

ELEVATE PHONE TASKS

QUICK TIPS FOR YOUR VOIP SYSTEM FROM ITS



»» PARK

PUTTING AN ACTIVE CALL ON PARK

- During an active call, press the "Park" button. The phone will play a message saying "call parked on extension xxx". When a call is on Park, the corresponding park monitoring button will be red.

PICKING UP AN ACTIVE CALL FROM PARK

- The light of the corresponding button for the park monitoring will be red if a call is on Park. Press the appropriate park button and the call will become active.

»» TRANSFERS

HOW TO DO AN ATTENDED TRANSFER

1. Press the Transfer soft key during an active call.
2. Enter the number you want to transfer to and press the Call soft key.
3. Press the Transfer soft key after the second party answers and you have announced the call.

HOW TO DO A BLIND TRANSFER

1. Press the Transfer soft key during an active call.
2. Enter the number you want to transfer to.
3. Press the B Transfer soft key.

»» AWAY FROM DESK

HOW TO PLACE IN "DO NOT DISTURB"

- Press the "DND" soft key.



»» VOICEMAIL

TRANSFERRING TO VOICEMAIL

1. Press the "Transfer" soft key.
2. Press * + <extension number>
3. Press the "B Transfer" soft key

CHECKING VOICEMAIL

1. Press the  Messages button
2. Enter the PIN provided to you by your Administrator, followed by the # key
3. Press 1 to listed to new messages
4. Duing/After VM playback: Press 1 to replay the current message, Press 2 to delete the message (press 5 to confirm), Press 3 to mark as unheard. Press 4 to skip the current message, Press 5 to callback the sender of the VM, Press 6 to vorward the VM to the extension. Press # to skip the playback of the message details.

RECORDING YOUR PERSONAL GREETING

1. Press the  Messages button
2. Enter the PIN provided to you by your Administrator, followed by the # key.
3. Press 3 for personal options.
4. Press 1 to record your voicemail greeting
5. Follow the voice prompts to record and check your greeting.

»» MISCELLANEOUS

ANSWER ANOTHER EXTENSION'S PHONE

1. Press the blinking light for that extension's button

LOGGING IN THE WEBCIENT

1. Open your preferred web browser and go to: <https://elevate.serverdata.net>
2. Enter your username (email address)
3. Enter your password provided to you by your administrator or click "forgot password" to recover your password.