

Intermedia Unite® Desktop and Mobile Application Get Started Guide



Intermedia Unite® Quick Start Guide

New to Intermedia Unite? Read this guide to learn the basics.

Channels

Communicate in real-time 1:1 or in teams using private and public channels

Search

Search for people in your organization

Messaging

Communicate in real-time with team chat and business SMS*

Video

Start a video conference, share your screen, and more

Manage Channels

Add members, search, favorite and more

Video Conferencing

View upcoming meetings, connect with teams and customers in HD video with screen sharing, annotation and more

Files

Access, share, and manage files in real-time

Voicemails

Manage and view voicemail transcriptions

Dialpad

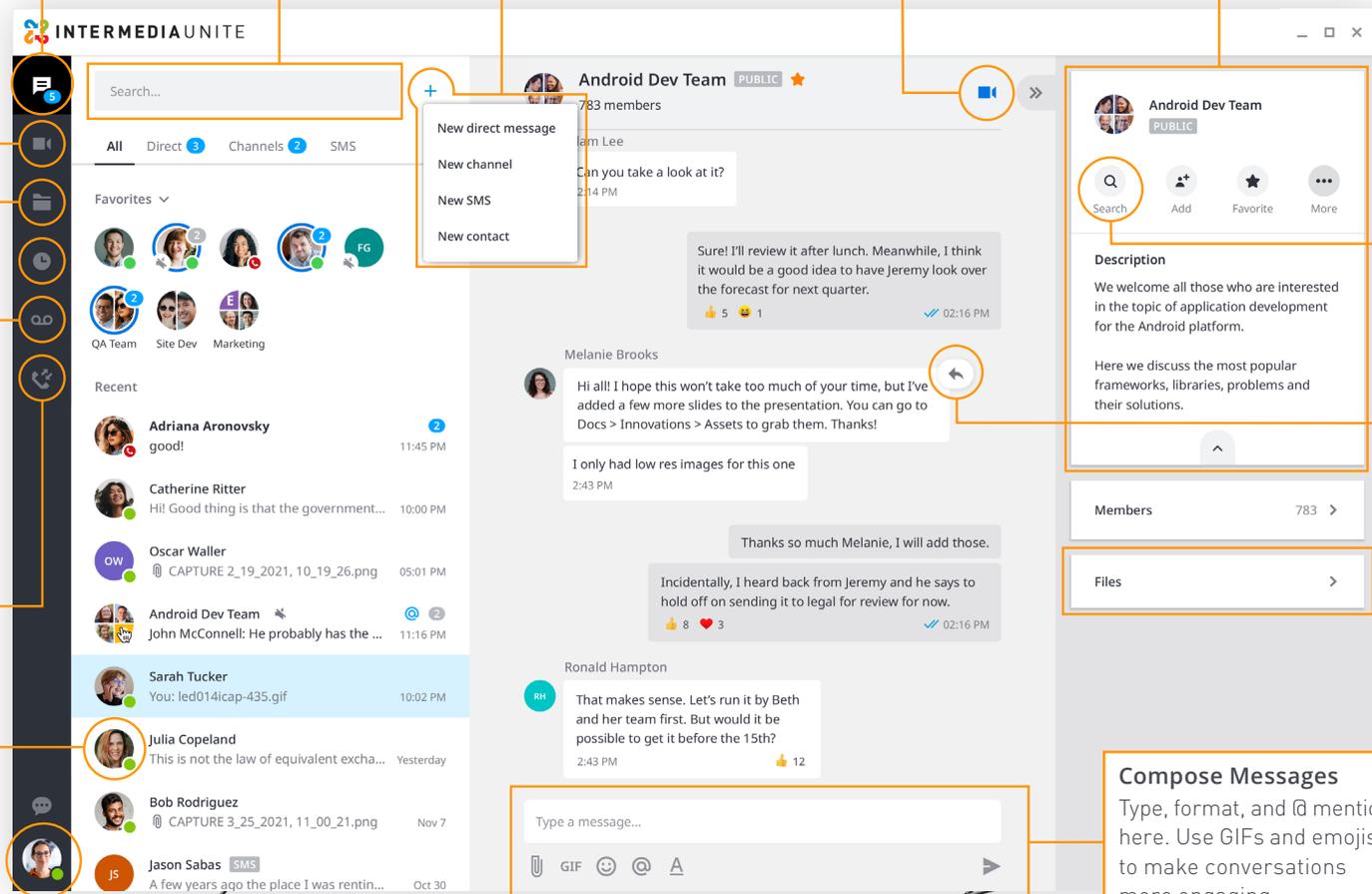
Access company directory at-a-glance, manage and place calls

Presence

View co-worker availability in real-time

Settings

Manage application settings, notifications, access integrations, and more



Chat Search

Search chat threads for relevant messages

Replies

Respond to a specific conversation

Files

Locate, preview and download files that have been shared in a chat

Compose Messages

Type, format, and @ mention here. Use GIFs and emojis to make conversations more engaging

Installation

Intermedia Unite makes it easier than ever for you to work from wherever. For the best experience, utilize Chrome or download the desktop and mobile applications.



Use Chrome

— OR —



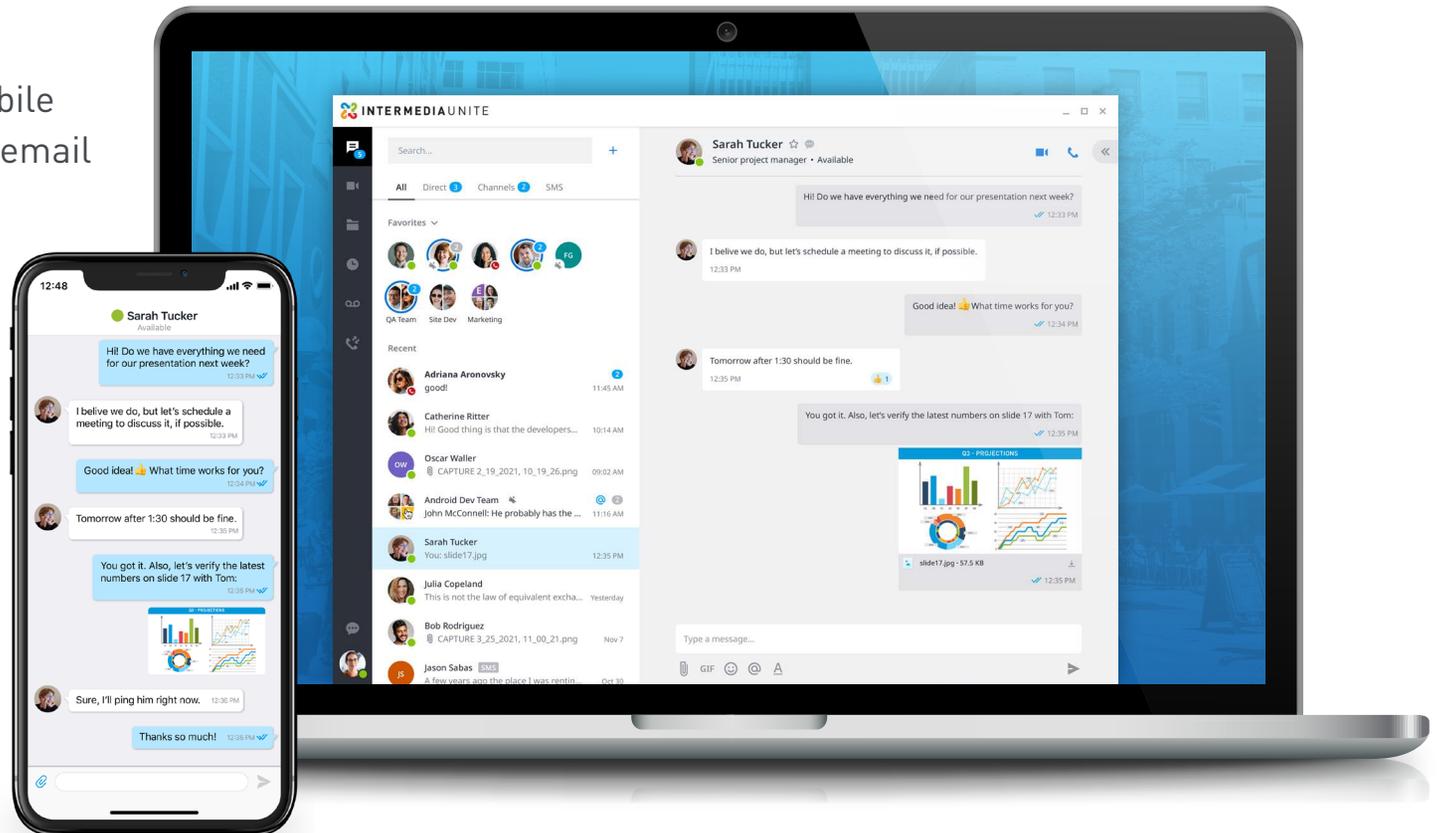
Download Desktop App



Scan the QR code or download from the iOS or Android Store.

Sign In

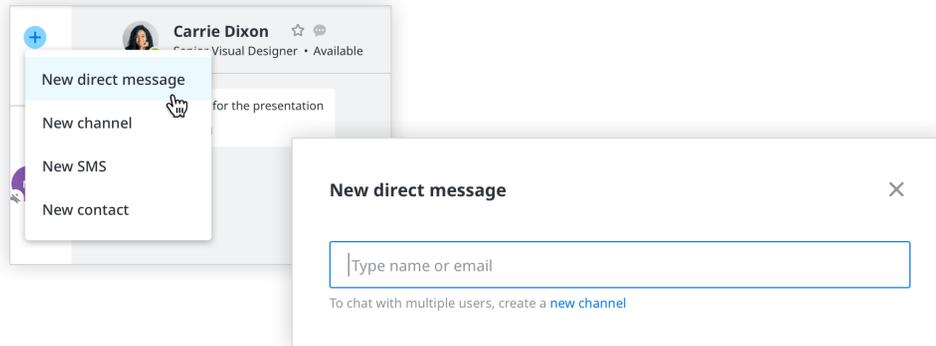
Log in to the desktop and mobile applications using your work email address and Unite password.



Team Chat

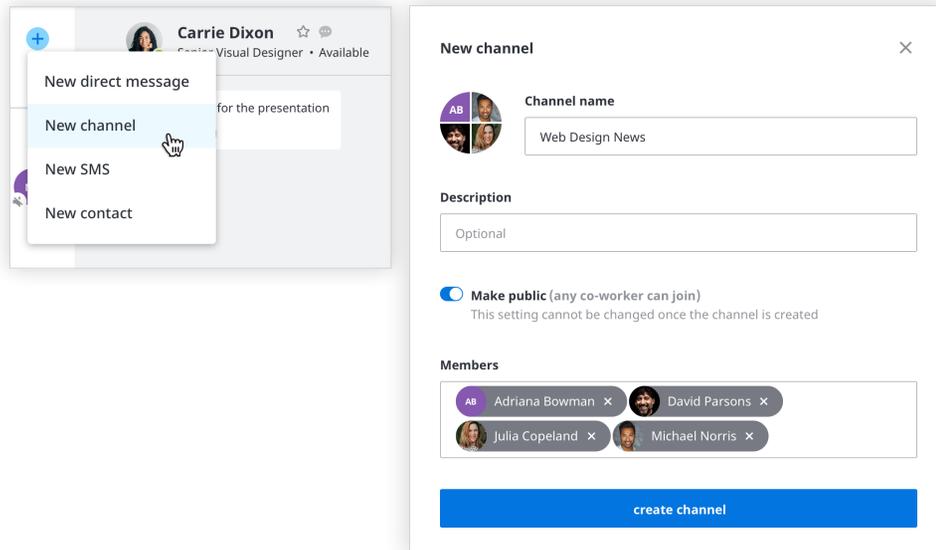
Start a chat

Connect with co-workers in real-time. Select **+** to **...create a new direct message**. A direct message is a chat with a single person. Type the name or email of the individual, write your message, select **➤**



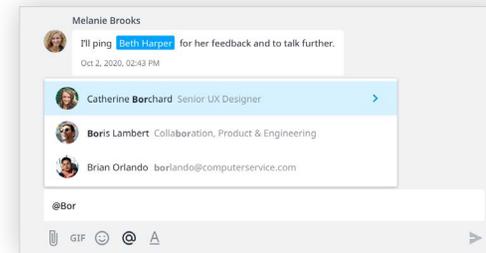
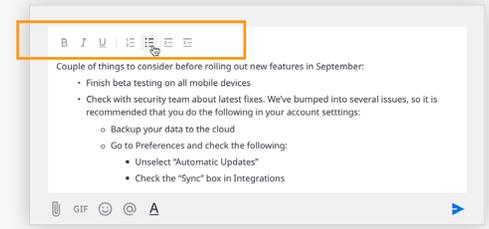
Create a new channel:

A channel is a group discussion—this can be dedicated to a department, specific project, etc. Type in Channel name, add a description, choose if you want the channel to be public or private, and add members.



Format your messages

Use the rich text editor to organize and format messages.

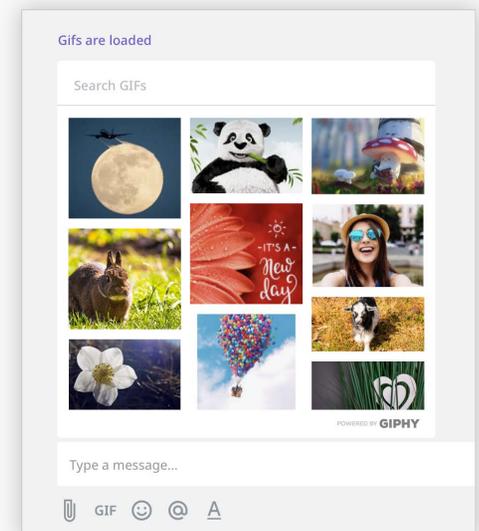


Use @ mentions

To get someone's attention in a channel, select @, then type their name or select them from a list that appears. You can @ mention multiple people at once.

Add emojis and GIFs to chat

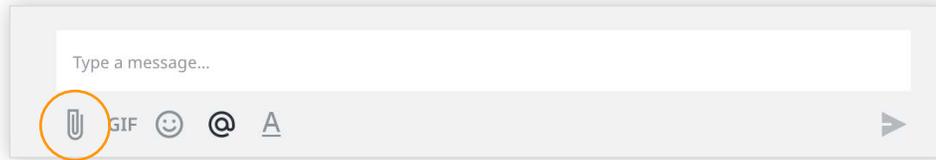
Have fun with co-workers by adding emojis and GIFs to chats. Select the **😊** for emojis or GIF to add a GIF.



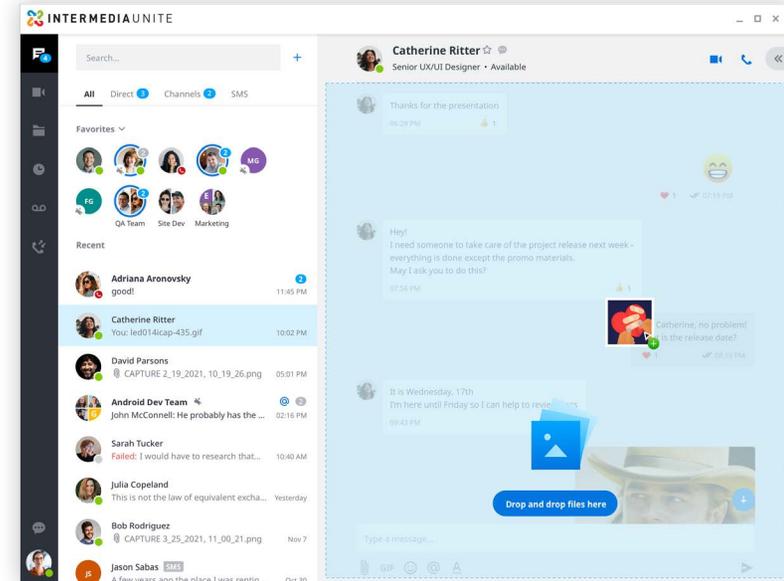
Team Chat

Easily share files to collaborate with colleagues in real-time.

From a direct chat or channel, select  to upload an attachment into your message

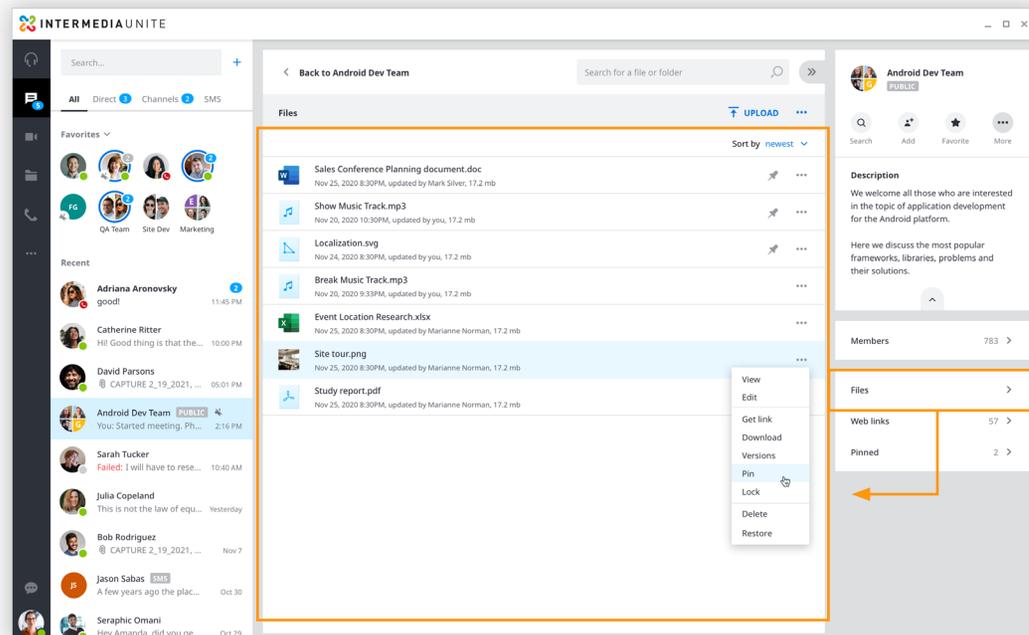


Drag and drop documents from your desktop directly into any message.



Filter files

Use the Files filter to locate, preview and download files that have been shared in a chat.



Video Conferencing

Meet face-to-face in HD video with anyone, from anywhere.

Scan the QR code or download from the iOS or Android Store.



View meeting participants, send chats, and more.

Lock meetings for an extra layer of security. No one will be able to enter your meeting without permission.

Access advanced, security settings, virtual backgrounds, and more.

The screenshot displays a Zoom meeting interface. At the top, there are four video thumbnails for participants: Eugene Samuels, You (Eugene S.), Anita Yo., and Amanda Veracruz. The main window shows a presentation titled "Business Process Review. Stock Chart" with a line graph showing stock performance from 2020 to December. The y-axis ranges from 700 to 1400. The x-axis shows months from Feb to Dec. A chat window on the left shows messages from Amanda Veracruz, Anita York, and Eugene Samuels. The bottom toolbar includes icons for mute/unmute, video on/off, chat, and a smiley face. A "Presentation - Albert Williams" label is visible at the bottom left of the meeting window.



Use a headset and a high-quality camera for the best experience!

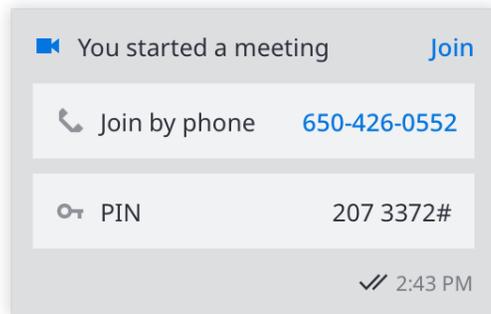
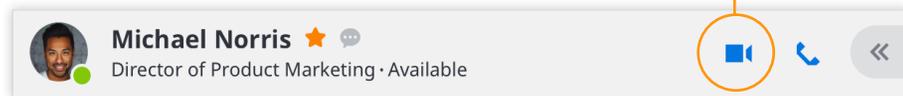
Mute/unmute, hop on camera, share your screen.

Video Conferencing*

Meet face-to-face in HD video with anyone, from anywhere.

Start a video conference

From a direct conversation or channel, select



From the meeting tab, you can:

Select "Start my meeting" or join a meeting

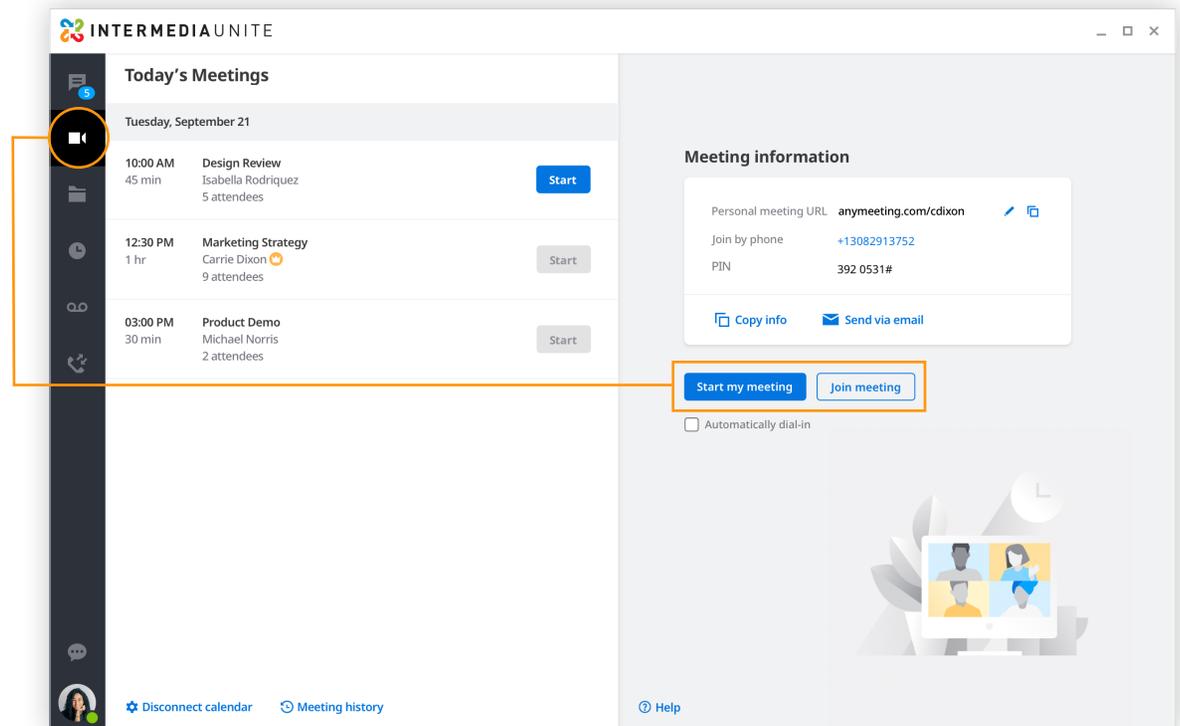
Integrate your Outlook or Google calendar so you can easily start and schedule meetings directly from your work calendar.



Your administrator will need to enable this. [Learn more here](#)



Download the [Intermedia Unite Chrome Extension](#) to start and schedule meetings from your Google calendar, and click-to-call from your Chrome browser.



*Available for Intermedia Unite Pro and Enterprise licenses only.

"Today's Meetings" will be visible with Intermedia Unite Calendar integration, which will be available in Q1 2022.

File Sharing*

For a better collaboration experience, use SecuriSync to access, manage, store and share files safely and securely with anyone inside or outside your organization.



Use Chrome

— OR —



Download Desktop App



Scan the QR code or download from the iOS or Android Store.

The screenshot shows the Intermedia Unite SecuriSync web interface. The top navigation bar includes the Intermedia Unite logo, the SecuriSync logo, and tabs for 'Recents' and 'Favorites'. A search bar is located on the right. The main content area displays a list of folders under the 'Documents' view. Callouts highlight key features: 'View recent files' points to the 'Recents' tab; 'Access Favorite files and folders' points to the 'Favorites' tab; 'Upload, organize and store files' points to the 'UPLOAD' button; and 'Access, share and manage files' points to the sidebar icon.

| Folder Name | Share Status |
|---|--------------|
| Backup feature launch | SHARE ... |
| Buying Criteria | SHARE ... |
| Content base campaign | SHARE ... |
| Emails | SHARE ... |
| Files <small>Shared by you with 1 user and via weblink</small> | SHARE ... |
| V1 <small>Shared via weblink</small> | SHARE ... |

*Available for Intermedia Unite Pro and Enterprise licenses only.

Calling

Place, receive and manage calls in two ways:

- **Softphone mode:** Use computer speakers and microphone for calls (can use Bluetooth headset or headphones)
- **Call Controller mode:** Use hardware (desk phone) for calls

Application mode

Softphone Telephone calls made over the Internet use a computer, rather than dedicated hardware

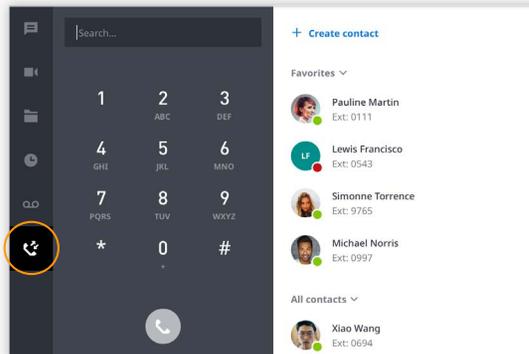
Call Controller Telephone calls made over the Internet use a hardware phone

Calling features vary based on calling mode.

| FEATURE/ APP MODE | PLACE A CALL | RECEIVE A CALL | 3-WAY CALLING | MUTE/ UNMUTE | HOLD | DTMF | CALL FLIP | CALL PARK | TRANSFER | END CALL |
|----------------------|-----------------|-------------------|------------------|-----------------|---------------|---------------|--------------|--------------|----------|----------|
| Call Controller | ● | Desk Phone | | Desk Phone | Desk Phone | Desk Phone | ● | ● | ● | ● |
| Softphone | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● |

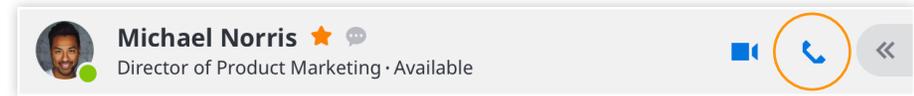
Place calls and view contacts

Place calls to internal and external contacts, search and view company contacts at-a-glance, and switch between pre-defined filters to manage calls.



Place calls from chat

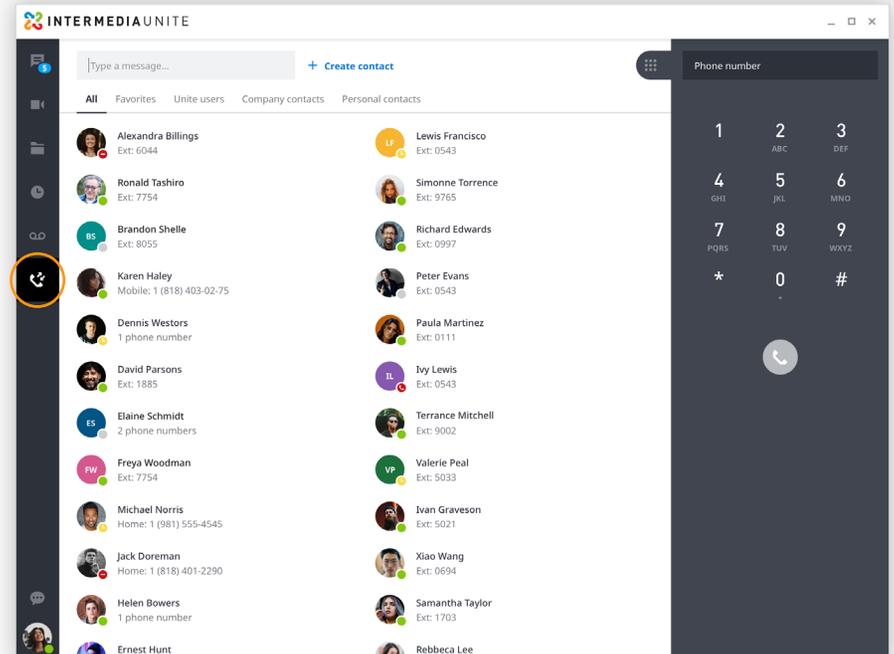
Select to call someone from a 1:1 chat or from a contact card



Michael Norris ☆
Available
I'll be at the annual sales conference until Feb...

| | | |
|--------|-------------------|-----|
| Ext | 1431 | |
| Work | 867-162-7503 | |
| Mobile | 1 (650) 491-78-94 | SMS |

Manager: [Isabella Rodriguez](#)
 Position: Director of Product Marketing
 Department: R&D:CustExperience:UI/UX 000212
 Groups: [Design Team](#) [Sales Kick-Off 2021](#)
 Email: mnorris@intermedia.com



Mobile App

Take your work with you, wherever you go

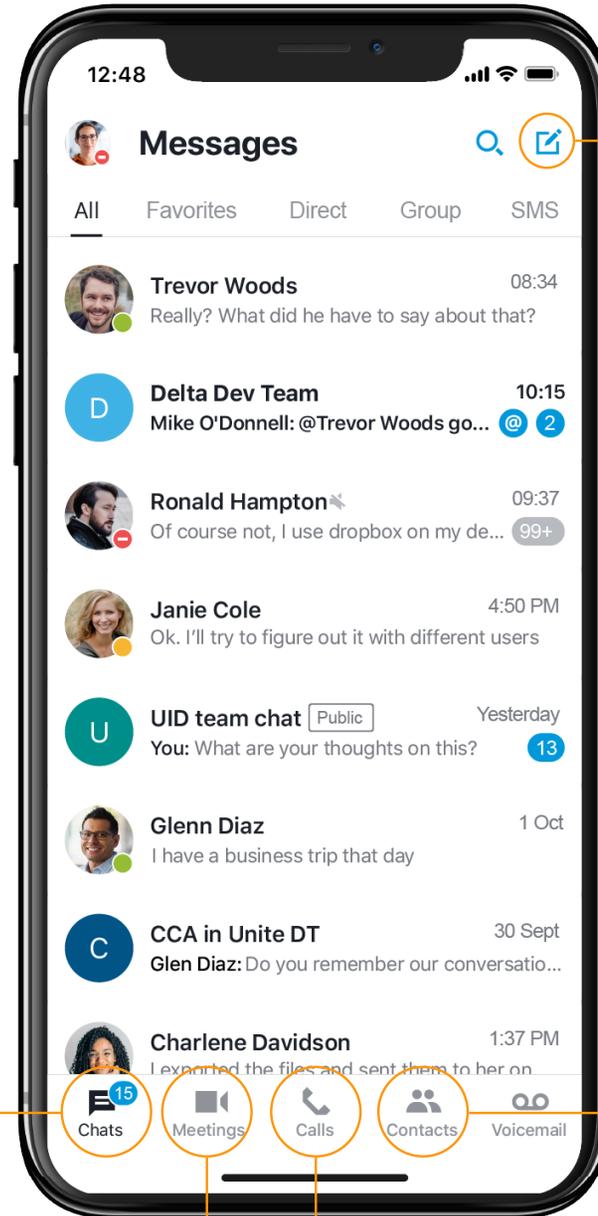
Call, chat, meet and collaborate from your mobile device with the Intermedia Unite mobile application.



All messages sync across desktop and mobile apps!

Contact sync

Sync contacts from your personal device to your Unite desktop and mobile applications.



Start new messages
Create a new direct, channel or SMS message*

Messaging
Communicate in real-time with Direct and Channel messaging

Contacts
View all company and personal contacts

Meetings
Host and join meetings**

Calls
Use your business phone number to place, receive and manage calls

*Business SMS must be enabled by admin. Business SMS is only available North America.

**Users will need to download AnyMeeting mobile app.

Next Steps

Want to learn more?

Join our weekly live training session:

Send us your feedback:

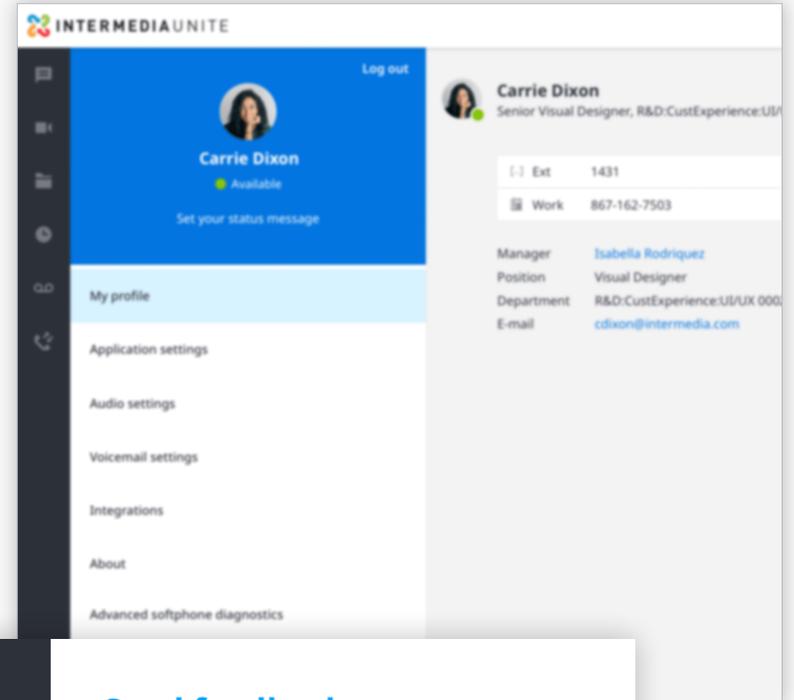
Are you enjoying Intermedia Unite?
Is there room for improvement? Let us know!



**UNITE APPS
LIVE TRAINING**

REGISTER TODAY!

THURSDAYS | 11:30AM PT | 2:30PM ET



INTERMEDIAUNITE

Log out

Carrie Dixon
Available
Set your status message

Senior Visual Designer, R&D:CustExperience/US/UX

Ext 1431
Work 867-162-7503

Manager Isabella Rodriguez
Position Visual Designer
Department R&D:CustExperience/US/UX 000
E-mail cdixon@intermedia.com

My profile
Application settings
Audio settings
Voicemail settings
Integrations
About
Advanced softphone diagnostics



Send feedback



Current Version: 2.6.365



Intermedia has been recognized by J.D. Power for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support. J.D. Power 2021 Certified Assisted Technical Program, developed in conjunction with TSIA. Based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit www.jdpower.com or www.tsia.com.

Questions? Contact Us Today.