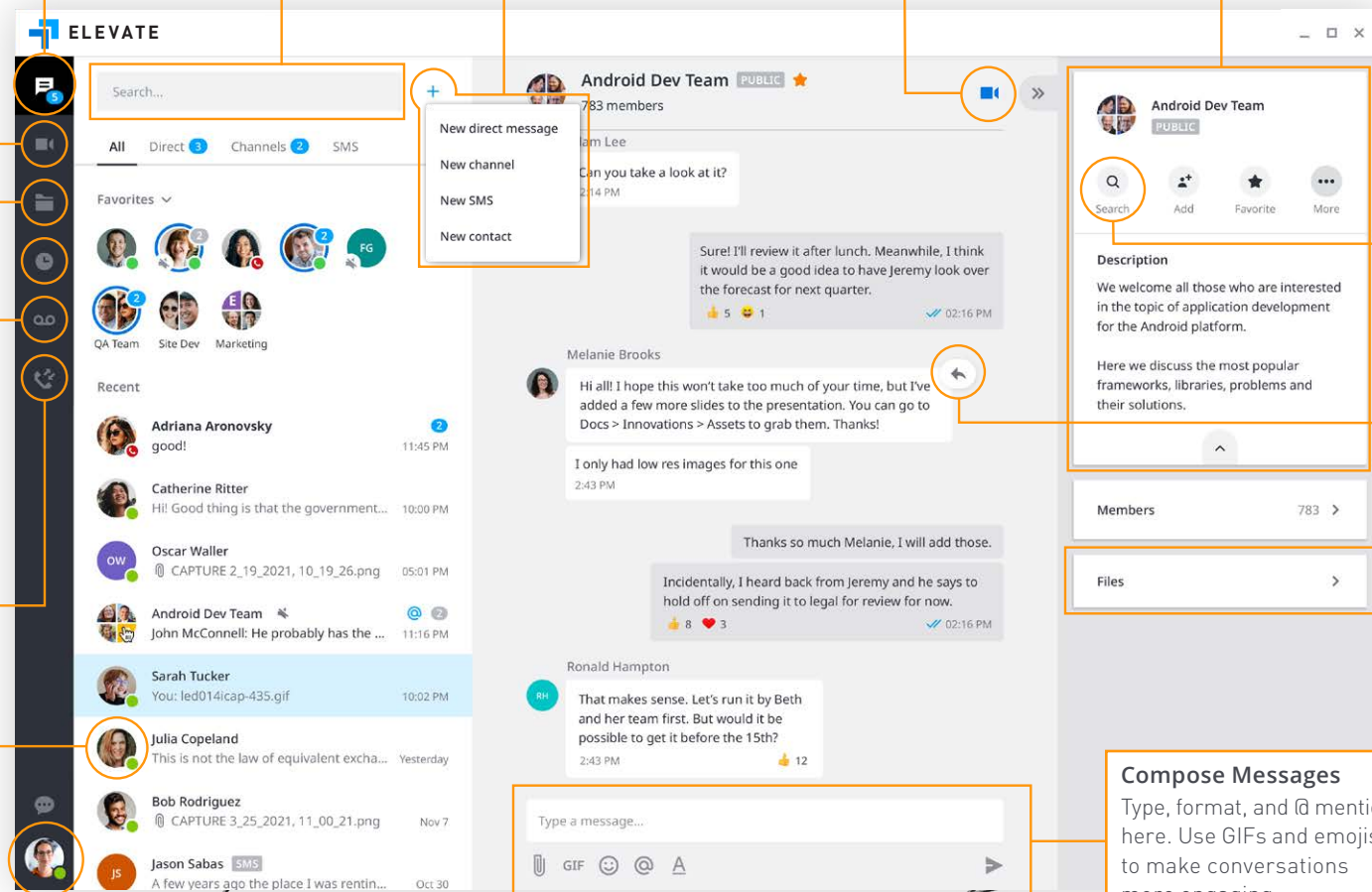
Chat Search
Search chat threads for relevant messages

Replies
Respond to a specific conversation

Files
Locate, preview and download files that have been shared in a chat

Compose Messages
Type, format, and @ mention here. Use GIFs and emojis to make conversations more engaging

---

ELEVATE

Search...

All | Direct 3 | Channels 2 | SMS

New direct message
New channel
New SMS
New contact

Favorites

QA Team | Site Dev | Marketing

Recent

Adriana Aronovsky
good! — 11:45 PM

Catherine Ritter
Hi! Good thing is that the government... — 10:00 PM

Oscar Waller
CAPTURE 2_19_2021, 10_19_26.png — 05:01 PM

Android Dev Team
John McConnell: He probably has the ... — 11:16 PM

Sarah Tucker
You: led014icap-435.gif — 10:02 PM

Julia Copeland
This is not the law of equivalent excha... — Yesterday

Bob Rodriguez
CAPTURE 3_25_2021, 11_00_21.png — Nov 7

Jason Sabas SMS
A few years ago the place I was rentin... — Oct 30

Android Dev Team PUBLIC
783 members

Sam Lee
Can you take a look at it? 2:14 PM

Sure! I'll review it after lunch. Meanwhile, I think it would be a good idea to have Jeremy look over the forecast for next quarter. — 02:16 PM

Melanie Brooks
Hi all! I hope this won't take too much of your time, but I've added a few more slides to the presentation. You can go to Docs > Innovations > Assets to grab them. Thanks!

I only had low res images for this one 2:43 PM

Thanks so much Melanie, I will add those.

Incidentally, I heard back from Jeremy and he says to hold off on sending it to legal for review for now. — 02:16 PM

Ronald Hampton
That makes sense. Let's run it by Beth and her team first. But would it be possible to get it before the 15th? 2:43 PM

Type a message...

Android Dev Team PUBLIC

Search | Add | Favorite | More

Description
We welcome all those who are interested in the topic of application development for the Android platform.

Here we discuss the most popular frameworks, libraries, problems and their solutions.

Members — 783

Files

Installation

Elevate makes it easier than ever
for you to work from wherever.
For the best experience, download
the desktop and mobile applications.

Download Desktop App
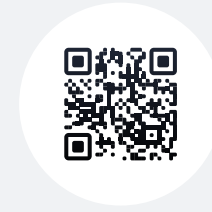
Scan the QR code
or download from the
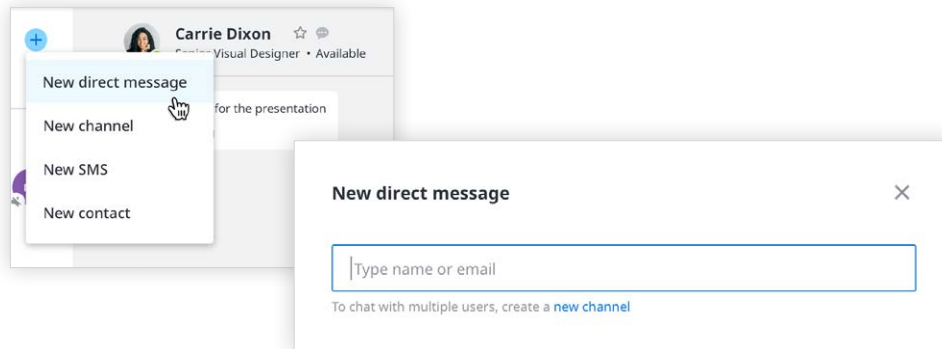iOS or Android Store.

Sign In

Log in to the desktop and mobile
applications using your work email
address and Elevate password.

Team Chat

Start a chat

Connect with co-workers in real-time. Select ✛ to
...**create a new direct message.** A direct message is
a chat with a single person. Type the name or email
of the individual, write your message, select ▶

Create a new channel:

A channel is a group discussion—this can be dedicated
to a department, specific project, etc. Type in Channel name,
add a description, choose if you want the channel to be public
or private, and add members.
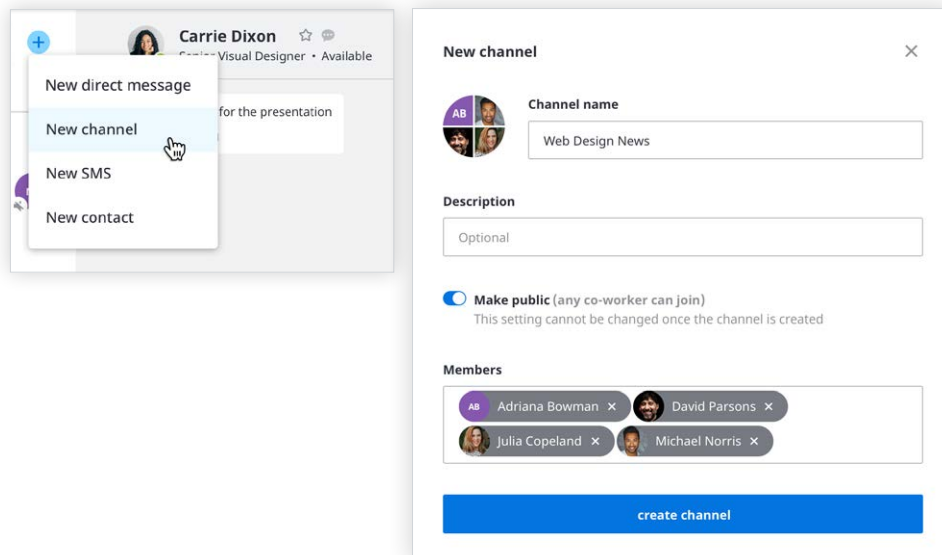
Format your messages

Use the rich text editor to
organize and format messages.
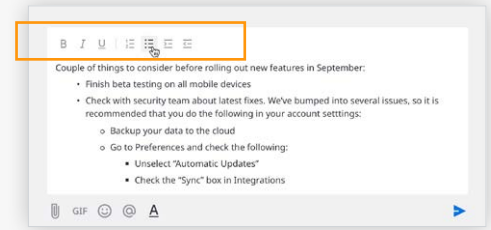
Use @ mentions

To get someone's attention
in a channel, select @,
then type their name or
select them from a list that
appears. You can @ mention
multiple people at once.
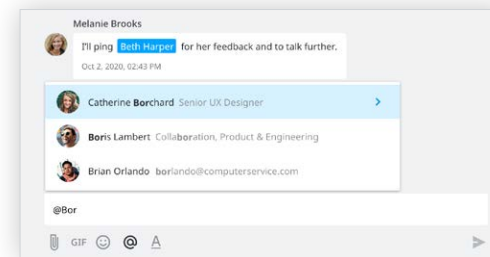
Add emojis and GIFs to chat

Have fun with co-workers
by adding emojis and GIFs
to chats. Select the ☺ for
emojis or GIF to add a GIF.

4
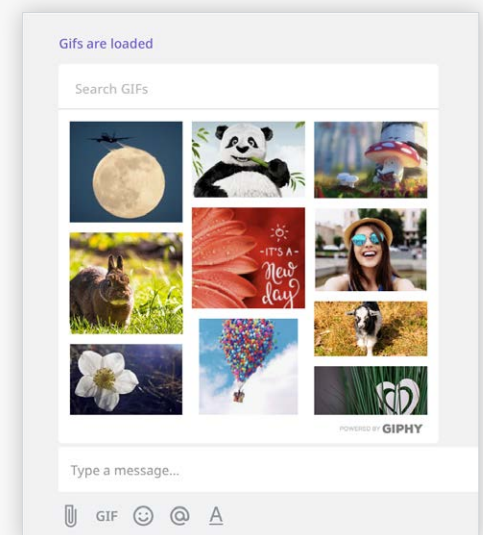
Team Chat

Easily share files to collaborate with colleagues in real-time.
From a direct chat or channel, select 📎 to upload an attachment into your message
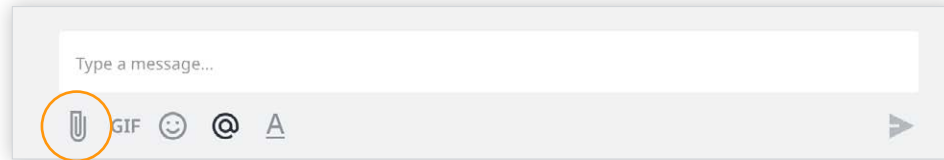
Drag and drop documents from your desktop directly into any message.
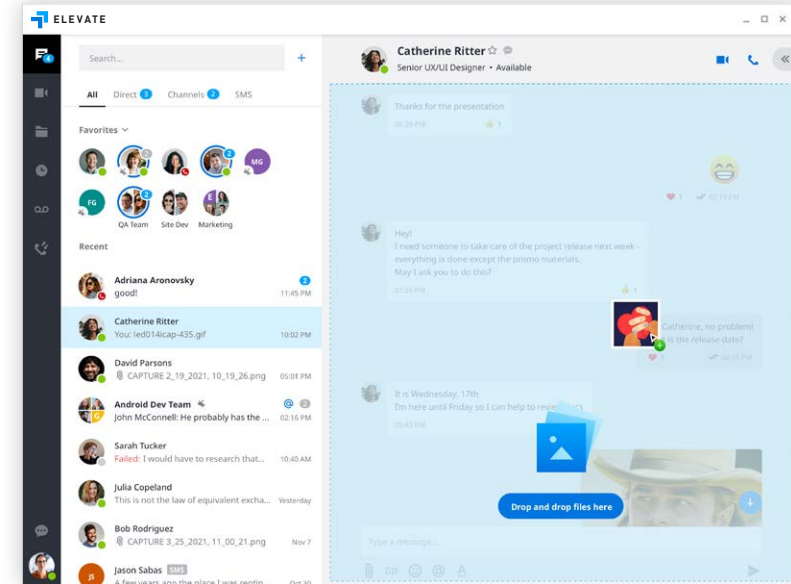
Filter files
Use the Files filter to locate, preview and download files that have been shared in a chat.
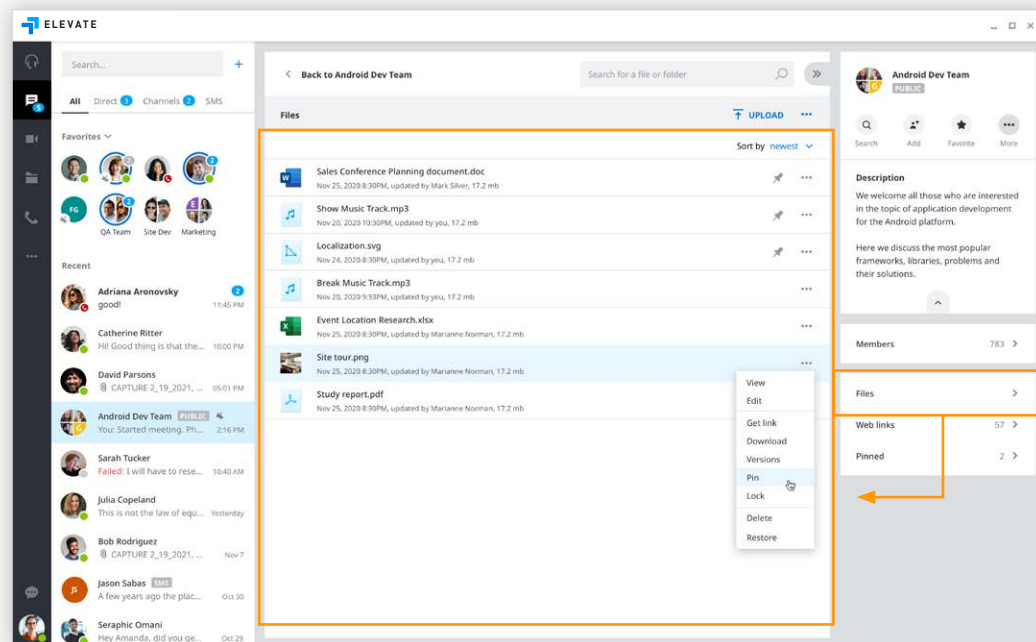
Video Conferencing
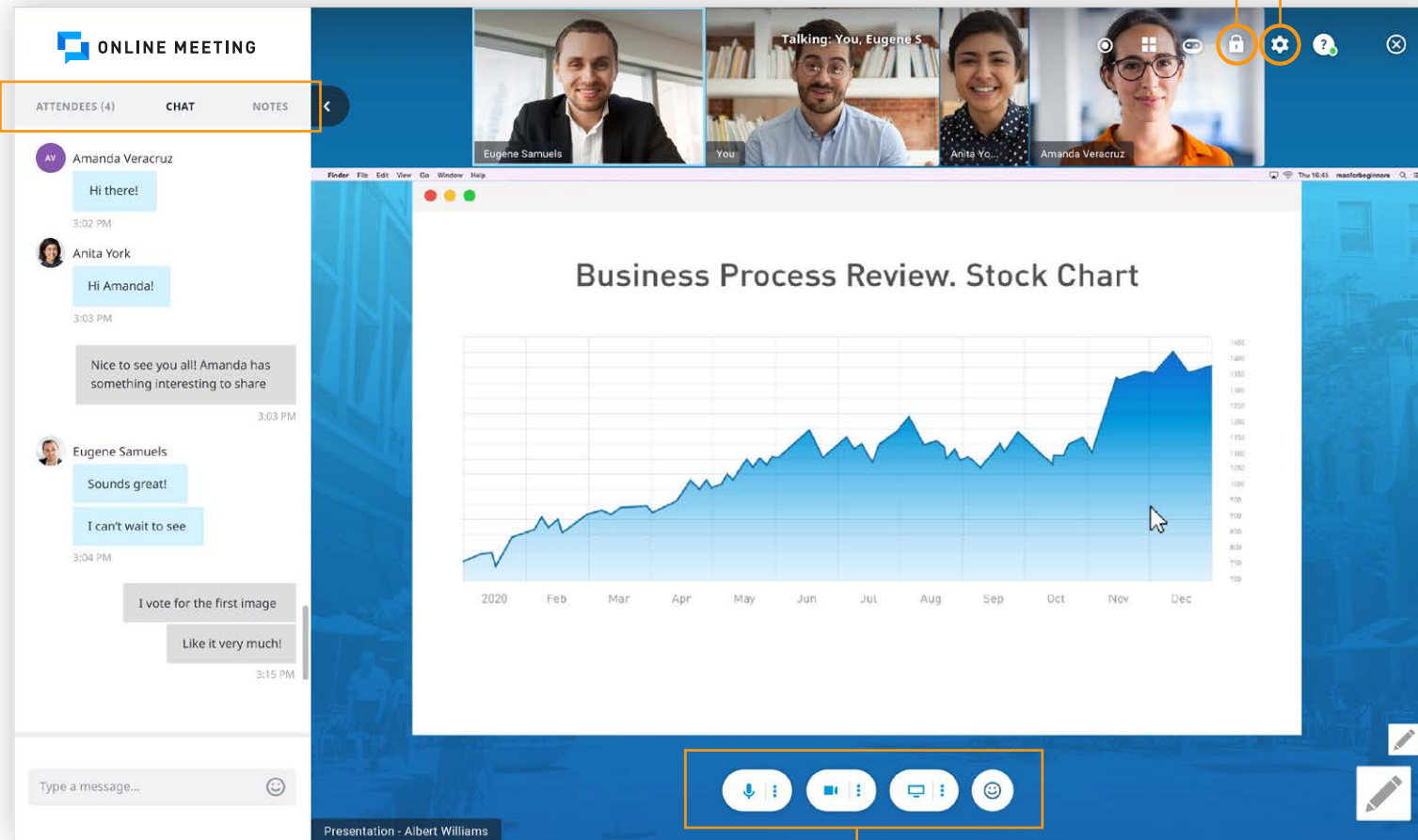
Meet face-to-face in HD video with anyone, from anywhere.

View meeting participants, send chats, and more.

Lock meetings for an extra layer of security. No one will be able to enter your meeting without permission.

Access advanced, security settings, virtual backgrounds, and more.

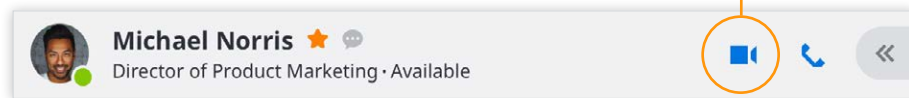
Use a headset and a high-quality camera for the best experience!

Mute/unmute, hop on camera, share your screen.

Video Conferencing*

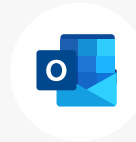Meet face-to-face in HD video with anyone, from anywhere.

**Integrate your Outlook or Google calendar so you can easily start and schedule meetings directly from your work calendar.**

Start a video conference

From a direct conversation or channel, select

Your administrator will need to enable this. **Learn more here**

Download the **Elevate Chrome Extension** to start and schedule meetings from your Google calendar, and click-to-call from your Chrome browser.
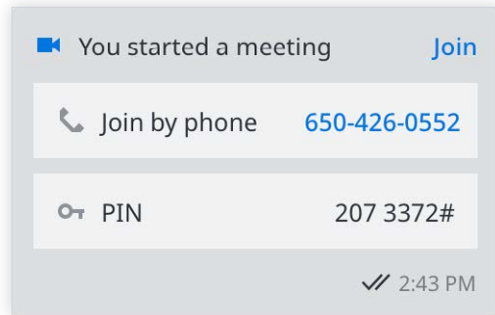
From the meeting tab, you can:

Select "Start my meeting"
or join a meeting
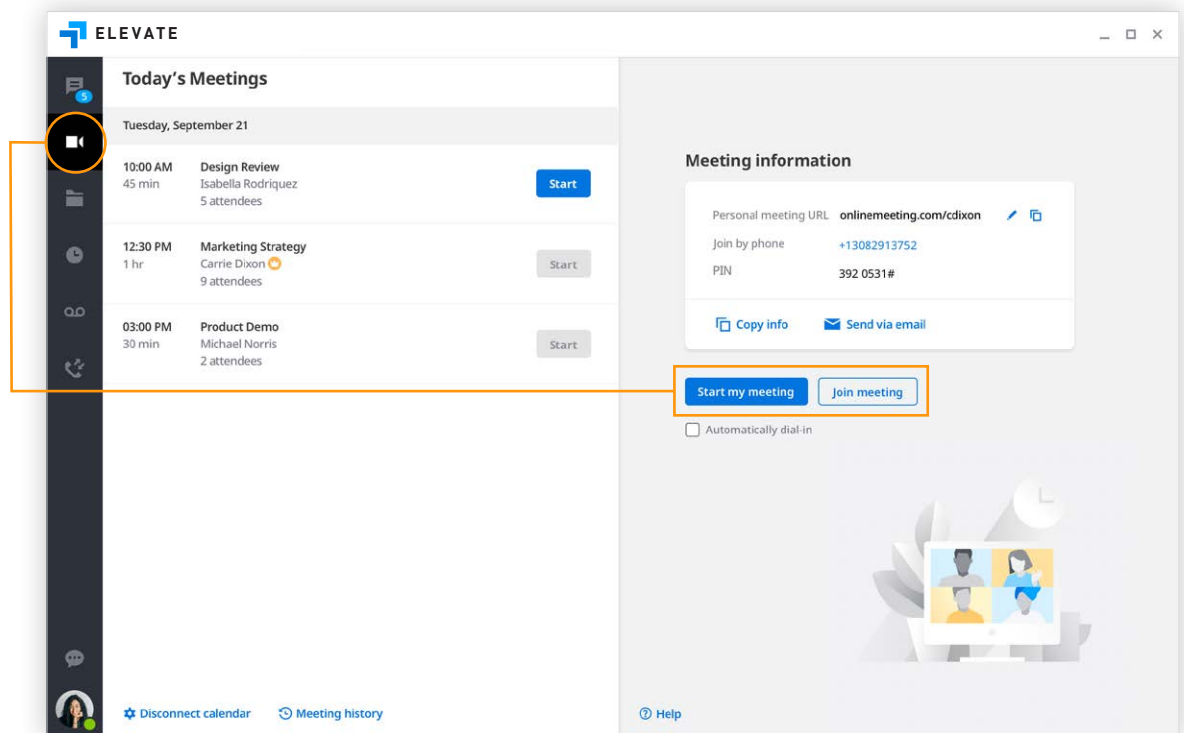
File Sharing*

For a better collaboration experience, use ShareSync to access, manage, store and share files safely and securely with anyone inside or outside your organization.

Download Desktop App

Scan the QR code or download from the iOS or Android Store.

View recent files

Access Favorite files and folders

Upload, organize and store files

Access, share and manage files

ELEVATE

SHARESYNC   Recents   Favorites   **My ShareSync**   •••

Search for a file or folder

My ShareSync > **Documents**

↑ UPLOAD   + CREATE FOLDER   🗑 SHOW DELETED   •••

Sort by name ⌃

Backup feature launch	★ SHARE •••
Buying Criteria	SHARE •••
Content base campaign	SHARE •••
Emails	SHARE •••
Files Shared by you with 1 user and via weblink	SHARE •••
V1 Shared via weblink	SHARE •••

Calling

Place, receive and manage calls in two ways:

- **Softphone mode:** Use computer speakers and microphone for calls (can use Bluetooth headset or headphones)

- **Call Controller mode:** Use hardware (desk phone) for calls

Application mode		
● **Softphone**	Telephone calls made over the Internet use a computer, rather than dedicated hardware	
○ **Call Controller**	Telephone calls made over the Internet use a hardware phone	

Calling features vary based on calling mode.

| FEATURE/ APP MODE	PLACE A CALL	RECEIVE A CALL	3-WAY CALLING	MUTE/ UNMUTE	HOLD	DTMF	CALL FLIP	CALL PARK	TRANSFER	END CALL
Call Controller	●	Desk Phone		Desk Phone	Desk Phone	Desk Phone	●	●	●	●
Softphone	●	●	●	●	●	●	●	●	●	●

Place calls and view contacts

Place calls to internal and external contacts, search and view company contacts at-a-glance, and switch between pre-defined filters to manage calls.
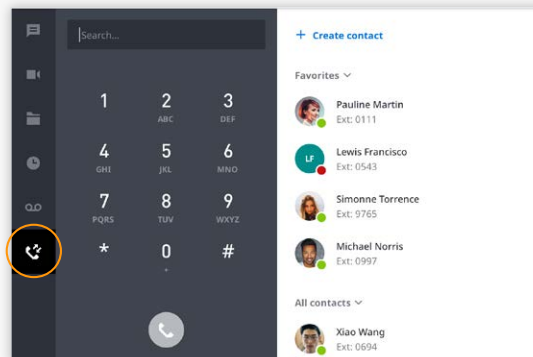
Place calls from chat

Select 📞 to call someone from a 1:1 chat or from a contact card
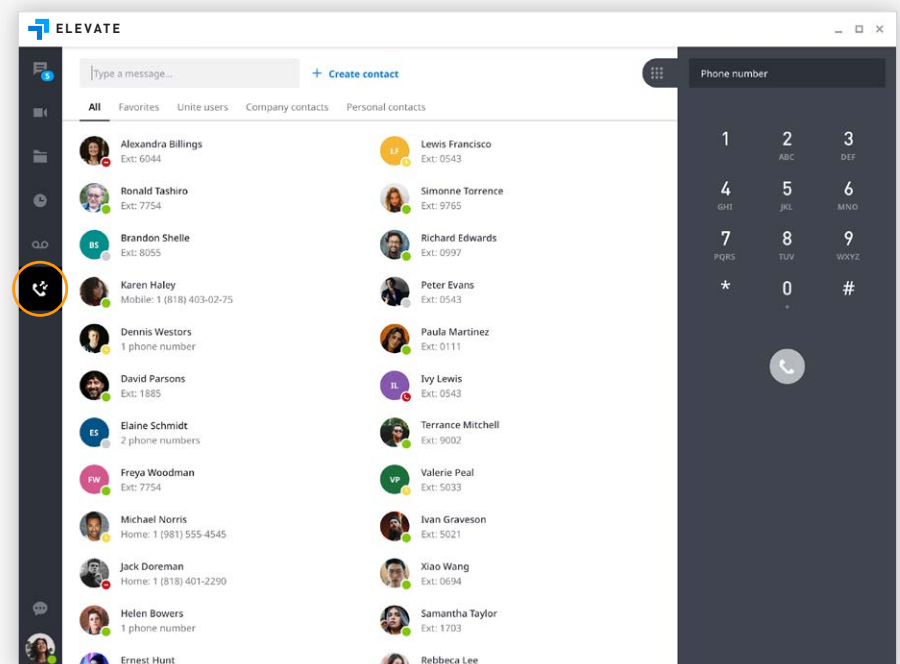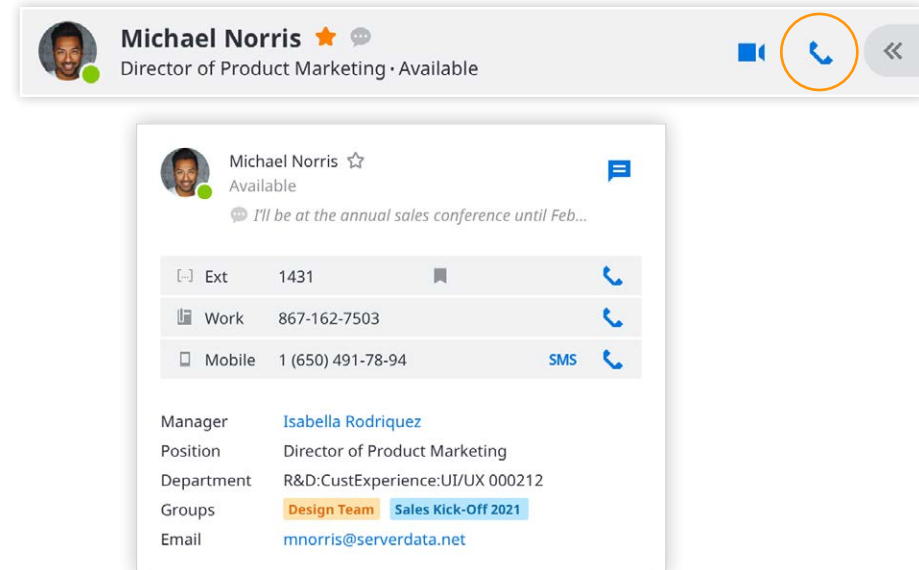
Mobile App

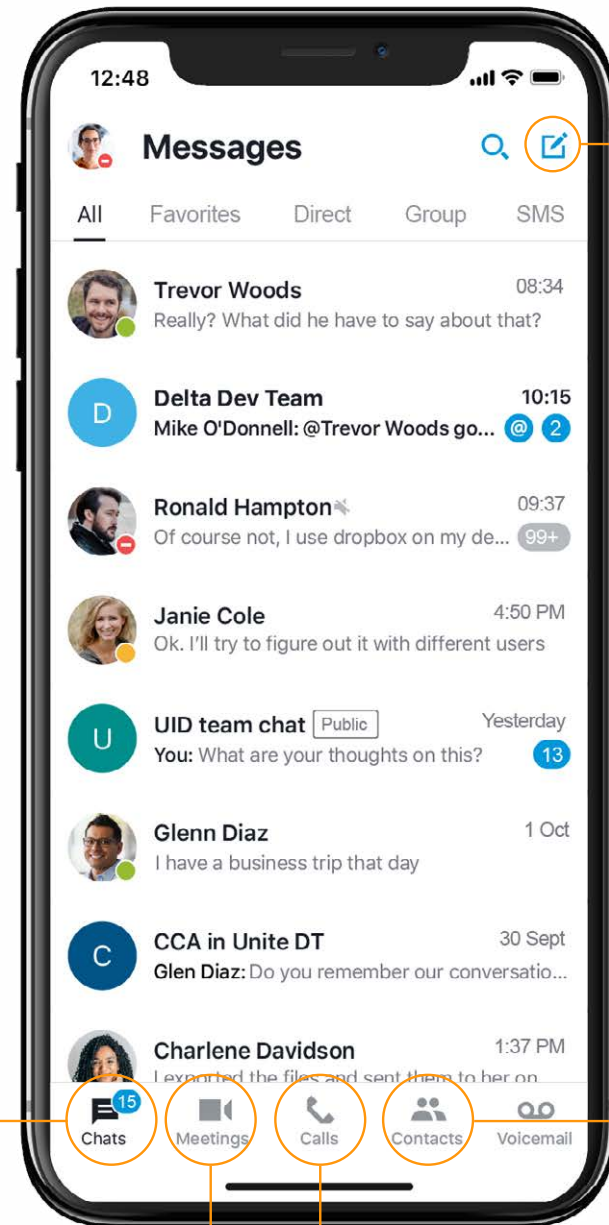## Take your work with you, wherever you go
Call, chat, meet and collaborate from your mobile device with the Elevate mobile application.

All messages sync across desktop and mobile apps!

Contact sync
Sync contacts from your personal device to your Elevate desktop and mobile applications.

Start new messages
Create a new direct, channel or SMS message*

Contacts
View all company and personal contacts

Messaging
Communicate in real-time with Direct and Channel messaging

Meetings
Host and join meetings**

Calls
Use your business phone number to place, receive and manage calls

*Business SMS must be enabled by admin. Business SMS is only available North America.
**Users will need to download Online Meeting mobile app.

Next Steps

Want to learn more?
Join our weekly live training session:
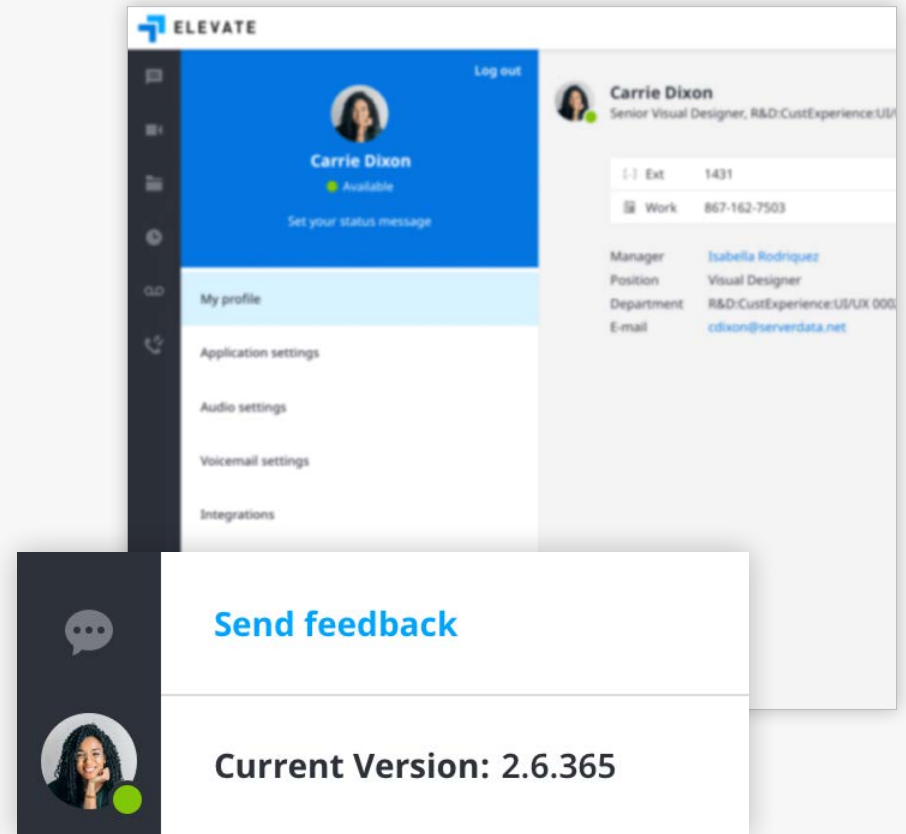

ELEVATE APPS
LIVE TRAINING   REGISTER TODAY!

THURSDAYS | 10:00AM PT | 1:00PM ET

Send us your feedback:
Are you enjoying Elevate?
Is there room for improvement? Let us know!

Send feedback

Current Version: 2.6.365

QUESTIONS? CONTACT US TODAY!

Treasure Coast IT Solutions   (772) 335-2622   solutions@tcitsolutions.com
www.tcitsolutions.com