



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.



PHONE SYSTEM



MOBILE



DESKTOP



VIDEO  
CONFERENCING



SCREEN  
SHARE



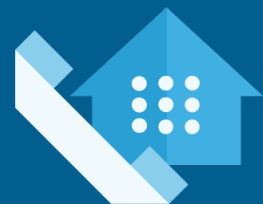
CONTACT CENTER



TEAM CHAT



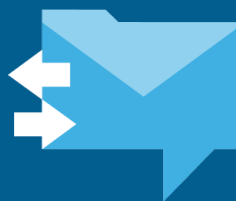
VOICEMAIL



REMOTE OFFICE



PRESENCE  
INDICATOR



FILE BACKUP &  
COLLABORATION



FAX

# 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.





# Phones & Devices

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.

## DESK PHONES

|   |   |   |  |   |   |
|---|---|---|--|---|---|
|  |  |  |  |  |  |
| Model   | VVX 201   | VVX 250   | VVX 350  | VVX 450   | VVX 501   |
| # of line keys  | 2   | 4   | 6  | 12  | 12  |
| Network   | 10/100  | Gigabit   | Gigabit  | Gigabit   | Gigabit   |
| Screen type   | Greyscale   | Color   | Color  | Color   | Color/Touch   |
| Headset capable   | RJ9   | RJ9 / USB   | RJ9 / USB  | RJ9 / USB   | RJ9 / USB   |
| PoE   | Yes   | Yes   | Yes  | Yes   | Yes   |
| USB ports   | 0   | 1   | 2  | 2   | 2   |

|   |   |   |   |   |
|---|---|---|---|---|
|  |  |  |  |  |
| Model   | T42S  | T46S  | T48S  | W60 DECT  |
| # of line keys  | 6   | 16  | 16  | 8   |
| Network   | Gigabit   | Gigabit   | Gigabit   | Gigabit   |
| Screen type   | Greyscale   | Color   | Color/Touch   | Color   |
| Headset capable   | RJ9 / USB   | RJ9 / USB   | RJ9 / USB   | 3.5 mm  |
| PoE   | No  | Yes   | Yes   | No  |
| USB ports   | 1   | 1   | 1   | 0   |



# Phones & Devices

(Continued)

## CONFERENCE PHONES

|   |   |   |   |   |
|---|---|---|---|---|
|  |  |  |  |  |
| Model   | Poly IP 5000  | Poly IP 6000  | Poly Trio 8500  | Yealink CP960   |
| Network   | 10/100  | 10/100  | Gigabit   | 10/100  |
| Screen type   | Greyscale   | Greyscale   | Color   | Color   |
| Mic. pick up radius   | 7'  | 12'   | 14'   | 20'   |
| PoE   | Yes   | Yes   | Yes   | Yes   |

## HEADSETS

|   |   |   |   |   |
|---|---|---|---|---|
|  |  |  |  |  |
| Model   | Savi 8210   | Savi 8220   | Blackwire 3210  | Blackwire 3220  |
| Type  | Cordless  | Cordless  | Corded  | Corded  |
| Wearing Style   | Single-Ear  | Both Ears   | Single-Ear  | Both Ears   |
| Connection  | USB-A / RJ9   | USB-A / RJ9   | USB-A   | USB-A   |
| Range   | 180'  | 180'  | 6.9'  | 6.9'  |

### NETWORKING:

Each phone comes with a built in switch that allows you to connect the phone to the Internet connection in an office. 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

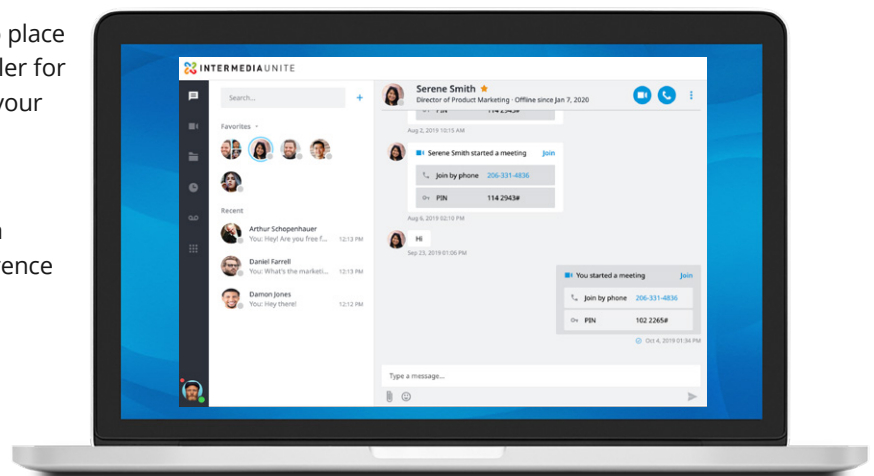
- Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®

### 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
- 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

## CALL ANALYTICS

Unite Call Analytics provides you with the power to visualize the performance of your sales and support employees using your calling data.

- Track historical usage and performance of your sales and support teams (including remote workers)
- Create, save, and schedule the reports which are most meaningful to your organization
- Help your managers set clear expectations and goals for employees

