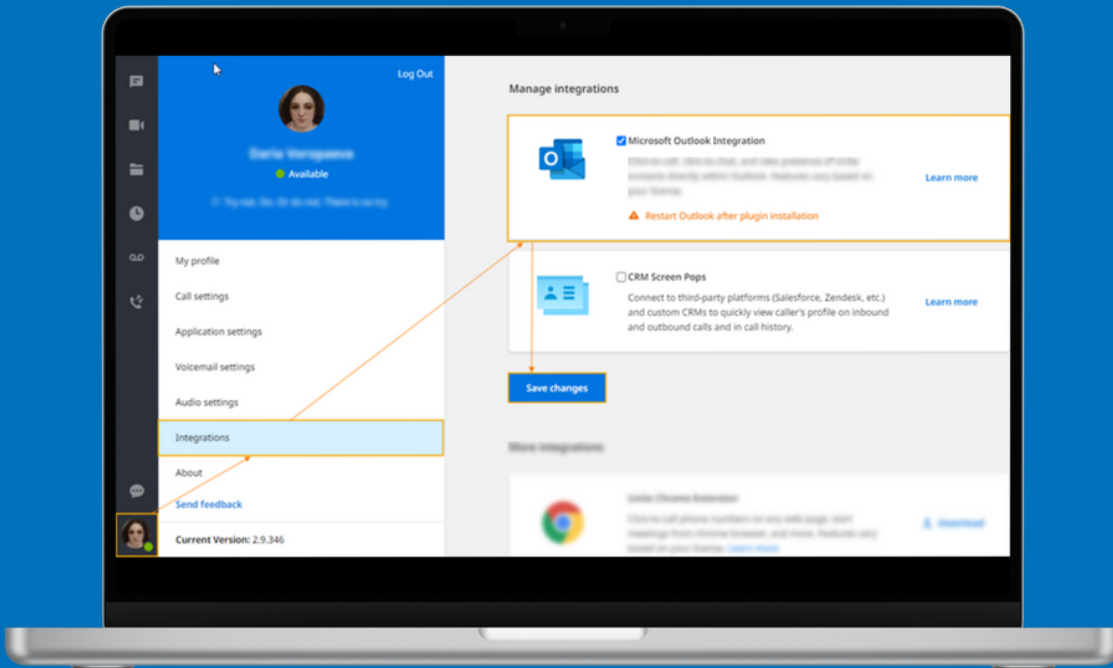




CALL SOLUTIONS ELEVATE DESKTOP APP FOR WINDOWS

How To Install

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CALL SOLUTIONS ELEVATE DESKTOP APP FOR WINDOWS: HOW TO INSTALL

CALL SOLUTIONS ELEVATE Desktop App For Windows: How To Install

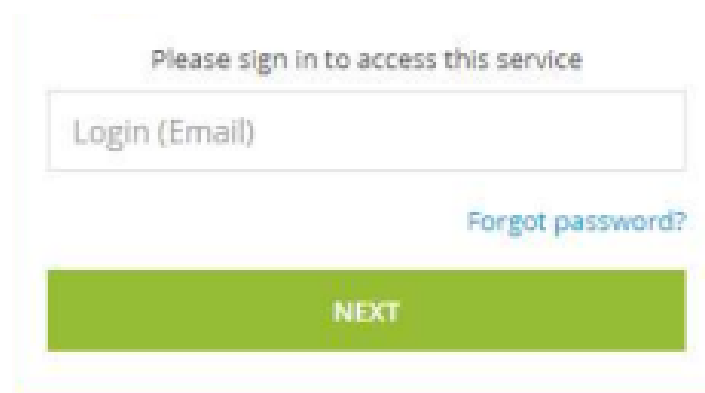
Important: If you are trying to deploy Call Solutions ELEVATE to multiple workstations, see our [mass deployment best practices](#).

Per-user vs Admin-rights installation

- The desktop app generally does not require admin rights for either the initial install or subsequent updates
- The Call Solutions ELEVATE Outlook integration installation requires admin rights
- We recommend installing the desktop app as a per-user installation without admin rights, and using GP or other remote deployment tools to deploy the Call Solutions Unified Outlook plugin integration bits.

Install Call Solutions ELEVATE Desktop App for Windows

1. Download the application via the following link: [DOWNLOAD](#)
2. Run the previously downloaded file.
3. Accept the License Service Agreement and follow the installation steps.
4. Here you can select if all users will be able to use the application on the PC or just you.
5. Log in with your Call Solutions Unified user credentials (your email address and password)

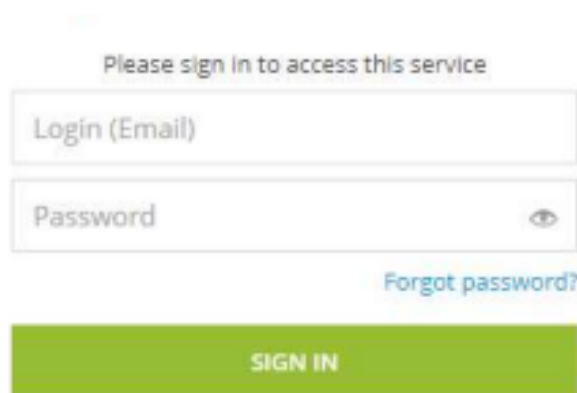


Please sign in to access this service

Login (Email)

[Forgot password?](#)

NEXT



Please sign in to access this service

Login (Email)

Password

[Forgot password?](#)

SIGN IN

Note: If you see the following 2FA prompt, this means that two-factor authentication is enabled for you by the administrator:



Your administrator has enabled two-factor authentication and specified that it be used on every login.

You can authenticate using different methods.

Read the Knowledge article on [How To Use Two-Factor Authentication To Access the application or SecuriSync](#) for more information.

Note: Periodically you will be prompted to provide alternate contact information (email address and mobile phone) when logging in.

 **Keep your account secure**

To be able to reset your password in future please provide an alternative email and/or mobile phone number.

Note: your phone number will be visible to the other users on the account.

+1 ▼

SAVE

[ASK ME LATER](#)

6. If password recovery information is already saved, it is validated upon further logins after either it was changed or 30 days have passed.

 **Verify your recovery data**

Please check your alternative email and phone number are up to date to ensure you can always recover your password.

+1 ▼

VERIFY

[ASK ME LATER](#)

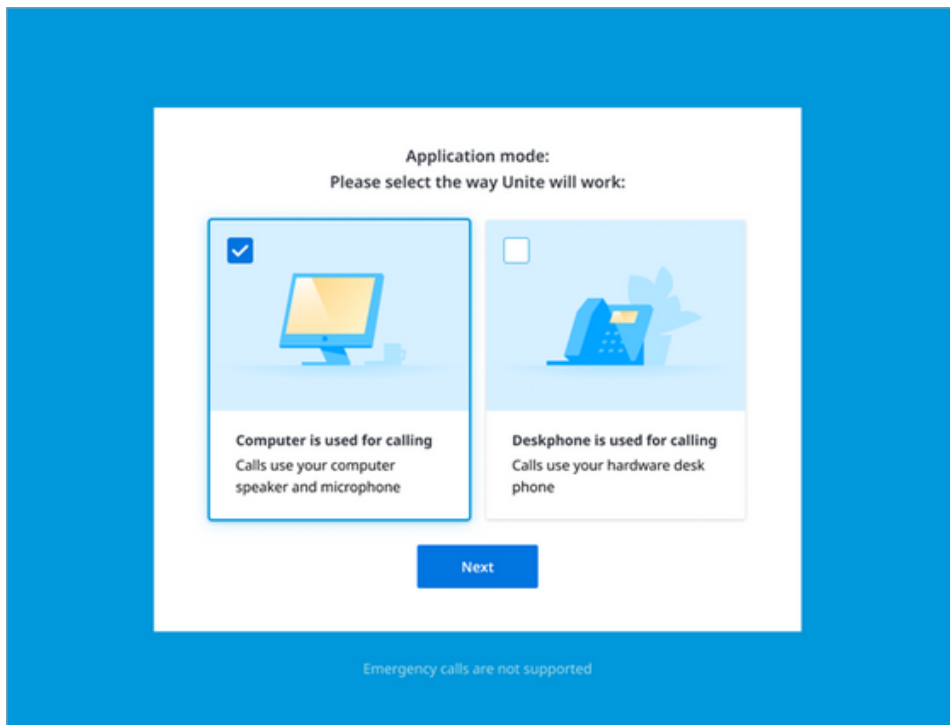
7. Select the Computer or Deskphone mode and click **Start**.

The **Computer** mode allows to place and receive calls from your PC using the PC speaker and microphone or the external speaker and microphone.

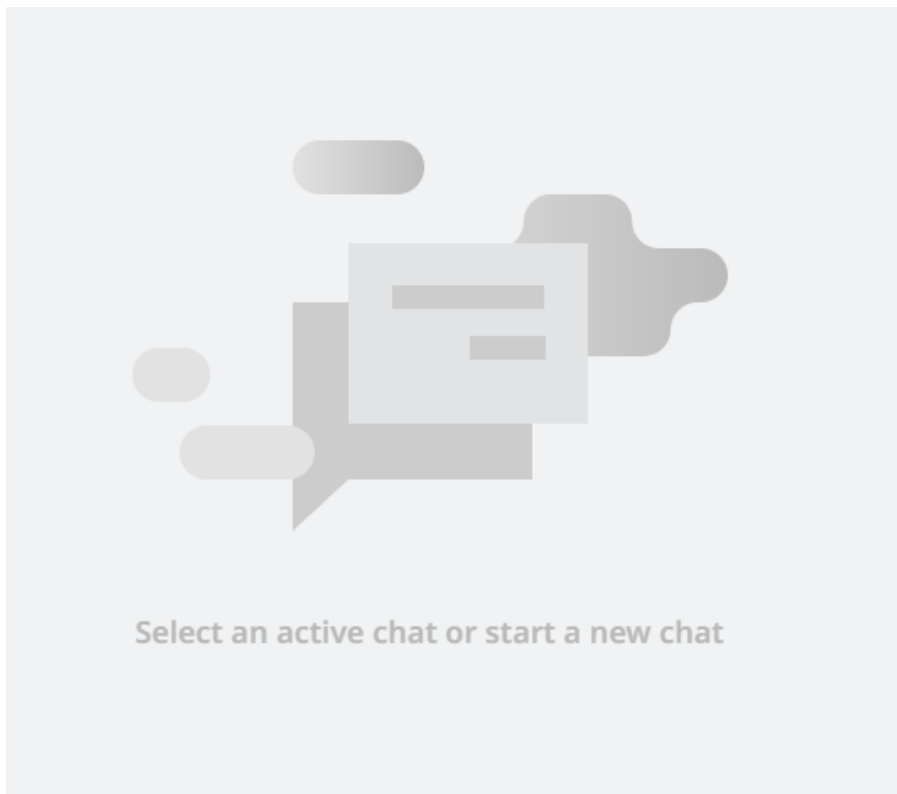
The **Deskphone** mode allows you to control your desk phone remotely for placing, transferring and parking calls.

Important: If the application was installed by an Admin for all users on the machine it couldn't be updated by User without admin rights.

[Details about Computer or Deskphone mode](#)



It may take some time for the application to collect info about users in your organization, so you may see spinning circle during the load time. Once it is finished, you will see the notification below:



Search for a contact, click on it and start a Chat or a Call. Contacts you have clicked on will be added to the Roster on the left hand.

UNINSTALL CALL SOLUTIONS ELEVATE DESKTOP APP FOR WINDOWS

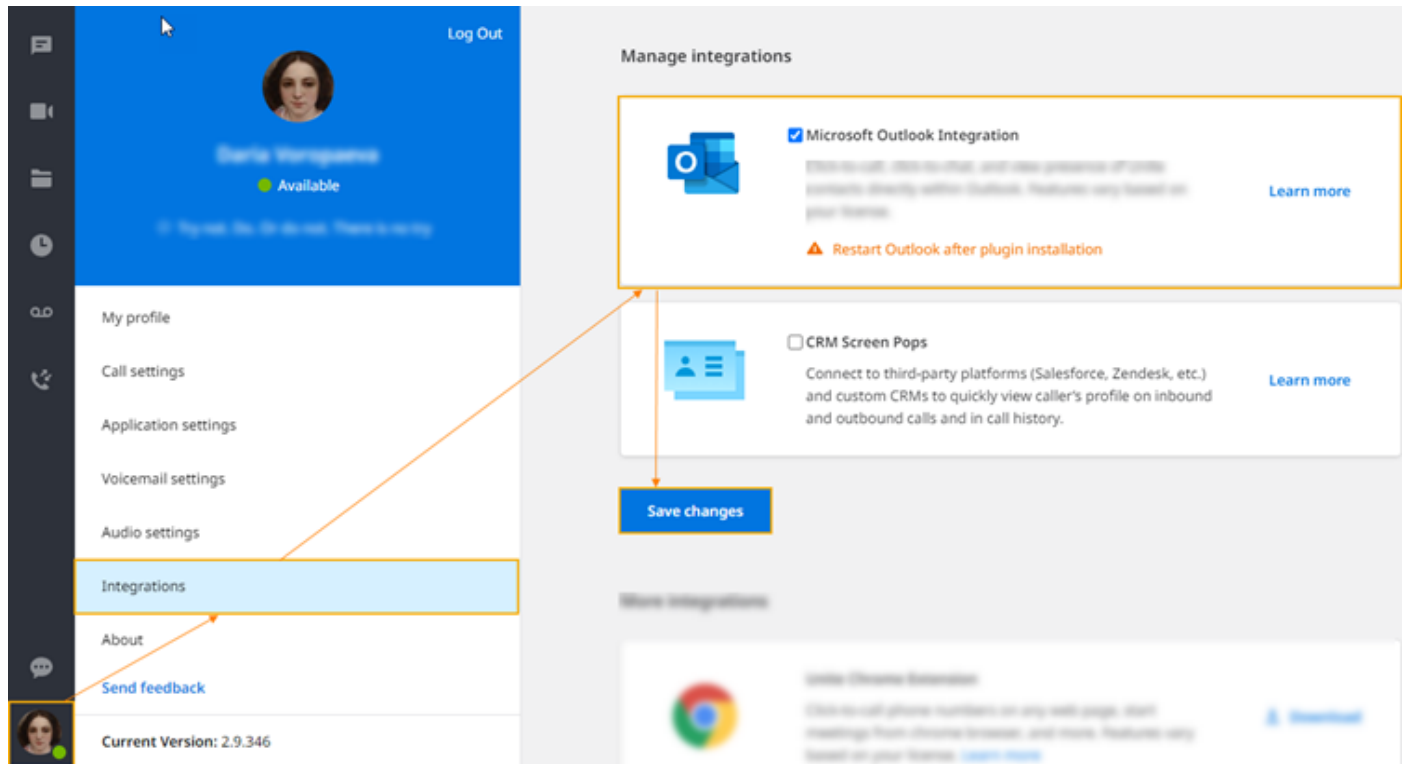
1. Navigate to the Control panel > Programs > Uninstall a program > select the Application > click Uninstall.

ENABLE THE OUTLOOK INTEGRATION

Important: Admin Rights are required in order to enable Integration. If users don't have admin rights, refer to [this article](#) for admin-lead mass deployment of this feature.

Click on your user icon in > Integrations, check the box for **Microsoft Outlook integration**, and click **Save Changes**.

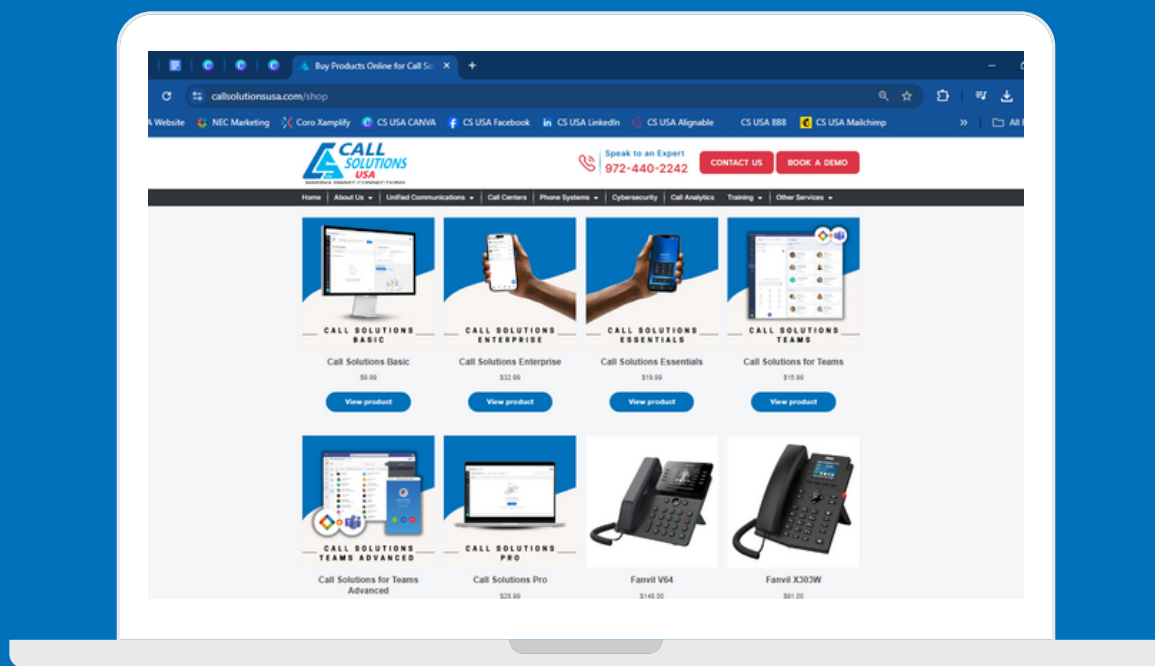
Confirmation with Windows admin permissions will be asked. On successful enablement, the user will see the **Changes Saved** notification and checkmark. Outlook restart is required to start using the Integration.



INSTALL THE MEET CALENDAR PLUGIN

Admins can mass-enable the plugin using the best practices provided below:

- [Hosted Exchange](#)
- [Microsoft 365](#)
- [Google Calendar](#)



FOR ASSISTANCE CONTACT US:

+ 1 4 6 9 2 1 3 1 4 5 6

S E R V I C E @ C A L L S O L U T I O N S U S A . C O M

S U B S C R I B E A T

W W W . C A L L S O L U T I O N S U S A . C O M