

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



# ELEVATE

Elevate is a cloud-based unified communications and collaboration platform. It enables users to be more mobile, more productive and share ideas and content through a single system. 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.



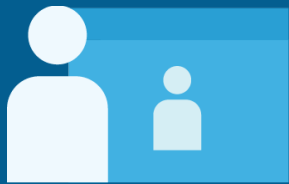
PHONE SYSTEM



MOBILE



DESKTOP



VIDEO  
CONFERENCING



SCREEN  
SHARE



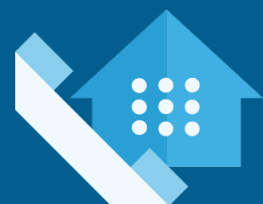
CONTACT CENTER



TEAM CHAT



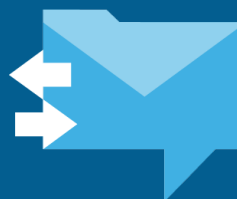
VOICEMAIL



REMOTE OFFICE



PRESENCE  
INDICATOR



FILE BACKUP &  
COLLABORATION



FAX

# The Elevate Platform



## PHONE SYSTEM

- Cloud-based phone service with 90+ enterprise-grade calling features and excellent network call quality and uptime
- System configuration and call reporting are managed from a single web-based portal
- Protect your business and increase employee productivity with Spam Caller Protection



## MOBILE

- The Elevate Mobile App makes any smart phone an essential collaboration tool
- Extend your business phone number and extension to your mobile phone
- Place and receive calls, see who is available, chat with colleagues and manage voicemail—anytime, anywhere



## DESKTOP

- The Elevate Desktop App empowers employees with the flexibility to communicate the way that works best for them
- See who is available, chat with colleagues, place and receive calls, share screens, start video calls and share files—all from one application
- Use desktop application to place and receive calls or as a call controller for your associated desk phone or as a soft phone from your PC or Mac®



## VIDEO CONFERENCING

- Face to face meetings via HD video eliminate unnecessary travel and empower teams with remote members to be more productive
- Establish a personal connection with customers and business partners, and improve internal communication between offices



## SCREEN SHARE

- The computer desktop can be shared in real-time, improving collaboration and speed of decision making
- Viewers see desktop content via web browser in full HD. No downloads or browser extensions required



## REMOTE OFFICE

- Elevate's preconfigured phones can be plugged in to any location that has an internet connection
- Remote desk phones work exactly the same way as they do in the office, with access to all the same features and functionality as everyone else in the company



## CONTACT CENTER

- Provide exception customer interactions with customizable call flows
- Voice, chat, and e-mail queues combine into a single omni-channel experience

## The Elevate Platform (Continued)



### PHONE

- Elevate phones are plug and play, delivered pre-configured to work seamlessly with the Elevate service
- No special setup or technician required
- Includes world-class manufacturers such as Polycom and Yealink, with many models to choose from to meet any business need



### VOICEMAIL

- Elevate voicemail can be managed and accessed according to user needs. Listen and manage from the desktop phone, or through the mobile app
- Transcribed voicemail messages can be delivered via email, or viewed on the mobile app
- Voicemail can be received or forwarded as a downloadable email attachment



### PRESENCE INDICATOR

- Elevate's desk phones and applications include presence – the ability to see whether your company contact is available, or busy on the phone
- Desktop phones include a busy lamp field (BLF) in the LCD display that indicates presence
- The desktop and mobile apps display presence information alongside each contact in the Active Directory



### FAX

- WebFax is a “virtual” fax service that allows users to receive and manage faxes via the web or email
- Transmits faxes directly from a Windows®-based PC
- Senders simply dial the WebFax number from their fax machine, as they normally would



### TEAM CHAT & BUSINESS SMS

- Send and receive unlimited text messages across US, Canada, and Puerto Rico
- Chat and SMS messages automatically synchronize across mobile and desktop apps
- Chat and SMS messages are securely encrypted in transit and at rest
- Sync contacts from popular third-party platforms (Office 365, Google, and more)



### FILE COLLABORATION & BACKUP

- 2 GB per user of ShareSync® file storage included
- Access files from desktops, laptops, smartphones, tablets, file servers, and the web
- Full control over files, users, devices, and sharing activities
- Real-time backup of all files, mobile photos, and videos
- Point-in-time file restoration for quick recovery from ransomware and other types of data loss

# Elevate Benefits



## INCREASED PRODUCTIVITY AND COLLABORATION

### Elevate makes a more productive workforce

- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device - creates a more flexible workforce
- Transcribes voicemail messages to text and/or email, allowing for more efficient voicemail management
- Integrated chat, SMS, video conferencing, screen sharing, file sharing and file backup extends reach and facilitates increased collaboration



## LOWER COSTS

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

- Save up to 50% on monthly phone bill when compared to traditional phone service
- Reduces infrastructure and operating costs with no additional hardware to buy
- Consolidate voice and data onto one network



## INCREASED RELIABILITY

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

- Proprietary VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency



## SIMPLIFIED SCALING & MANAGEMENT

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

- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy and can be done online
- Manage service and features using user-friendly HostPilot® portal



## BUSINESS CONTINUITY

### Ensure you never miss an important phone call

- Elevate automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.).



## Elevate Features

### 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
- Team Chat and Messaging
- Elevate Mobile App & Desktop App
- OnlineMeeting with up to 4 participants
- 2 GB per user ShareSync file share and backup

#### 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
- Active directory integration for easy configuration of users
- Hunt Group reporting
- Enable/Disable call recording
- Spam Caller Protection



## Elevate Extend

### PRODUCTIVITY LIVES HERE

Elevate Extend is an integrations platform that connects powerful voice, chat, video conferencing, and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce® and more – driving higher productivity and increasing customer retention at no heavy cost. Our integrations are easy to use and easy to deploy, with no heavy training or implementation costs required.





# Phones & Devices

Elevate offers a range of Polycom and Yealink phones to span your business needs. No technical installation required, just connect them to the internet and they're ready to go.

## DESK PHONES

					
Model	VVX 201	VVX 250	VVX 350	VVX 450	VVX 501
# of line keys	2	4	6	12	12
Network	10/100	Gigabit	Gigabit	Gigabit	Gigabit
Screen type	Greyscale	Color	Color	Color	Color/Touch
Headset capable	RJ9	RJ9 / USB	RJ9 / USB	RJ9 / USB	RJ9 / USB
PoE	Yes	Yes	Yes	Yes	Yes
USB ports	0	1	2	2	2

				
Model	T42S	T46S	T48S	W60 DECT
# of line keys	6	16	16	8
Network	Gigabit	Gigabit	Gigabit	Gigabit
Screen type	Greyscale	Color	Color/Touch	Color
Headset capable	RJ9 / USB	RJ9 / USB	RJ9 / USB	3.5 mm
PoE	No	Yes	Yes	No
USB ports	1	1	1	0



# Phones & Devices

(Continued)

## CONFERENCE PHONES

				
Model	Poly IP 5000	Poly IP 6000	Poly Trio 8500	Yealink CP960
Network	10/100	10/100	Gigabit	10/100
Screen type	Greyscale	Greyscale	Color	Color
Mic. pick up radius	7'	12'	14'	20'
PoE	Yes	Yes	Yes	Yes

## HEADSETS

				
Model	Savi 8210	Savi 8220	Blackwire 3210	Blackwire 3220
Type	Cordless	Cordless	Corded	Corded
Wearing Style	Single-Ear	Both Ears	Single-Ear	Both Ears
Connection	USB-A / RJ9	USB-A / RJ9	USB-A	USB-A
Range	180'	180'	6.9'	6.9'

### NETWORKING:

Each phone comes with a built in switch that allows you to connect the phone to the Internet connection in an office. If your existing network provides gigabit speeds, then a phone with gigabit capability is recommended.

### PoE:

Power over Ethernet allows the phone to be used without the included power adapter if your network switch is capable of providing power to devices connected to it.

### HEADSET CAPABLE:

All phones allow the use of external headsets. Please make sure to check the headset you buy to ensure it will work with your phones.





# Elevate User Features

## ELEVATE – WHAT’S INCLUDED

### 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





# Elevate Apps

## ELEVATE MOBILE APPLICATION

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. Place and receive calls, see who is available, chat with colleagues and manage voicemail —anytime, anywhere.

### Never miss important calls

- Extend your business phone number and extension to your mobile phone, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device—seamlessly, without interruption

### Easily collaborate from anywhere

- Your full desktop chat history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are



## ELEVATE DESKTOP APPLICATION

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, chat with colleagues, place and receive calls, share screens, start video calls and share files—all from one application. Available as a downloadable app for PC or Mac.

### Communicate your way

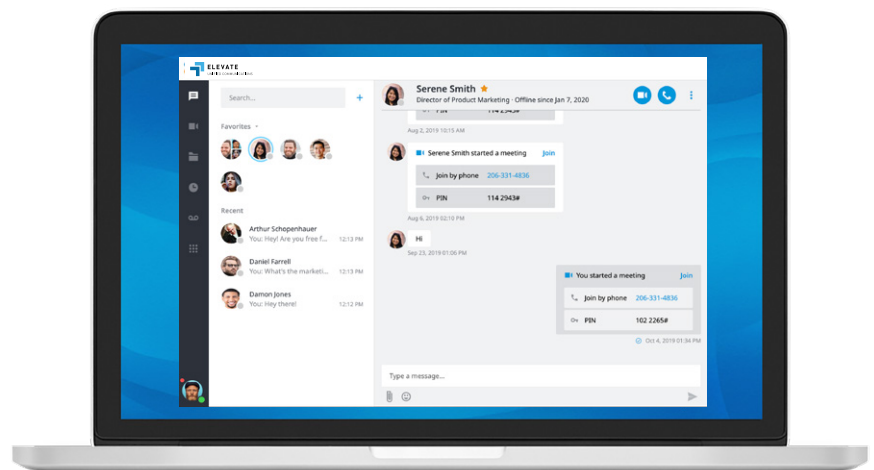
- Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®

### One application for collaboration

- One place to see the availability of coworkers, place a phone call, start team chat and launch a video conference

### Stay connected on-the-go

- With the Elevate desktop and mobile applications, you take your contacts, files and conversations with you—wherever you are





# Elevate Productivity Features

## VIDEO CONFERENCING & SCREEN SHARING

Elevate includes OnlineMeeting, an easy-to use, reliable video collaboration tool.

### Including:

- 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 realtime, improving collaboration and speed of decision making.
- Includes a conference dial-in number, and custom URLs for meetings.

## FILE SHARING & SECURITY

ShareSync 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

