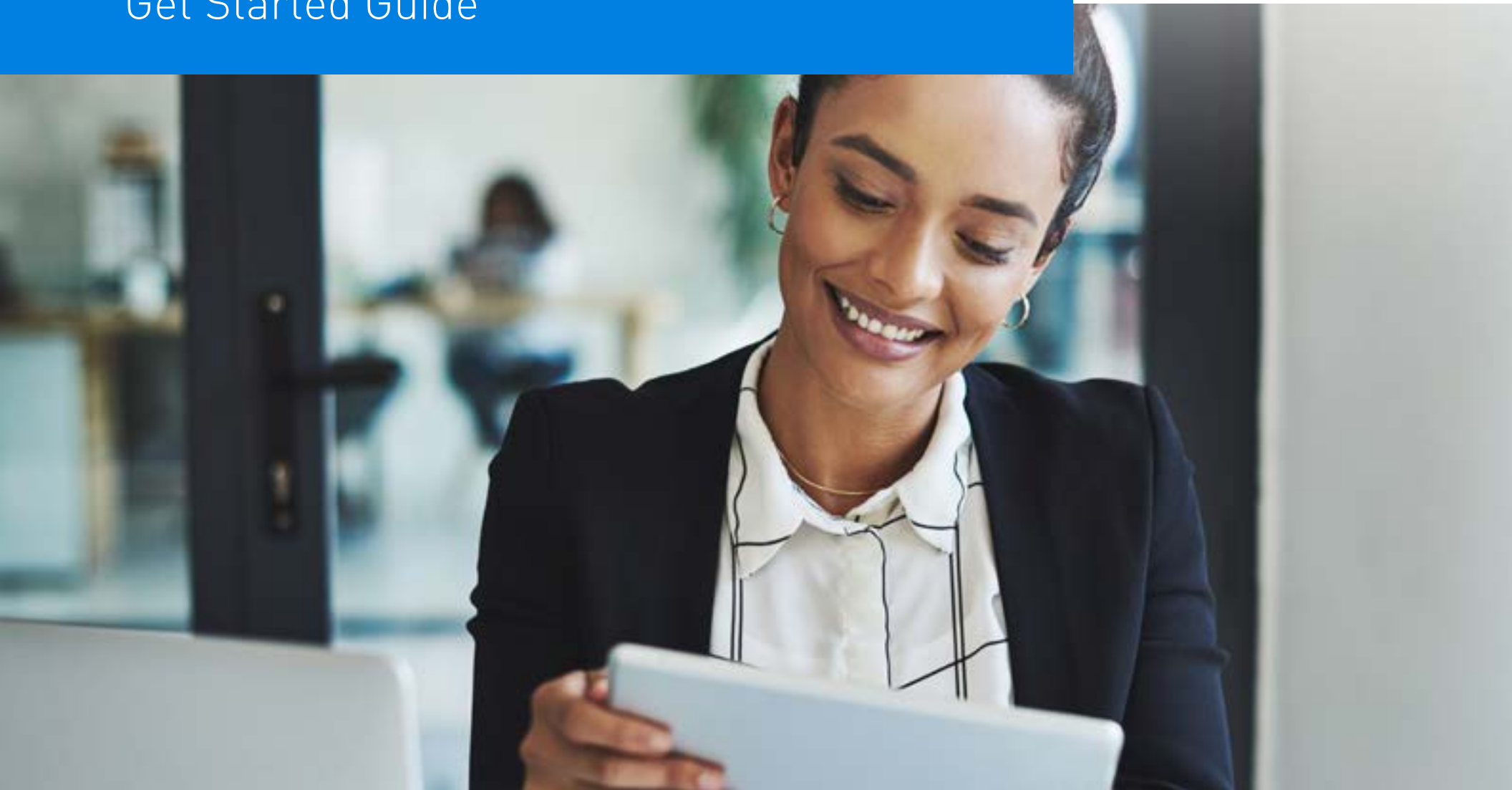


Elevate Desktop and Mobile Application Get Started Guide



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

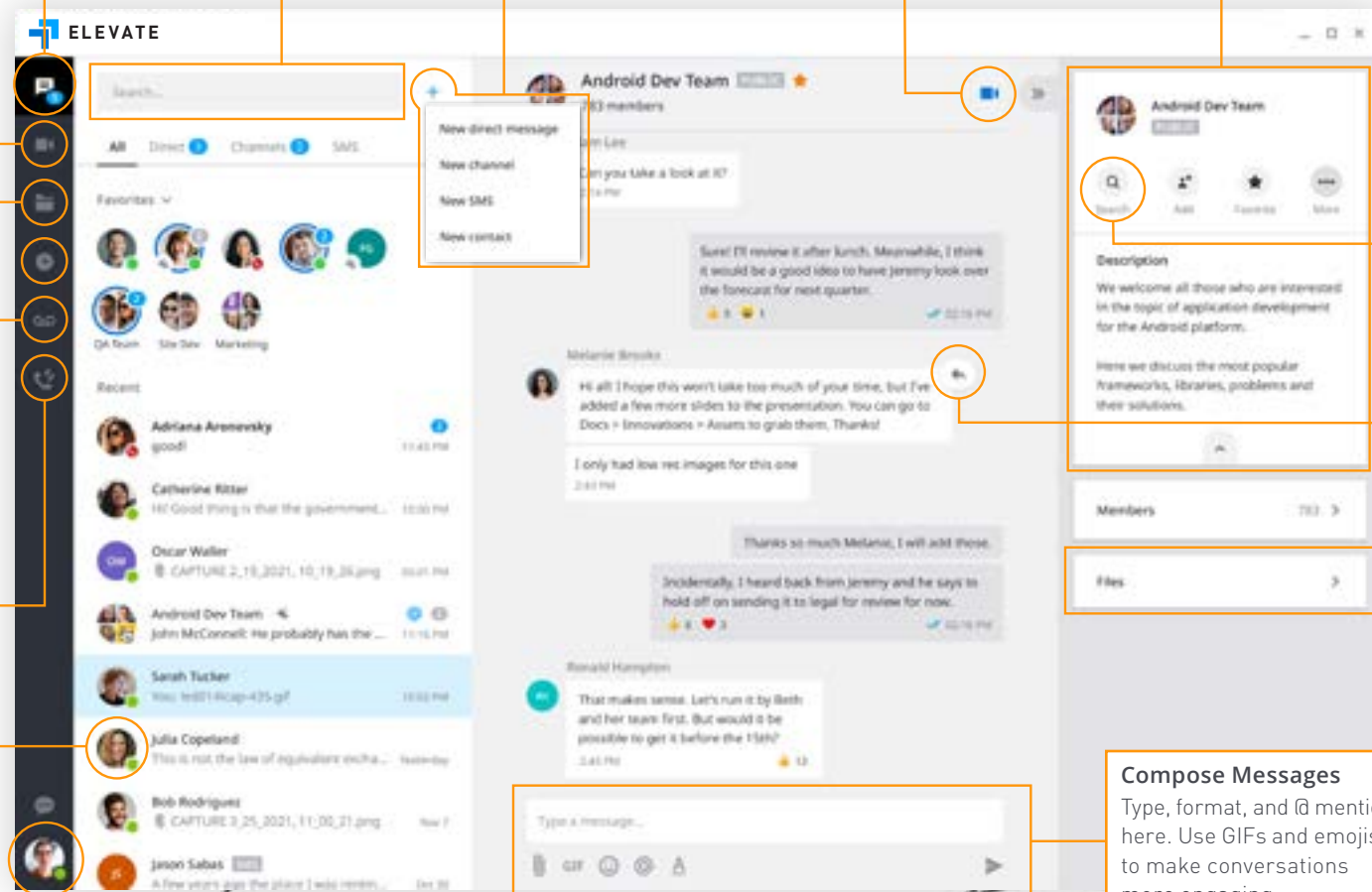
Respond to a specific conversation

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



Installation

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



Use Chrome

— OR —



Download Desktop App



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

Sign In

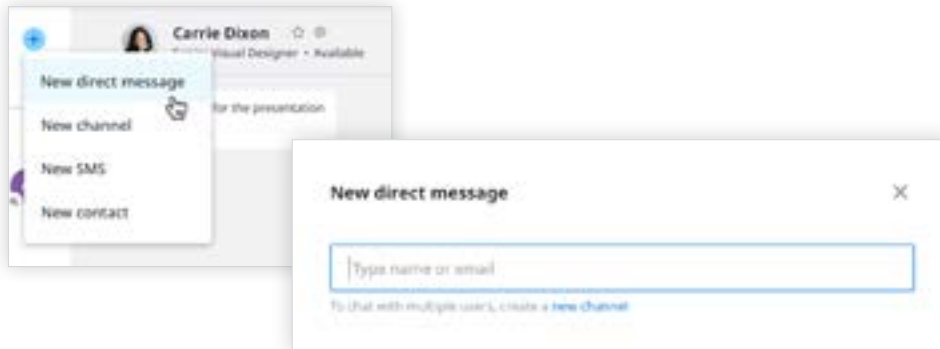
Log in to the desktop and mobile applications using your work email address and Elevate password.



Team Chat

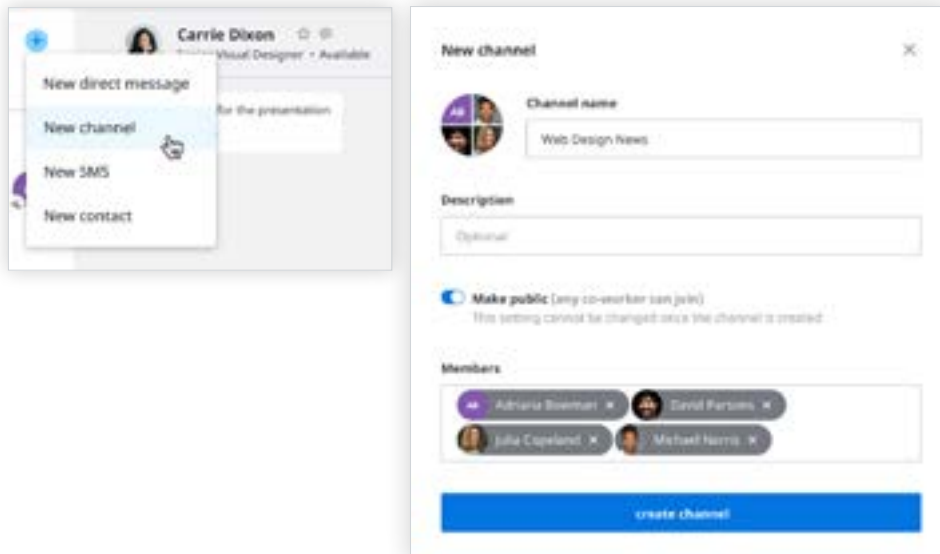
Start a chat

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 ►



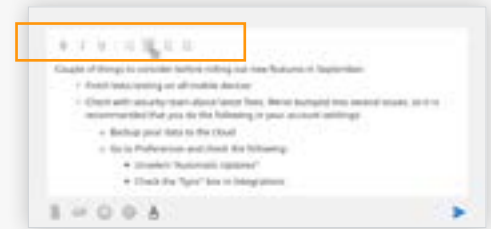
Create a new channel:

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.



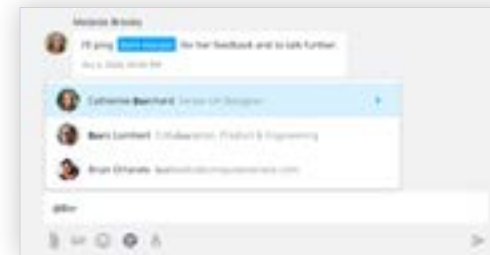
Format your messages

Use the rich text editor to organize and format messages.



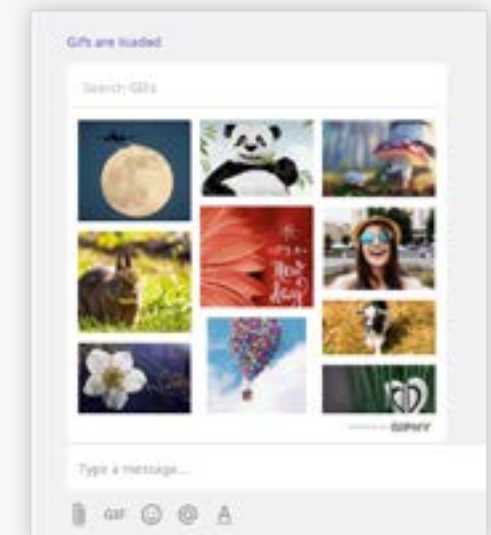
Use @ mentions

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

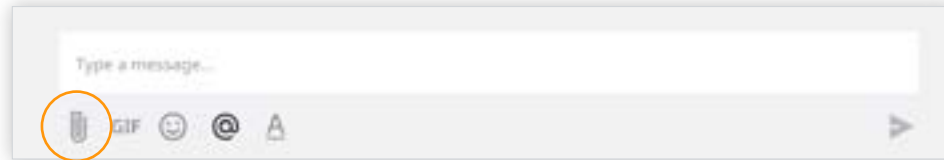
Have fun with co-workers by adding emojis and GIFs to chats. Select the 😊 for emojis or GIF to add a GIF.



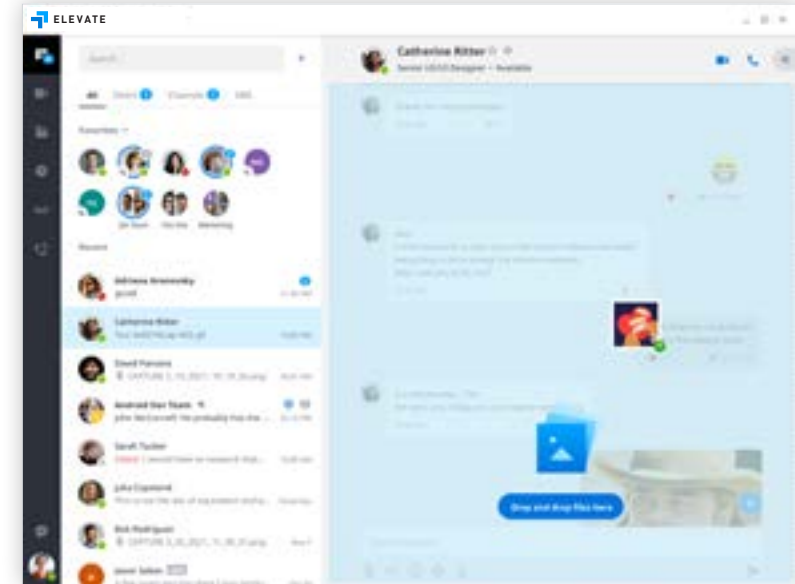
Team Chat

Easily share files to collaborate with colleagues in real-time.

From a direct chat or channel, select  to upload an attachment into your message

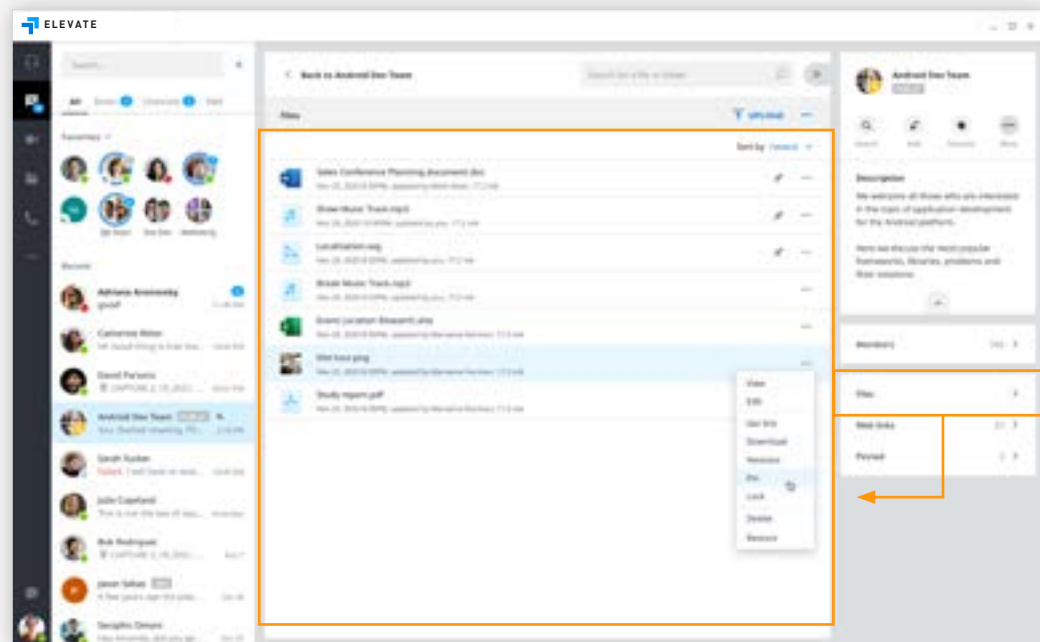


Drag and drop documents from your desktop directly into any message.



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.

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



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!

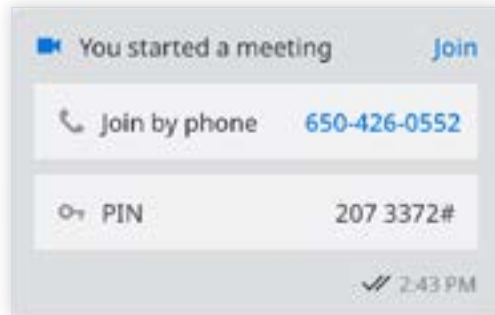
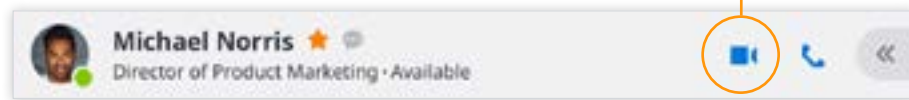
Mute/unmute, hop on camera, share your screen.

Video Conferencing*

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

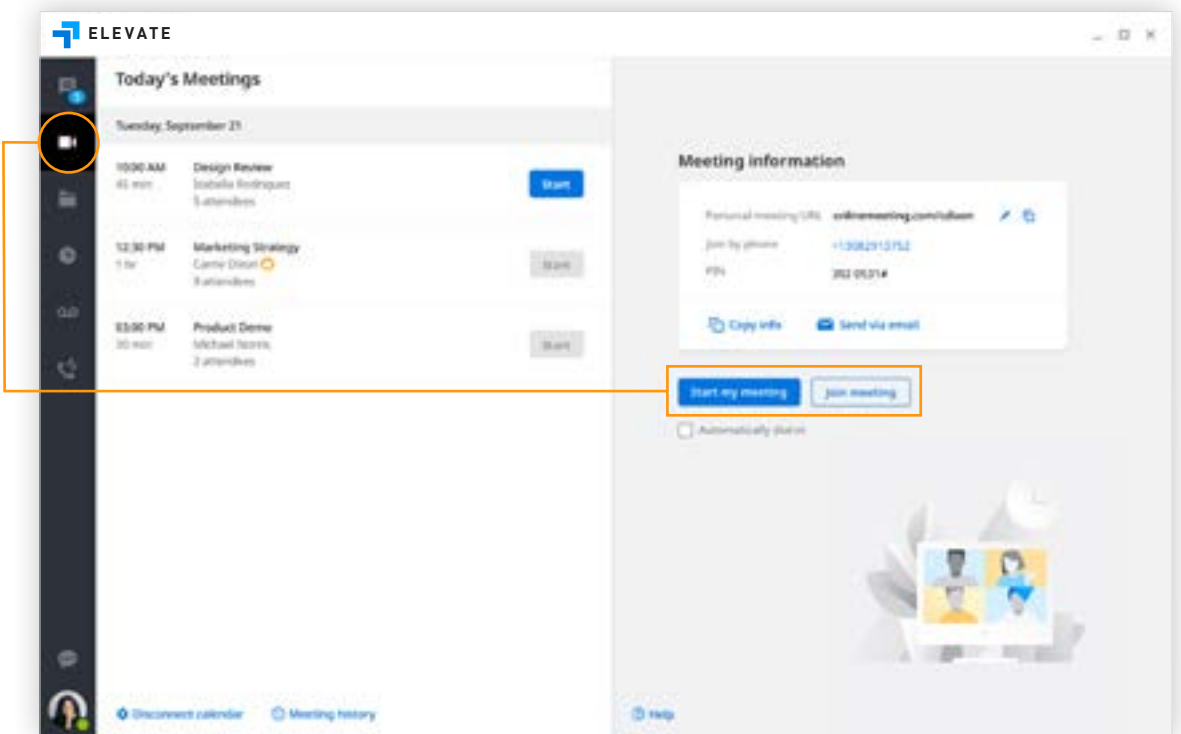
Start a video conference

From a direct conversation or channel, select

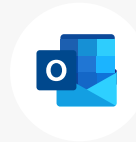


From the meeting tab, you can:

Select "Start my meeting"
or join a meeting



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



Your administrator will need to enable this.
[Learn more here](#)



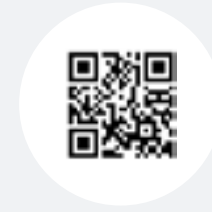
Download the [Elevate Chrome Extension](#) to start and schedule meetings from your Google calendar, and click-to-call from your Chrome browser.

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.

The screenshot shows the ELEVATE SHARESYNC web interface. The interface includes a sidebar on the left with icons for home, search, and other functions. The main content area displays a list of folders and files under the 'Documents' section. Callouts highlight the following features:

- Access, share and manage files:** Points to the sidebar icon.
- View recent files:** Points to the 'Recents' tab.
- Access Favorite files and folders:** Points to the 'Favorites' tab.
- Upload, organize and store files:** Points to the 'UPLOAD' button.

The interface also shows a search bar, a 'My ShareSync' section, and a list of folders including 'Backup feature launch', 'Buying Criteria', 'Content base campaign', 'Emails', 'Files', and 'V1'. Each folder has a 'SHARE' button and a three-dot menu.

*Available for Elevate Pro and Enterprise licenses only.

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



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	●	●	●	●	●	●	●	●	●	●

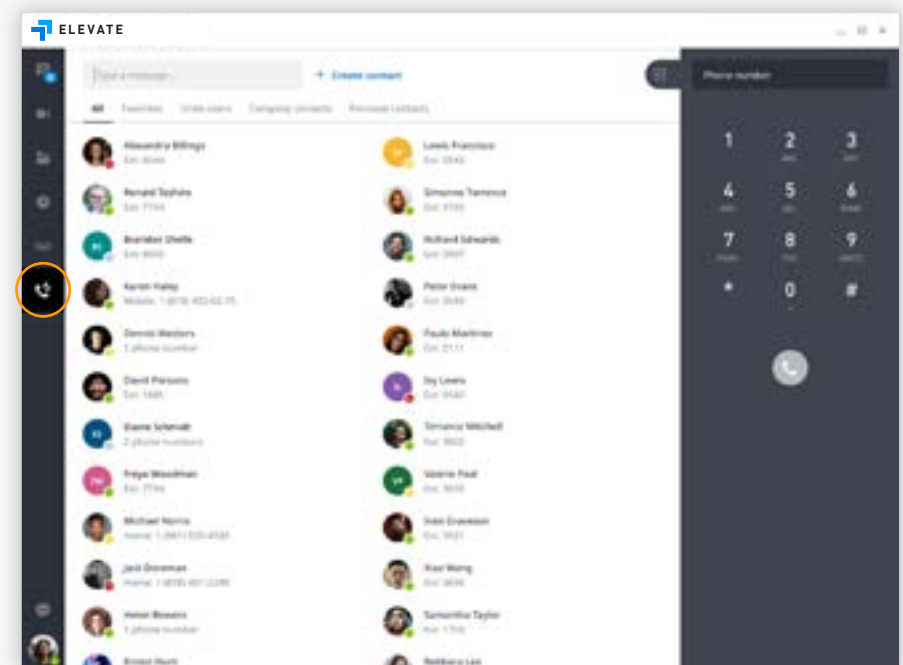
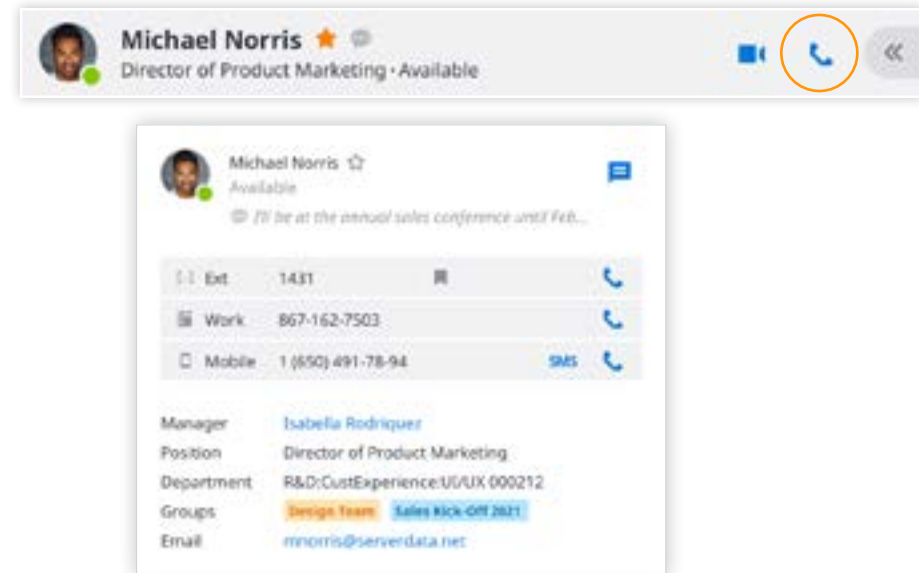
Place calls and view contacts

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

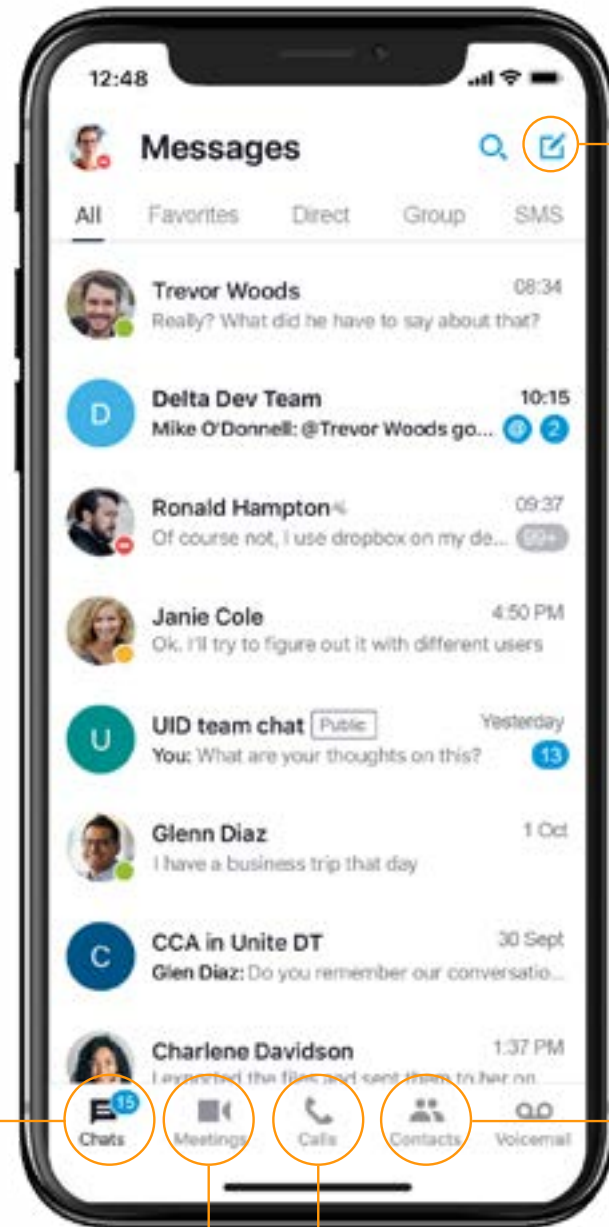
Call, chat, meet and collaborate from your mobile device with the Elevate mobile application.



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*

Messaging
Communicate in real-time with Direct and Channel messaging

Contacts
View all company and personal contacts

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

ELEVATE APPS
LIVE TRAINING

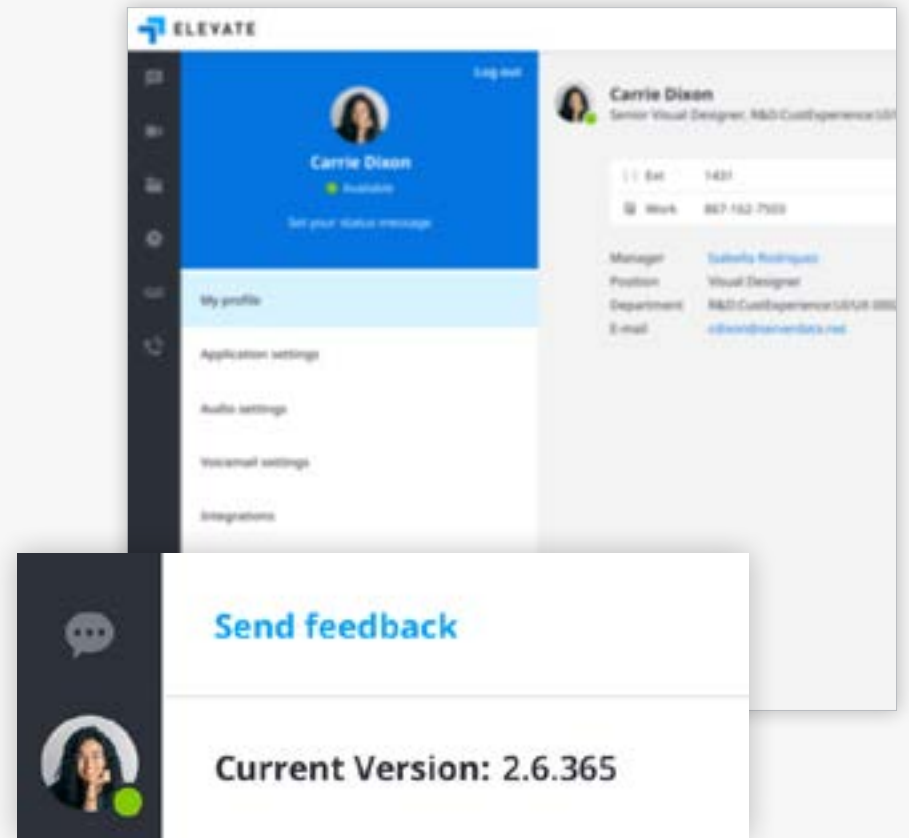
[REGISTER TODAY!](#)

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

Send us your feedback:

Are you enjoying Elevate?

Is there room for improvement? Let us know!



ELEVATE

Carrie Dixon
Senior Visual Designer, M&D Customer Experience Unit

Log out

Set your status message

My profile

Application settings

Audio settings

Voicemail settings

Integrations

Send feedback

Current Version: 2.6.365

QUESTIONS? CONTACT US TODAY!