



All your business communications, integrated, efficient, and reliable.

Take your 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. Intermedia Unite is backed by a 99.999% network uptime SLA, and includes 24/7 J.D. Power-certified support.

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.



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 your business phone number and extension to your mobile phone
- Place and receive calls, see who is available, chat with colleagues 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, chat with colleagues, place and receive calls, share screens, start video calls and share files—all from one application
- Use desktop application to place and receive calls or as a call controller for your associated desk phone or as a soft phone from your 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



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



CONTACT CENTER

- Provide exception customer interactions with customizable call flows
- Voice, chat, and e-mail queues combine into a single omni-channel experience

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 unlimited text messages across US, Canada, and Puerto Rico
- Chat and SMS messages automatically synchronize across mobile and desktop apps
- Chat and SMS messages are securely encrypted in transit and at rest
- Sync contacts from popular third-party platforms (Office 365, Google, and more)



FILE COLLABORATION & BACKUP

- 2 GB 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
- 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% financially-backed uptime SLA
- Proprietary Intermedia 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
- Manage service and features using user-friendly HostPilot® portal



BUSINESS CONTINUITY

Ensure you never miss an important phone call

- Intermedia Unite automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you 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 Messaging
- Unite Mobile App & Desktop App
- AnyMeeting with up to 4 participants
- 2 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
- Spam Caller Protection



Intermedia Unite Extend

PRODUCTIVITY LIVES HERE

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





Choose Your Phones

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

				
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	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



Choose Your Phones (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 that allows you to connect the phone to the Internet connection in an office then connect the phone to a PC. If your 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 your 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 you buy to ensure it will work with your phones.





Intermedia Unite User Features

UNITE – WHAT’S INCLUDED

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





Intermedia Unite Apps

INTERMEDIA UNITE MOBILE APPLICATION

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. Place and receive calls, see who is available, chat with colleagues and manage voicemail —anytime, anywhere.

Never miss important calls

- 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

Easily collaborate from anywhere

- Your full desktop chat history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are



INTERMEDIA UNITE DESKTOP APPLICATION

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, chat with colleagues, 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 your way

- 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 PC or Mac®

One application for collaboration

- One place to see the availability of coworkers, place a phone call, start team chat and launch a video conference

Stay connected on-the-go

- With the Unite desktop and mobile applications, you take your contacts, files and conversations with you—wherever you 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.

FILE SHARING & SECURITY

SecuriSync 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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