INTERMEDIA UNITE™

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

- FILE BACKUP
- PHONE SYSTEM
- MOBILE
- DESKTOP
- FILE COLLABORATION
- VIDEO CONFERENCING
- TEAM CHAT
- SCREEN SHARE
- FAX
- REMOTE OFFICE
- PRESENCE INDICATOR
- PHONE
- VOICEMAIL

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.

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, 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 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
- Team Chat and Messaging
- AnyMeeting with up to 4 participants (30 with Unite Pro)
- 2GB per user SecuriSync file share and backup (100Gb per user with Unite Pro)

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

COMMUNICATION FEATURES

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

DESKTOP PHONES

- Easy-to-use interfaces, rich audio quality and productivity features
- Phones are pre-programmed to work seamlessly with Unite
- Phones are plug and play, and can be used anywhere there is an internet connection*

Polycom VVX

Yealink DECT Cordless

Polycom SoundStation Conference Phones

Yealink T4 series

INTERMEDIA UNITE PRODUCTIVITY FEATURES

INTERMEDIA UNITE MOBILE APPLICATION

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

- 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

- 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

The Unite Desktop App brings essential collaboration tools together so employees can see who is available, chat with colleagues, place and receive calls, share screens, start video calls and share files—all from one application.
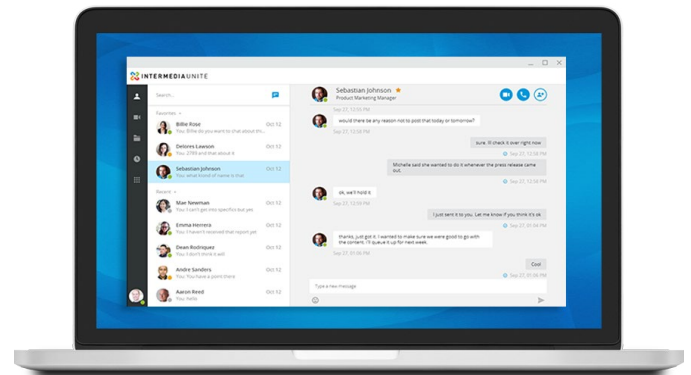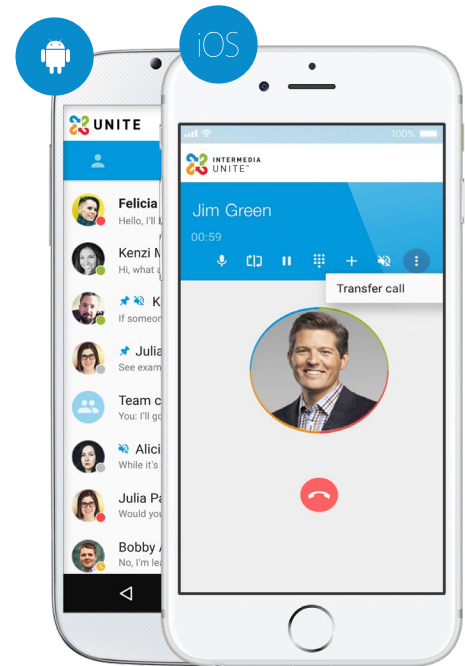
- Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®

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

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

VIDEO CONFERENCING & SCREEN SHARING

Intermedia 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