

## My WiFi

2.4G Network Name/SSID: \_\_\_\_\_

Password: \_\_\_\_\_

5G Network Name/SSID: \_\_\_\_\_

Password: \_\_\_\_\_

## My Phone

Phone Number: \_\_\_\_\_

Voicemail Pin: \_\_\_\_\_

Portal Password: \_\_\_\_\_

## My Bill

Set up your Elevate account online at <https://elevatefiber.smarthub.coop>. Here, you can manage all your account details and set up autopay. You'll need the following to set up your account.

Billing Account Number: \_\_\_\_\_

Last Name (or business name): \_\_\_\_\_

Email Address: \_\_\_\_\_

## BASIC TROUBLESHOOTING

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

<b>Power</b>	A solid green light means your router is turned on and has power. If the light is off, the router is not powered on.
<b>Broadband</b>	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.
<b>Service</b>	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.
<b>WiFi 2.4GHz and WiFi 5GHz</b>	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.
<b>ETHERNET, PHONE, USB, WPS</b>	When the corresponding ports on the back of your router are in use, these will light up green and blink.

## 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 battery pack 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](https://elevatefiber.speedtest.net).

## 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.

ACTION	KEY
Play inbox messages	1
Send messages	2
Work with greetings	3
Mailbox settings (change your password)	4
Access deleted messages	6
Log on as a different user	7
Help	0
Exit voicemail	*

Unlimited domestic long distance is limited to residential and business voice. It is not included in Custom Business Voice. Unlimited domestic long distance includes the United States, Canada, Puerto Rico, US Virgin Islands, and Guam. International calling is not included but can be added for an additional monthly fee.

## MANAGE YOUR VOICE SERVICE ONLINE

[myvoice.elevatefiber.com](https://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, see your call history, manage your contacts, reset your password, set up call forwarding, blocking, and screening, and much more.

## OTHER IMPORTANT CALLING FEATURES

Access your favorite calling features through your phone's keypad using the codes below:

FEATURE	TO ACTIVATE	TO DEACTIVATE
Caller ID	*65	*85
Voicemail	*98	
Do not disturb	*78	*79
Call forwarding	*72	*73
Busy call forwarding	*90	*91
No answer call forwarding	*92	*93
Find me/Follow me	*371	*372
Selective call forwarding	*63	
Selective call rejection	*60	
Block anonymous calls	*77	*87
Auto recall	*69	
Accept selected calls	*64	

## 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)

### Read Service Center

21191 H 75 Road  
Delta, Colorado 81416  
Hours of Operation:  
Monday and Wednesday 9 a.m. - 4 p.m.

