INTERMEDIA UNITE™

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

FILE BACKUP

MOBILE

FILE COLLABORATION

DESKTOP

FAX

VIDEO CONFERENCING

PRESENCE INDICATOR

SCREEN SHARE

VOICEMAIL

REMOTE OFFICE
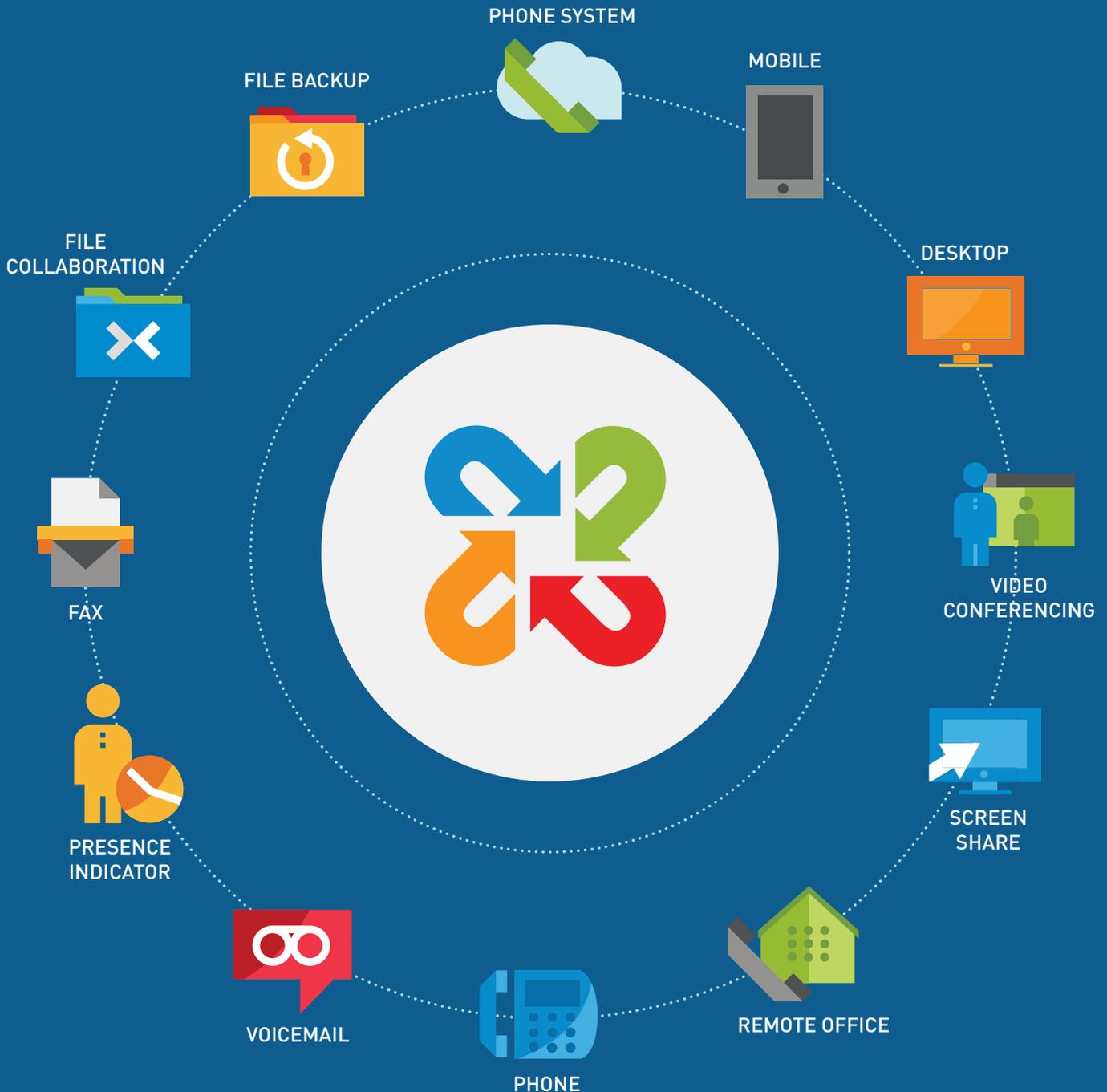
PHONE

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.

MOBILE

- The Intermedia Unite Mobile App makes any Android™ or Apple® smart phone a business communications tool.
- Syncs with the corporate Active Directory®, giving users instant access to call anyone in the company.
- User features are similar to those of a desk phone, like call transfer, call flip, and ability to manage multiple calls.
- Includes voicemail with transcription.

DESKTOP

- The Intermedia Unite Desktop App allows the user to integrate calling with the company directory, and enables click- to-call to the organization's entire global address list.
- Works as a remote controller for the associated desk phone. Point and click to manage calls.

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.

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.

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 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

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
- Intermedia Unite Mobile App & Desktop App
- 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
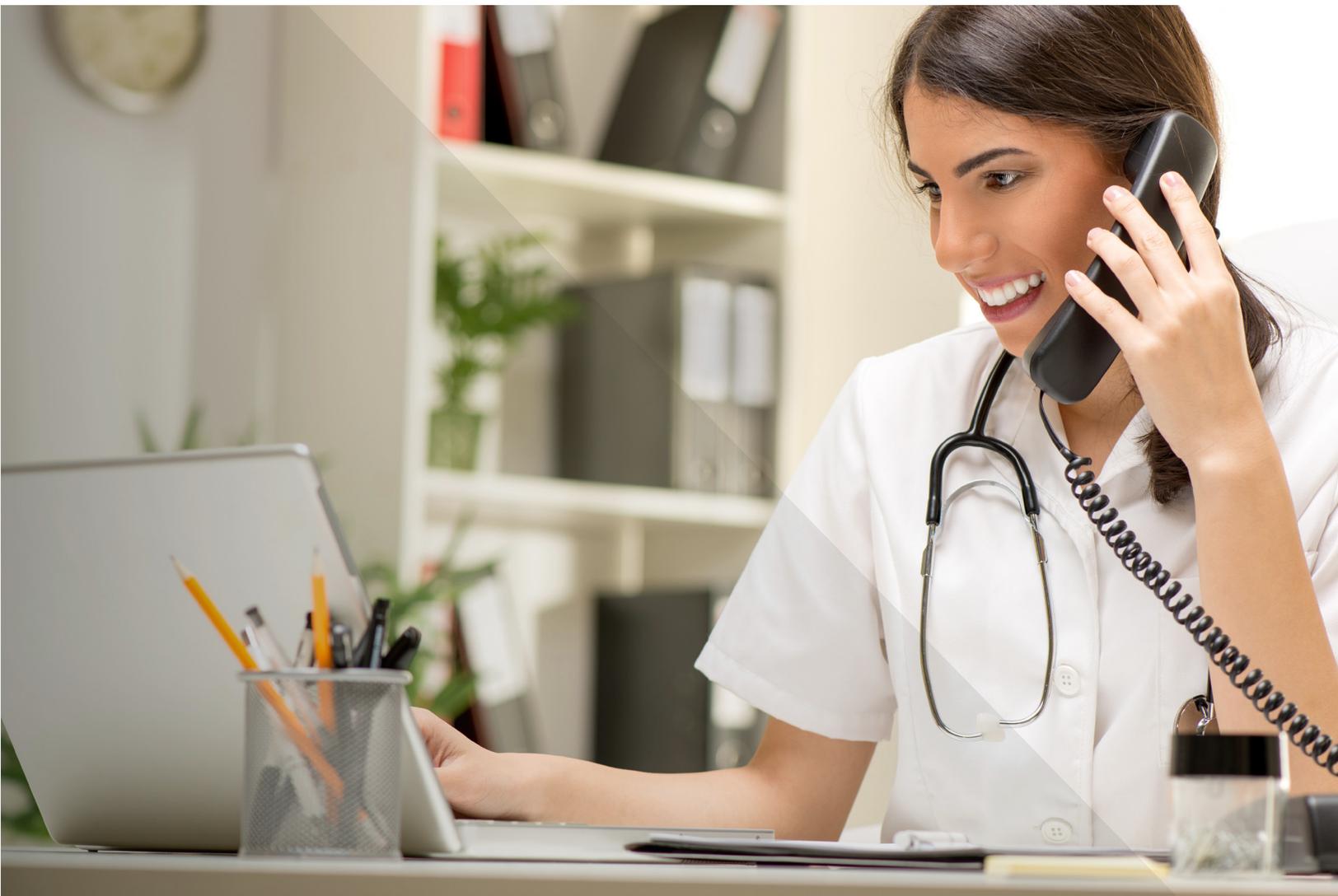
Choose your Phones

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.

Polycom®

Desk Phones

Desk Phones	Network	Backlit	Headset Capable	PoE
POLYCOM VVX 201	10/100	Yes	Yes, RJ9	Yes
POLYCOM VVX 300* 310**	10/100* Gigabit**	Yes	Yes, RJ9	Yes
POLYCOM VVX 410	Gigabit	Yes	Yes, RJ9	Yes
POLYCOM VVX 500	Gigabit	Yes/Touch Screen	Yes, RJ9	Yes
POLYCOM VVX 600	Gigabit	Yes/Touch Screen	Yes, RJ9	Yes

Conference Phones

Conference Phones	Network	Backlit	Headset Capable	PoE
IP 5000 7 ft	10/100	Yes	N/A	Yes
IP 6000 12 ft	10/100	Yes	N/A	Yes
IP 7000 20 ft	10/100	Yes	N/A	Yes

Choose your Phones
(Continued)

Yealink

Desk Phones		Network	Backlit	Headset Capable	PoE
	YEALINK T42G	10/100	Yes	Yes, RJ9	Yes
	YEALINK T46G	Gigabit	Yes	Yes, RJ9	Yes
	YEALINK T48G	Gigabit	Yes/Touch Screen	Yes, RJ9	Yes
	W52 IP DECT Cordless	10/100	Yes	Yes, 2.5 mm	Yes

CISCO

Desk Phones		Network	Backlit	Headset Capable	PoE
	SPA 303	10/100	Yes	Yes, 2.5 mm	Yes
	SPA 504G	10/100	Yes	Yes, 2.5 mm	Yes
	SPA525G2	10/100	Yes	Yes, 2.5 mm	Yes

Intermedia Unite user features

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 productivity features

INTERMEDIA UNITE MOBILE APP

The Intermedia Unite mobile app enables a mobile device to become a communications endpoint for the Unite service. Employees can now call or receive calls through the corporate phone system and utilize enterprise-level calling features, no matter where they are.

- All the most important features of your desk phone, right on your mobile device
- Call Flip sends calls directly to your desk phone – without disconnecting your call.
- Rings your desk and mobile phone simultaneously - no more missed calls.
- Includes voicemail transcription, as well as on-screen voicemail management.
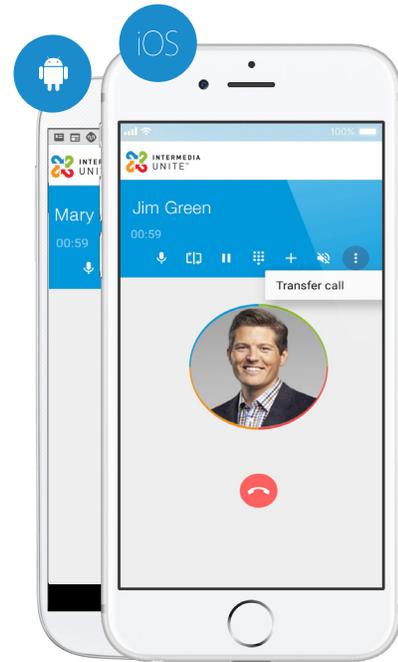
INTERMEDIA UNITE DESKTOP APP

The Intermedia Unite desktop app acts like a remote control for the user's associated desk phone, empowering employees to be more effective and efficient with call management.

- Place, park, and transfer calls with just a click or two
- Call Flip feature moves active desk phone calls to the caller's mobile devices
- On-screen indicator lets you know if your contacts phone is busy, before you call
- Call history for the last 90 days, includes the contact name, date, and time they called

Unite productivity features (Continued)

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

Questions? Contact us today. 925-602-1500 | www.TeamATS.com

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