



CONNECTING YOUR ELEVATE PHONE

Your phone will connect to one of two routers. Follow instructions from page one or two based on the version found in your home.

ROUTER VERSION 1

Step 1: Complete and return the Phone Service Agreement and Elevate Letter of Authorization to confirm your phone service. Once we receive your paperwork, we can start the process of transferring your current phone number or assigning you a new number.

Step 2: On the front of your WiFi router you will see two lights labeled Phone 1. We will activate your phone service remotely and you will see the Phone 1 light turn green. We'll also give you a call at this time.

Step 3: It's time to connect! On the back of your WiFi router you will see a Phone 1. Plug your phone cord into the Phone 1 port and you're ready to go. If you have a wireless phone, plug your master base into the WiFi router and disperse the rest of the bases throughout home. All phones will have live service.

Step 4: We'll confirm your service is fully functioning by calling you back within 10 minutes of activating your service.

You're done!



Phone 1 port →
Plug your phone in here!

← **Phone 1 "light"**
This light will go from dark to bright green when your service is live.



ROUTER VERSION 2

Step 1: Complete and return the Phone Service Agreement and Elevate Letter of Authorization to confirm your phone service. Once we receive your paperwork, we can start the process of transferring your current phone number or assigning you a new number.

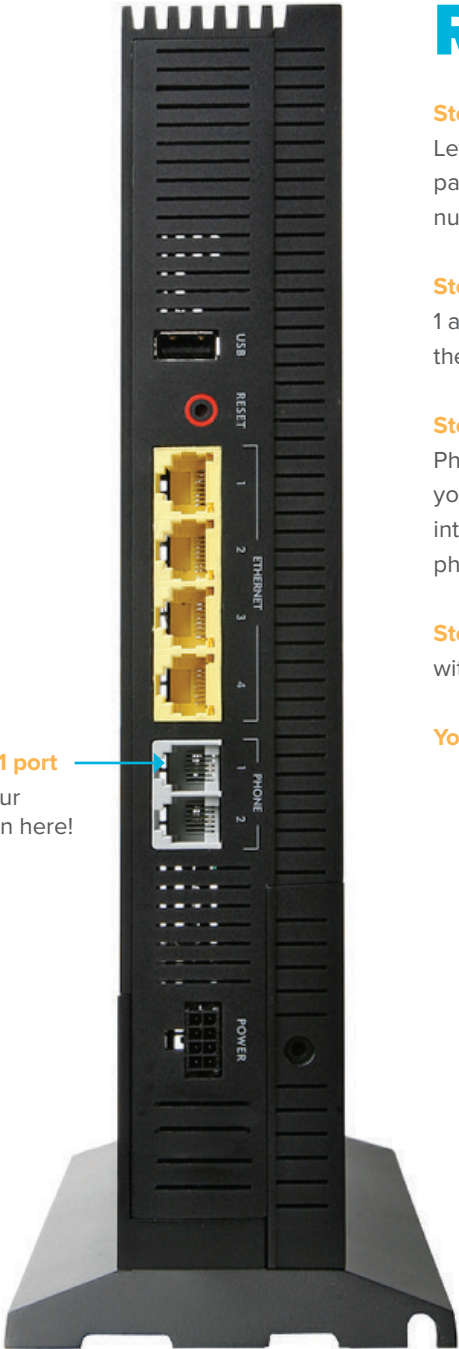
Step 2: On the front of your WiFi router you will see two lights labeled Phone 1 and Phone 2. We will activate your phone service remotely and you will see the Phone 1 light turn green. We'll also give you a call at this time.

Step 3: It's time to connect! On the back of your WiFi router you will see a Phone 1 and Phone 2 port. Plug your phone cord into the Phone 1 port and you're ready to go. If you have a wireless phone, plug your master base into the WiFi router and disperse the rest of the bases throughout home. All phones will have live service.

Step 4: We'll confirm your service is fully functioning by calling you back within 10 minutes of activating your service.

You're done!

Phone 1 port
Plug your phone in here!



Phone 1 "light"
This light will go from dark to bright green when your service is live.

Looking for more? If you're having trouble connecting your phone, we can help. Call us on an alternate line at 844-386-8744, and we'll walk you through the process. If you'd like for someone to come on site and connect your phone for you, we can also schedule a service call. Please know the following rates apply for all service calls:

- Regular business hours: \$95 (up to 2 hours); \$25 for every additional half hour
- After regular business hours: \$200 (up to 2 hours); \$55 for every additional half hour

*In-home wiring support includes existing wiring in the home. Quality of existing wiring must be validated prior to support. New wiring drops price separately.