ELEVATE
UNIFIED COMMUNICATIONS

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

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, Unite seamlessly integrates all your communication tools – desktop phones, mobile phones, and computers – into one manageable solution oriented around your employee's needs and workstyles.

Get started with Tidal Communications today!

978.687.0900. info@tidalcom.com www.tidalcom.com

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 workforce

- Allows mobile devices to interact seamlessly with the corporate phone system
- Anywhere, anytime, and on any device, creating 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 backup extends reach and facilitates increased collaboration.

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

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TIDAL COMMUNICATIONS

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

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

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ELEVATE PRODUCTIVITY FEATURES

Elevate Desktop Application

The Elevate Desktop App brings essential collaboration tools together, so employees can send and receive chats and SMS messages, place and receive calls, share screens, start video calls and share files—all from one application.

- 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 Mac® or PC.
- One place to see the availability of coworkers, place a phone call, start team chat, send text messages, and a launch a video conference.
- With the Elevate Desktop and Mobile Applications, you can take your contacts, files and conversations with you – wherever you are.

Elevate Mobile App

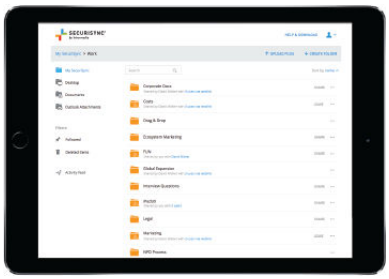
This powerful application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, send and receive chats and text messages, place calls and see voicemails all from one application—anytime, anywhere.

- 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.
- Your full desktop chat and SMS history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are.
- From your mobile device (Android®, IOS®) sync your contacts from popular third-party platforms (Office365®, G-Suite™ and more) to all your Elevate Apps

Video Conferencing & Screen Sharing

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

- 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
- Screen annotation to drive more engagement from meeting attendees



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

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ELEVATE EXTEND

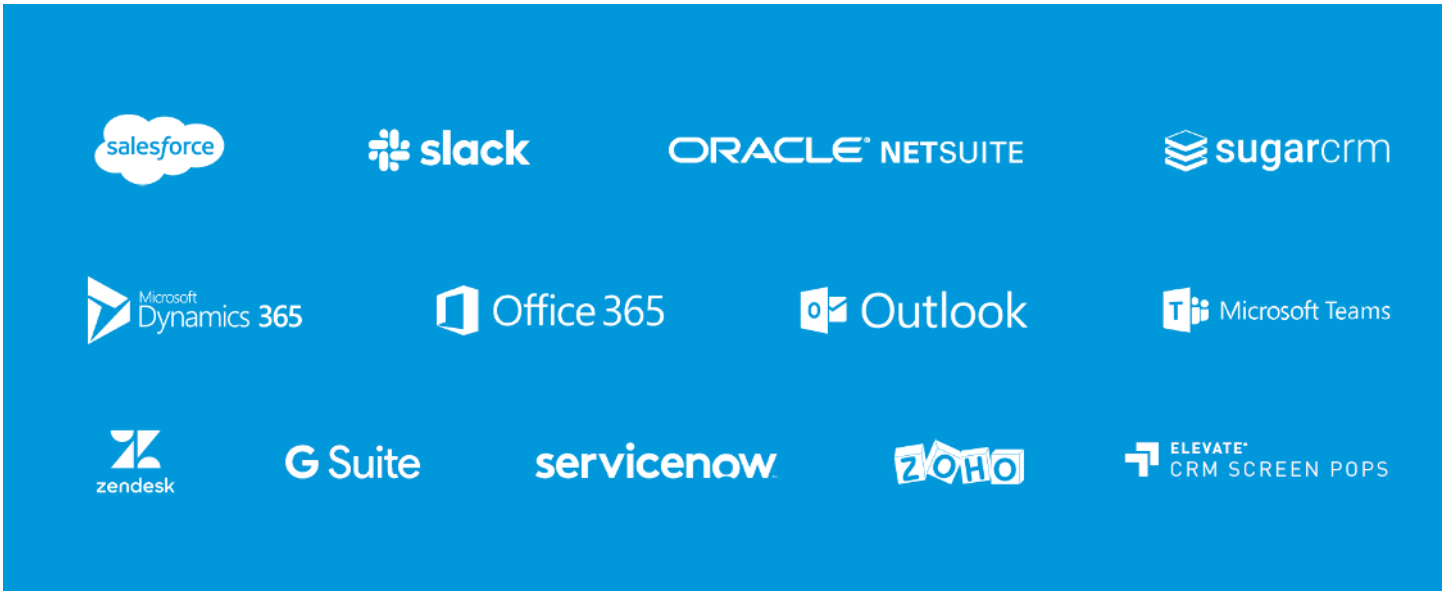
Elevate Extend is an integrations platform that connects powerful voice, chat, video conferencing, and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce® and more – driving higher productivity and increasing customer retention at no heavy cost.

Increase employee productivity

Embed communications into everyday business applications across teams to streamline business workflows and maximize employee efficiency.

No heavy IT investment

Our integrations are easy to use and easy to deploy, with no heavy training or implementation costs required.

Increase revenue and drive customer retention

Combine powerful communication capabilities with relevant customer datato ensure sales and support teams have the right information at the right time.