



## Take your business to the next level – with fully integrated unified communications

Elevate is an easy-to-use cloud-based unified communications service that helps employees to be more productive and collaborative with a full-featured phone system, combined with audio/video/content sharing, conferencing, and file sharing capabilities.

Whether in the office or remote, Elevate seamlessly integrates all your communication tools – desktop phones, mobile phones, and computers – into one manageable solution oriented around your employee’s needs and workstyles.



## Highly reliable



### **The Elevate voice network is purpose-built for reliability**

- East and West coast datacenters provide redundancy and minimize latency
- Stringent prequalification guidelines and proprietary VoIP network testing help ensure a reliable connection and crystal-clear voice quality

## Simplified scaling & management



### **Elevate scales according to the needs of any business**

- Order service according to the number of users or resources needed today; pay only for what is used
- Ordering additional service is easy and can be spun up quickly
- Scales to a large number of users per business

## Increased productivity & collaboration



### **Elevate makes a more productive and efficient workforce**

- Mobile devices interact seamlessly with the corporate phone system
- Anywhere, anytime, and on any device, creating a more flexible workforce
- Video conferencing and screen sharing empowers collaboration in real time
- Cloud file storage and sharing helps keep documents organized and secure

## Business continuity



### **Ensure that you never miss an important business call**

- The Elevate mobile app has full business phone functionality to be used in the event that desk phones become unavailable
- Cloud based systems are immune to local outages. Elevate will try all user devices, then dial phone numbers like cell phones, hunt groups, or other auto attendants.

## Lower cost



### **No hardware to buy, install, manage, upgrade or replace**

- Lower infrastructure and operating costs compared to traditional phone service
- Reduces infrastructure and operating costs; no additional hardware to buy
- Consolidates voice and data onto one network
- Flat, per-user rates with unlimited domestic local & long distance calling

## DESKTOP PHONES

- Easy-to-use interfaces, rich audio quality and productivity features
- Phones are pre-programmed to work seamlessly with Elevate
- Phones are plug and play, and can be used anywhere there is an internet connection\*



**Polycom VVX**



**Cisco SPA**



**Yealink DECT  
Cordless**



**Polycom SoundStation  
Conference Phones**



**Yealink T4 series**

## ELEVATE – WHAT’S INCLUDED

### Each user receives

- Local phone number with unique extension
- Ability to have up to five endpoints
- Inbound/Outbound Caller ID
- WebFax
- Voicemail box with transcription services
- Elevate Mobile App & Desktop App
- Online Meeting with up to 4 participants (30 with Elevate Pro)
- 2GB per user ShareSync file share and backup (100Gb per user with Elevate Pro)

### Each account receives

- Centralized management of all locations
- Auto Attendant with a direct inward dial phone number
- Ability to configure up to 10 hunt groups
- Conferencing: 200 toll-free minutes / month
- Active directory integration for easy configuration of users
- Hunt Group reporting
- Enable/Disable call recording

## ELEVATE COMMUNICATION FEATURES

### System Features

- Voicemail with Transcription
- Auto Attendant
- Caller ID
- Custom Hold Music & Greetings
- Direct Inbound Dialing (DID)
- Call Flip
- Conference Bridge
- Hunt Groups
- Hunt Group Call Reporting
- Email and SMS notifications
- Busy Lamp Field / Call Presence

### Phone Features

- Call Forward
- Call Hold
- Call Recording
- Call History
- Call Transfer
- Call Waiting
- 3-way Calling
- Do Not Disturb
- Extension Dialing
- Configurable Ring Options
- Voicemail
- Administrator Password
- Named Ring Groups
- Page all Phones
- Call Park
- Inbound Caller Name
- Call Flip
- Configurable Line Keys
- Speakerphone
- On-Hook Dialing
- Remote Line Key
- Transfer to Voicemail

\*Some restrictions apply to countries outside the US

## ELEVATE PRODUCTIVITY FEATURES

### Elevate Desktop App

The Elevate desktop app acts like a remote control for the user's associated desk phone, empowering employees to be more effective and efficient with call management.

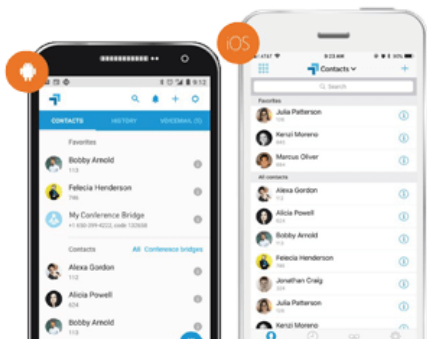
- Place, park, and transfer calls with just a click or two
- Call Flip feature moves active desk phone calls to the caller's mobile devices
- On-screen indicator lets you know if your contacts phone is busy, *before* you call
- Call history for the last 90 days, includes the contact name, date, and time they called



### Elevate Mobile App

The Elevate mobile app enables a mobile device to become a communications endpoint for the Elevate service. Employees can now call or receive calls through the corporate phone system and utilize enterprise-level calling features, no matter where they are.

- All the most important features of your desk phone, right on your mobile device
- Call Flip sends calls directly to your *desk* phone – without disconnecting your call.
- Rings your desk and mobile phone simultaneously - no more missed calls.
- Includes voicemail transcription, as well as on-screen voicemail management.



### Video Conferencing & Screen Sharing

Elevate includes Online Meeting, an easy-to-use, reliable video collaboration tool. Includes:

- HD video conferencing eliminates unnecessary travel and empowers teams with remote members to be more productive.
- Screen sharing. The computer desktop can be shared with team members in real-time, improving collaboration and speed of decision making.
- Includes a conference dial-in number, and custom URLs for meetings.



### File Sharing & Security

File sync and share with backup for desktops, mobile devices, and file servers.

- The most current version of files from any device
- Easy and secure file sharing
- Integration with Windows file server, Exchange Email, Active Directory, Outlook, Office, and Office 365
- Full control over files, users, devices, and sharing activities