GETTING STARTED WITH ELEVATE VOICE
Make your best connections with unlimited local calling and unlimited domestic long distance. Access your voice features two ways: through our online portal or by dialing the appropriate codes on your phone’s keypad.

VOICEMAIL
To access your voicemail for the first time, dial “98”. You can also access your voicemail from another phone by dialing your phone number and pressing “*” when you hear your greeting. Enter your default pin number. At this time, if you have new messages, they will be identified for you. After listening to your new messages, you will be presented with the main menu. Listen to the prompts and select the features you want to adjust.

MANAGE YOUR VOICE SERVICE ONLINE
myvoice.elevatefiber.com
Access all your voice features, including voicemail, by visiting https://myvoice.elevatefiber.com on your computer or any mobile device. To sign in, enter your 10-digit phone number, without the dashes and the password you created during installation. If you did not need an in-home installation for your voice service, our technical support team can assist with resetting or creating a password to access the portal. While in the portal, you can check your voicemail, view your call history, manage your contacts, reset your password, set up call forwarding, blocking, and screening, and much more.

OFFICE HOURS AND LOCATIONS
Montrose Headquarters
11925 6300 Road
Montrose, Colorado 81401
Hours of Operation: Monday-Friday 8 a.m. - 5 p.m.
(Closed at noon on the first Tuesday of each month)

Road Service Center
2191 H 75 Road
Dulce, Colorado 81416
Hours of Operation: Monday and Wednesday 9 a.m. - 4 p.m.

BASIC TROUBLESHOOTING
Check out the diagram below to better understand your WiFi router.

<table>
<thead>
<tr>
<th>Power</th>
<th>A solid green light means your router is turned on and has power. If the light is off, the router is not powered on.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broadband</td>
<td>A solid green light means your router is connected to Elevate’s network and is receiving our signal. If this light is off or red, it indicates a problem with your connection.</td>
</tr>
<tr>
<td>Service</td>
<td>A green light means your router is online with internet service. This light will blink when transferring data. If this light is off or red, it indicates a problem with your internet service.</td>
</tr>
<tr>
<td>WiFi 2.4GHz and WiFi 5GHz</td>
<td>A green light indicates the wireless network is on and operational. These lights will blink when transferring data. No lights indicate a problem with your WiFi.</td>
</tr>
<tr>
<td>ETHERNET, PHONE, USB, WPS</td>
<td>When the corresponding ports on the back of your router are in use, those will light up green and blink.</td>
</tr>
</tbody>
</table>

Troubleshooting Tips
1. Reboot your router: Many common problems can be resolved by rebooting your router. The router is connected to a battery pack which includes a convenient reset button. Press and hold the red button on the front of the router for 3s and this will reboot the router without removing any cables. The full reboot cycle can take up to 5 minutes to complete.
2. Wireless speeds: Wireless speeds will vary depending on several factors, such as distance from the router and the location of your router, competing devices, interference, and, most commonly, the limitations of the wireless device you’re using. To get the fastest speeds possible, connect your device to the router using an Ethernet cable. If you only have wireless devices, be sure to connect to the 5GHz network when possible and stay within a reasonable distance of your router. You can check your speed by visiting elevatefiber.speedtest.net.