



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



# INTERMEDIA UNITE

Intermedia Unite 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 customers' communication tools – desktop phones, mobile phones, and computers – into one manageable solution oriented around their employee's needs and workstyles.



PHONE SYSTEM



MOBILE



DESKTOP



VIDEO  
CONFERENCING



SCREEN  
SHARE



REMOTE OFFICE



TEAM CHAT &  
BUSINESS SMS



VOICEMAIL



FAX



PRESENCE  
INDICATOR



FILE  
COLLABORATION



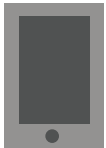
FILE BACKUP

# The Intermedia Unite Platform



## PHONE SYSTEM

- Cloud-based phone service with 90+ enterprise-grade calling features and excellent network call quality and uptime
- System configuration and call reporting are managed from a single web-based portal
- Protect your business and increase employee productivity with Spam Caller Protection



## MOBILE

- The Intermedia Unite Mobile App makes any smart phone an essential collaboration tool
- Extend the employee's business phone number and extension to their mobile phone
- Place calls and receive calls, send chats and text messages, see who is available and manage voicemail—anytime, anywhere



## DESKTOP

- The Unite Desktop App empowers employees with the flexibility to communicate the way that works best for them
- See who is available, send chats and text messages, place and receive calls, share screens, start video calls and share files—all from a single application.
- Use desktop application to place and receive calls or as a call controller for the employee's associated desk phone or as a soft phone from their PC or Mac®



## VIDEO CONFERENCING

- Face to face meetings via HD video eliminate unnecessary travel and empower teams with remote members to be more productive
- Establish a personal connection with customers and business partners, and improve internal communication between offices



## SCREEN SHARE

- The computer desktop can be shared in real-time, improving collaboration and speed of decision making
- Viewers see desktop content via web browser in full HD. No downloads or browser extensions required
- Meeting attendees can annotate on presenter's screen—driving more engagement during meetings



## REMOTE OFFICE

- Intermedia's preconfigured phones can be plugged in to any location that has an internet connection
- Remote desk phones work exactly the same way as they do in the office, with access to all the same features and functionality as everyone else in the company

# The Intermedia Unite Platform (Continued)



## PHONE

- Intermedia Unite phones are plug and play, delivered pre-configured to work seamlessly with the Unite service
- No special setup or technician required
- Includes world-class manufacturers such as Polycom, Cisco and Yealink, with many models to choose from to meet any business need



## VOICEMAIL

- Intermedia Unite voicemail can be managed and accessed according to user needs. Listen and manage from the desktop phone, or through the mobile app
- Transcribed voicemail messages can be delivered via email, or viewed on the mobile app
- Voicemail can be received or forwarded as a downloadable email attachment



## PRESENCE INDICATOR

- Intermedia desk phones and applications include presence – the ability to see whether your company contact is available, or busy on the phone
- Desktop phones include a busy lamp field (BLF) in the LCD display that indicates presence
- The Intermedia desktop and mobile apps display presence information alongside each contact in the Active Directory



## FAX

- Intermedia WebFax is a “virtual” fax service that allows users to receive and manage faxes via the web or email
- Transmits faxes directly from a Windows®-based PC
- Senders simply dial the WebFax number from their fax machine, as they normally would



## TEAM CHAT & BUSINESS SMS

- Send and receive chats in real-time with team members (individuals and groups)
- Send and receive unlimited text messages across US, Canada, and Puerto Rico from the employee’s business phone number to colleagues and customers
- Pin favorite contacts to the top of the contacts list
- Chat and SMS messages automatically synchronize across devices
- Chat and SMS messages are securely encrypted in transit and at rest
- Sync contacts from popular third-party platforms (Office 365, Google, and more)
- Manage company, customer and personal contacts from a single platform



## FILE COLLABORATION

- 2GB per user of SecuriSync® file storage included
- Access files from desktops, laptops, smartphones, tablets, file servers, and the web
- Full control over files, users, devices, and sharing activities



## FILE BACKUP

- Real-time backup of all files, mobile photos, and videos
- Point-in-time file restoration for quick recovery from ransomware and other types of data loss

# Intermedia Unite Benefits



## INCREASED PRODUCTIVITY AND COLLABORATION

### Intermedia Unite makes a more productive workforce

- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device - creates 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 file backup extends reach and facilitates increased collaboration



## LOWER COSTS

### No hardware to buy, install, manage, upgrade or replace

- Save up to 50% on monthly phone bill when compared to traditional phone service
- Reduces infrastructure and operating costs with no additional hardware to buy
- Consolidate voice and data onto one network
- Flat, per-user rates with no annual contracts or hidden fees



## INCREASED RELIABILITY

### The Intermedia voice network is purpose-built for reliability

- 99.999% uptime with crystal-clear call quality
- Proprietary VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency



## SIMPLIFIED SCALING & MANAGEMENT

### Unite scales according to the needs of any business

- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy and can be done online



## BUSINESS CONTINUITY

### Ensure you never miss an important phone call

- Intermedia Unite automatically rings all the employee's end-points (desk phone, mobile, etc.) with every call and in the event that they don't answer, it routes the call to any number they choose (branch office, automated attendant, mobile number, etc.).



# Intermedia Unite Features

## 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
- Team Chat and Business SMS
- Unite Mobile App & Desktop App
- AnyMeeting with up to 4 participants
- 5 GB per user SecuriSync file share and backup

### 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





# Intermedia Unite User Features

## UNITE PHONE SYSTEM

### 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
- Spam Caller Protection

### 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





# Intermedia Unite Apps

## INTERMEDIA UNITE MOBILE APPLICATION

This powerful mobile application transforms the employee's phone into an essential collaboration tool, making teamwork on-the-go easier than ever. They can see who is available, send and receive chats and texts, place calls, see voicemails and more—anytime, anywhere.

### Never miss important calls

- Extend the employee's business phone number and extension to their mobile phone, so they can place and receive calls on-the-go or even transfer calls from their desktop phone to their mobile device—seamlessly, without interruption

### Connect with all of their contacts

- Sync contacts on their mobile device from popular third-party platforms (Office 365, Google, and more) to their Unite Apps.

### Easily collaborate from anywhere

- Their full desktop chat and SMS history is synchronized with their mobile device so they can stay connected and continue conversations no matter where they are.



## INTERMEDIA UNITE DESKTOP APPLICATION

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. The employee can see who is available, send and receive chats and text messages, place and receive calls, share screens, start video calls and share files—all from one application. Available as a downloadable app for PC or Mac.

### Communicate their way

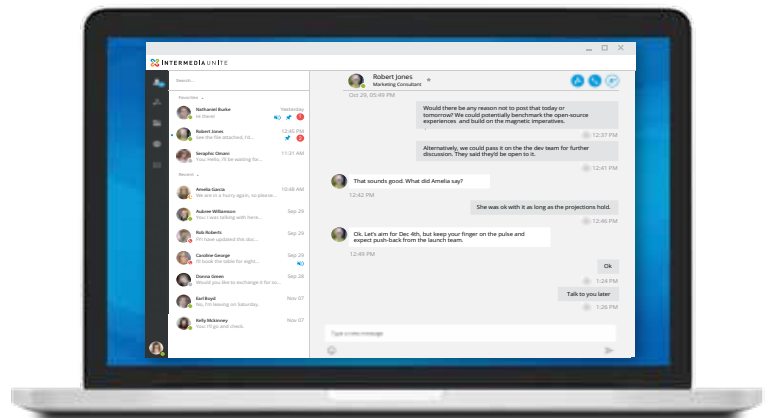
- Have the flexibility to use their desktop application to place and receive calls in two ways, either as a call controller for their associated desk phone or as a softphone from their PC or Mac®

### One application for collaboration

- One place to see the availability of coworkers, place a phone call, send chats and text messages and launch a video conference

### Stay connected on-the-go

- With the Unite desktop and mobile applications, they take your contacts, files and conversations with them—wherever they are







# Unite Productivity Features

## VIDEO CONFERENCING & SCREEN SHARING

Unite includes AnyMeeting, an easy-to use, reliable video collaboration tool.

### Including:

- 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 MANAGEMENT & SECURITY

SecuriSync file management 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





## Phone Models

Choose from a range of Polycom, Cisco and Yealink phones to span your customers' business needs. No technical installation required, just connect them to the internet and they're ready to go.

				
Phones				
Phones	VVX 250	VVX 350	VVX 450	VVX 501
# of line keys	4	6	12	12
Network	Gigabit	Gigabit	Gigabit	Gigabit
Screen type	Color	Color	Color	Color/Touch
Headset capable	Yes, RJ9	Yes, RJ9	Yes, RJ9	Yes, RJ9
PoE	Yes	Yes	Yes	Yes
USB ports	1	2	2	2

				
Phones				
Phones	T42S	T46S	T48S	W60 DECT
# of line keys	12	16	16	8
Network	Gigabit	Gigabit	Gigabit	Gigabit
Screen type	Greyscale	Color	Color/Touch	Color
Headset capable	Yes, RJ9	Yes, RJ9	Yes, RJ9	3.5 mm
PoE	No	Yes	Yes	No
USB ports	1	1	1	0



## Phone Models (Continued)

			
Phones	IP5000	IP 6000	IP 7000
Network	10/100	10/100	10/100
Screen type	Greyscale	Greyscale	Greyscale
Mic. pick up radius	7'	12'	20'
PoE	Yes	Yes	Yes

### NETWORKING:

Each phone comes with a built in switch to connect the phone to the Internet connection in an office and then connect the phone to a PC. If the existing network provides gigabit speeds, then a phone with gigabit capability is recommended.

### PoE:

Power over Ethernet allows the phone to be used without the included power adapter if the network switch is capable of providing power to devices connected to it.

### HEADSET CAPABLE:

All phones allow the use of external headsets. Please make sure to check the headset the employee buys to ensure it will work with their phones.



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