

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.

Messaging

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

Meetings

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

Call History

See a record of all inbound and outbound calls

Voice mails

Manage and view voicemail transcriptions

Calling

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

Presence

View co-worker availability in real-time

Help

Access more information on app features, information on product updates, and answers to common questions.

Search

Search for people in your organization

New Message

Select type of message to send via 1:1, group chat, SMS, or create a contact

Meet Now

Start a meeting, share your screen, and more

Manage Channels

Add members, search, favorite and more

Chat Search

Search chat threads for relevant messages

Replies

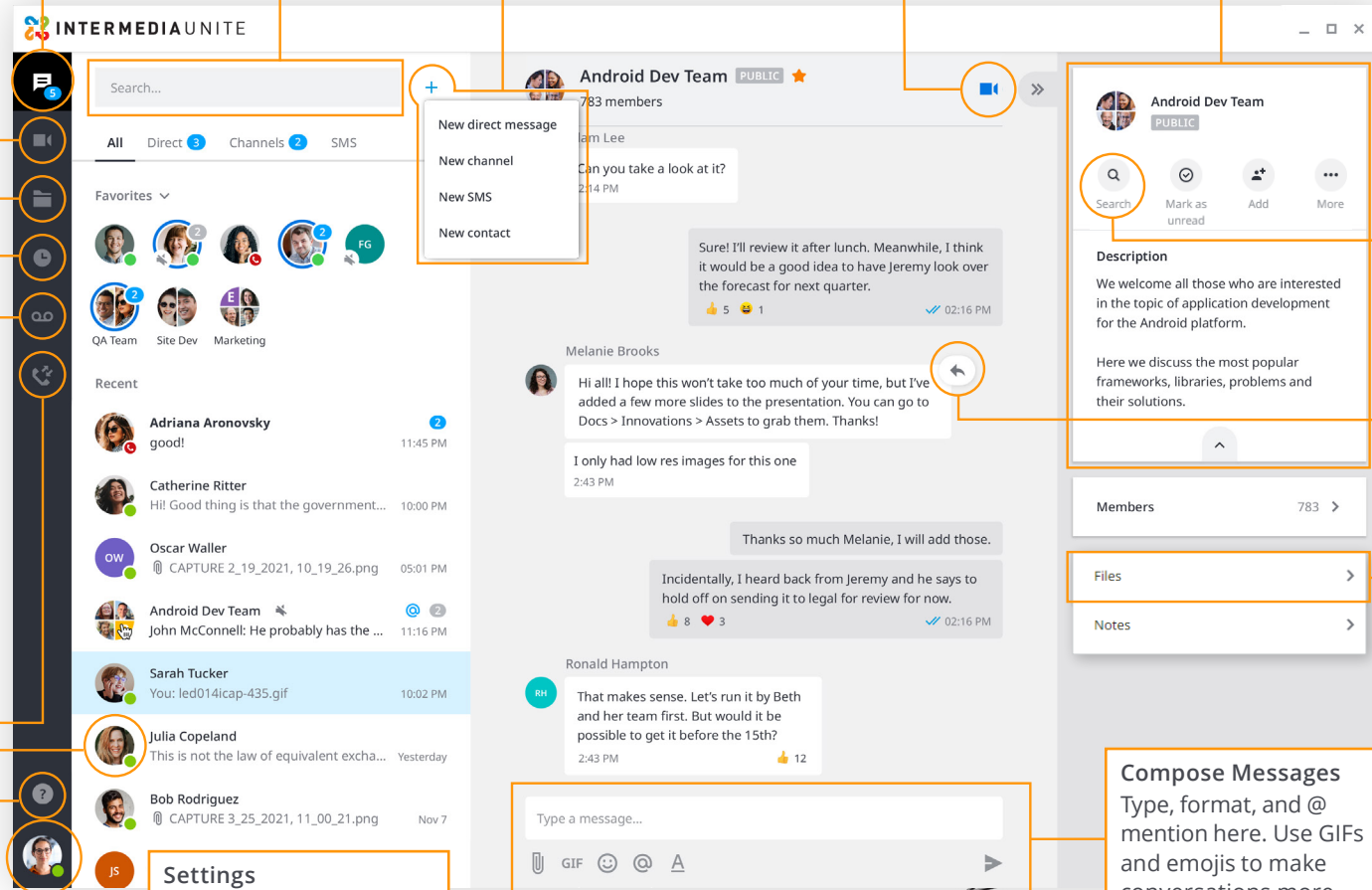
Respond to a specific conversation

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 —



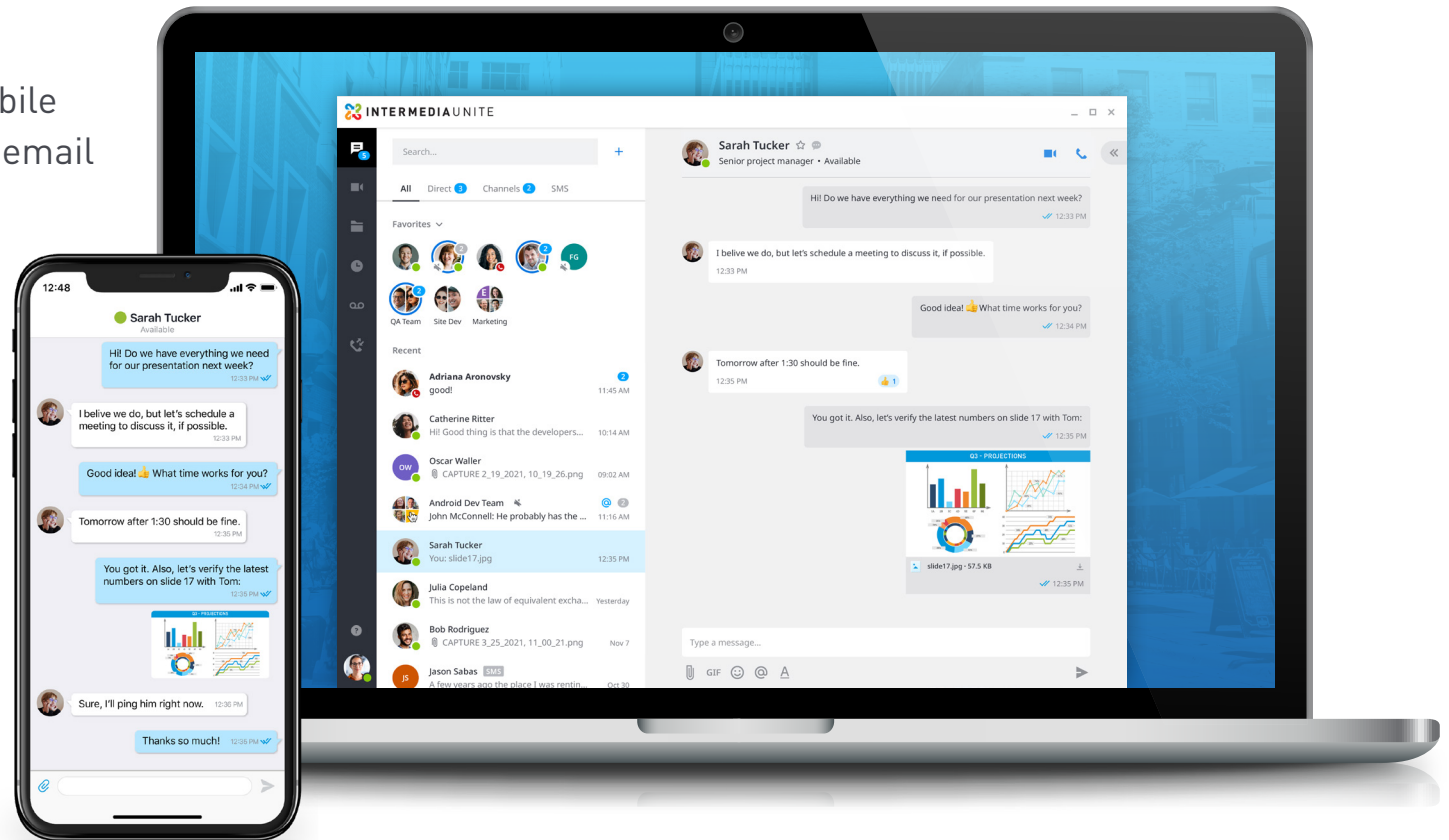
Download Desktop App



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

Sign In

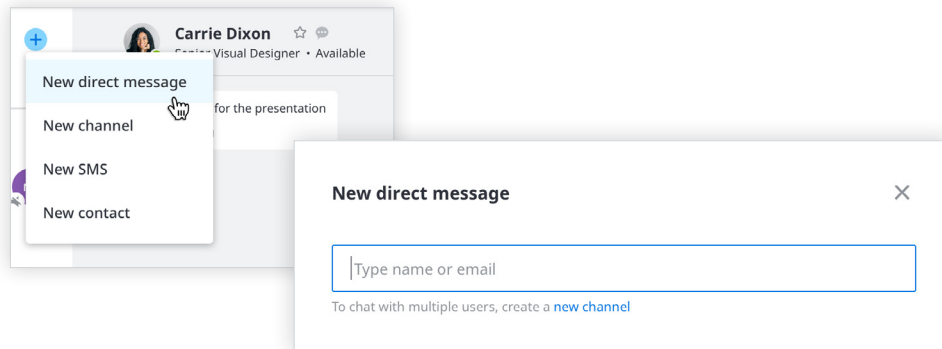
Log in to the desktop and mobile applications using your work email address and Unite password.



Messaging

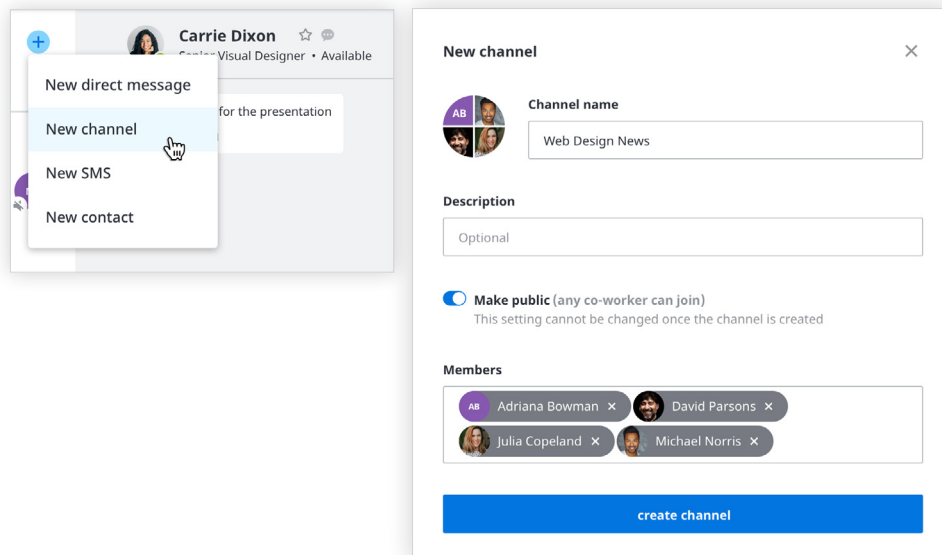
Start a chat

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 **➤**



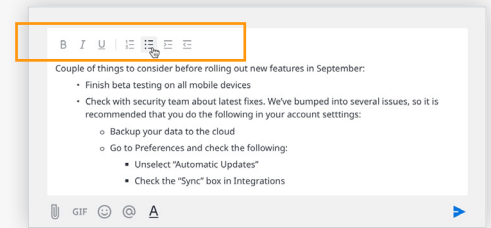
Create a new channel:

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.



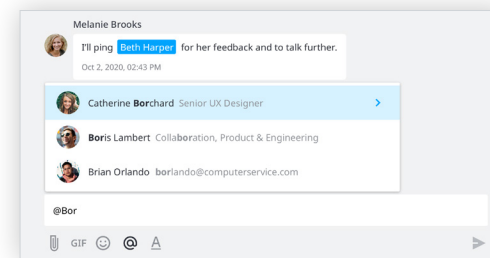
Create a new SMS

Select **+** to create a new SMS message. An SMS is a text message sent to a mobile phone number. Type in the 10 digit mobile number or search contacts and click "start conversation"



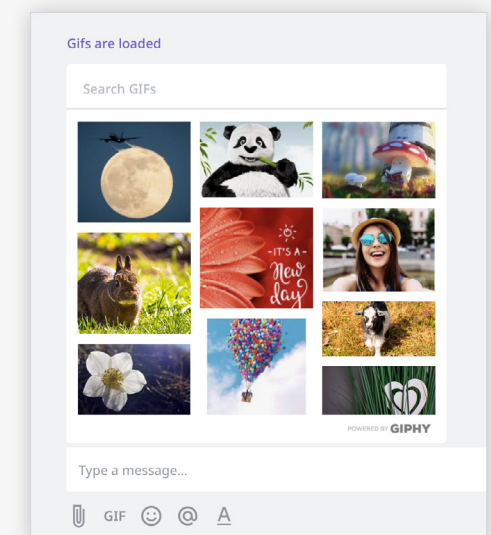
Use @ mentions

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

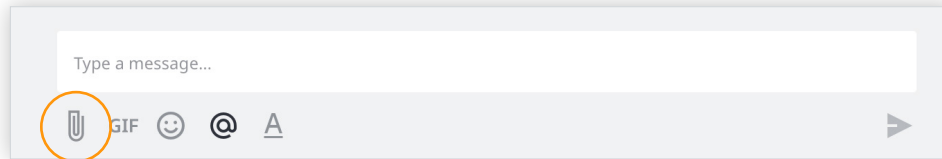
Have fun with co-workers by adding emojis and GIFs to chats. Select the **😊** for emojis or GIF to add a GIF.



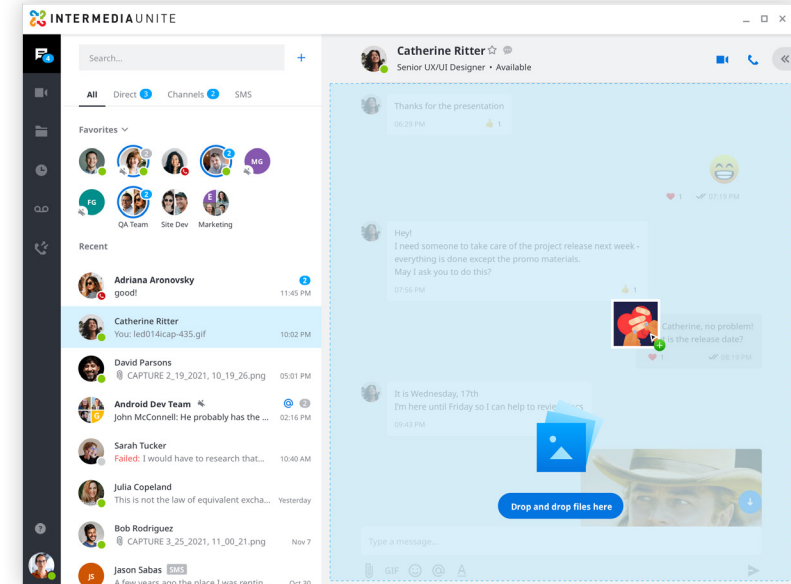
Messaging

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

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

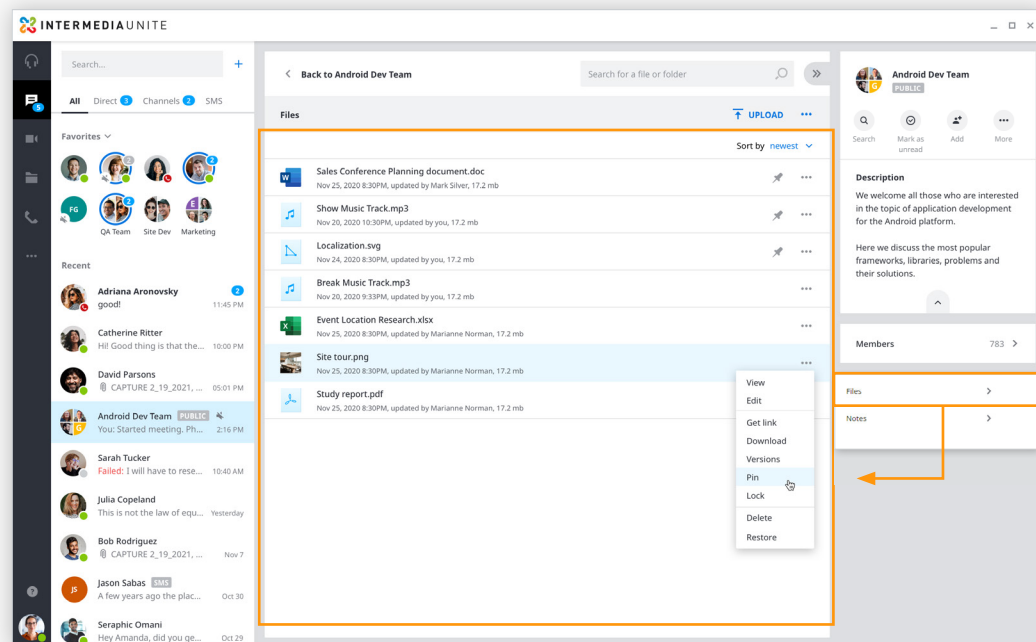


Drag and drop documents from your desktop directly into any message.



Filter files

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



Meetings

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

Panel: View attendees, chat, take notes and more

Record: Record meetings and play them back anytime.

Virtual Assistant: Transcribe meeting audio and email the results to the host.

Lock/Unlock: Lock down your meeting with an extra-layer of security.

Settings: Access advanced security features virtual backgrounds, and more.

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

Audio: Mute and access extended audio settings.

Webcam: Share your webcam to connect in HD video.

Screen share: Share content and use screen annotation to collaborate in real-time.

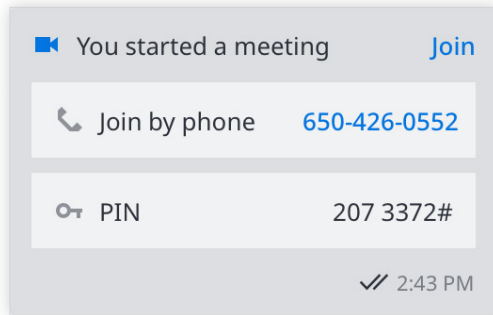
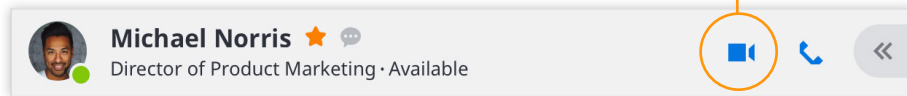
The screenshot shows the Intermedia Unite interface. On the left is a sidebar with a list of attendees: Anita Pares, Jay Travis, Melanie Dawson, and Simon Bridges. The main area displays four video feeds in a 2x2 grid. The top-left feed shows Simon Bridges, the top-right shows Anita Pares, the bottom-left shows Melanie Dawson, and the bottom-right shows 'You' (a man). Above the video feeds is a toolbar with icons for recording, grid view, chat, lock, and settings. Below the video feeds is another toolbar with icons for audio, webcam, screen share, and a smiley face. Callout boxes with orange borders and lines point to these various features and the sidebar panel.

Meetings

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

Start a Meeting

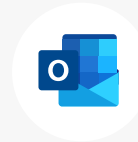
From a direct conversation or channel, select



From the meeting tab, you can:

Select "Start my meeting"
or join a meeting

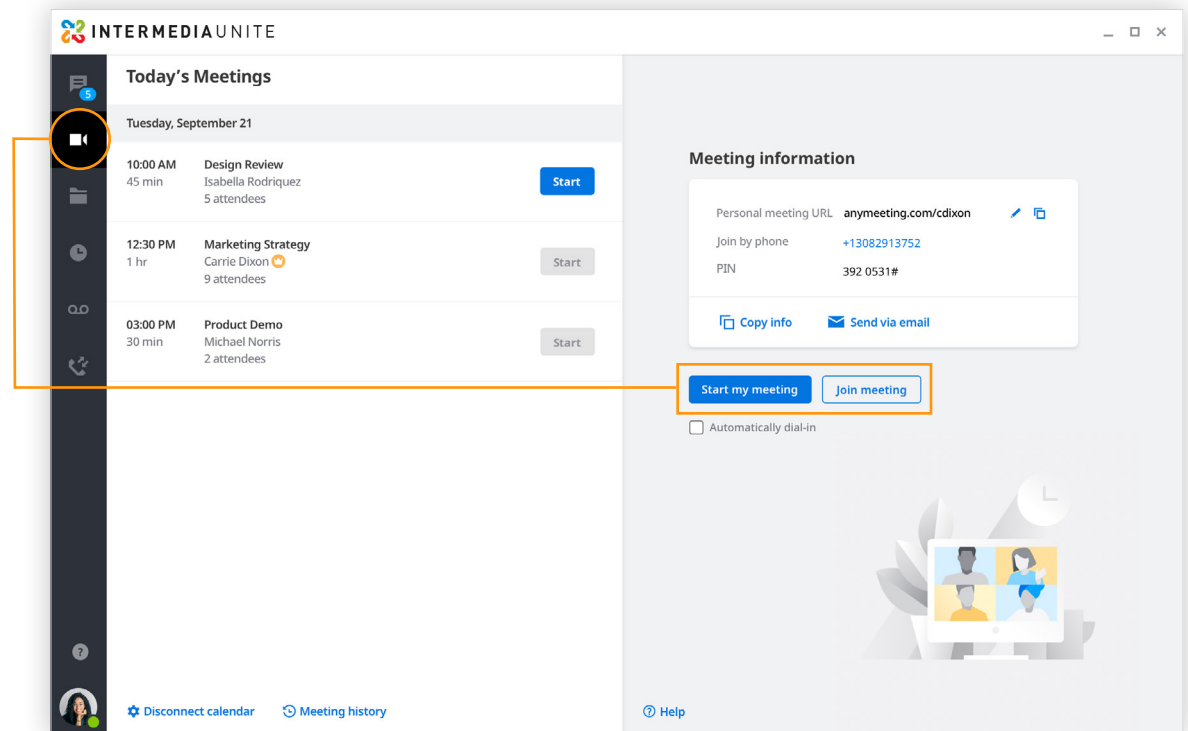
Integrate your Outlook or Google calendar so you can easily start and schedule meetings directly from your work calendar.



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

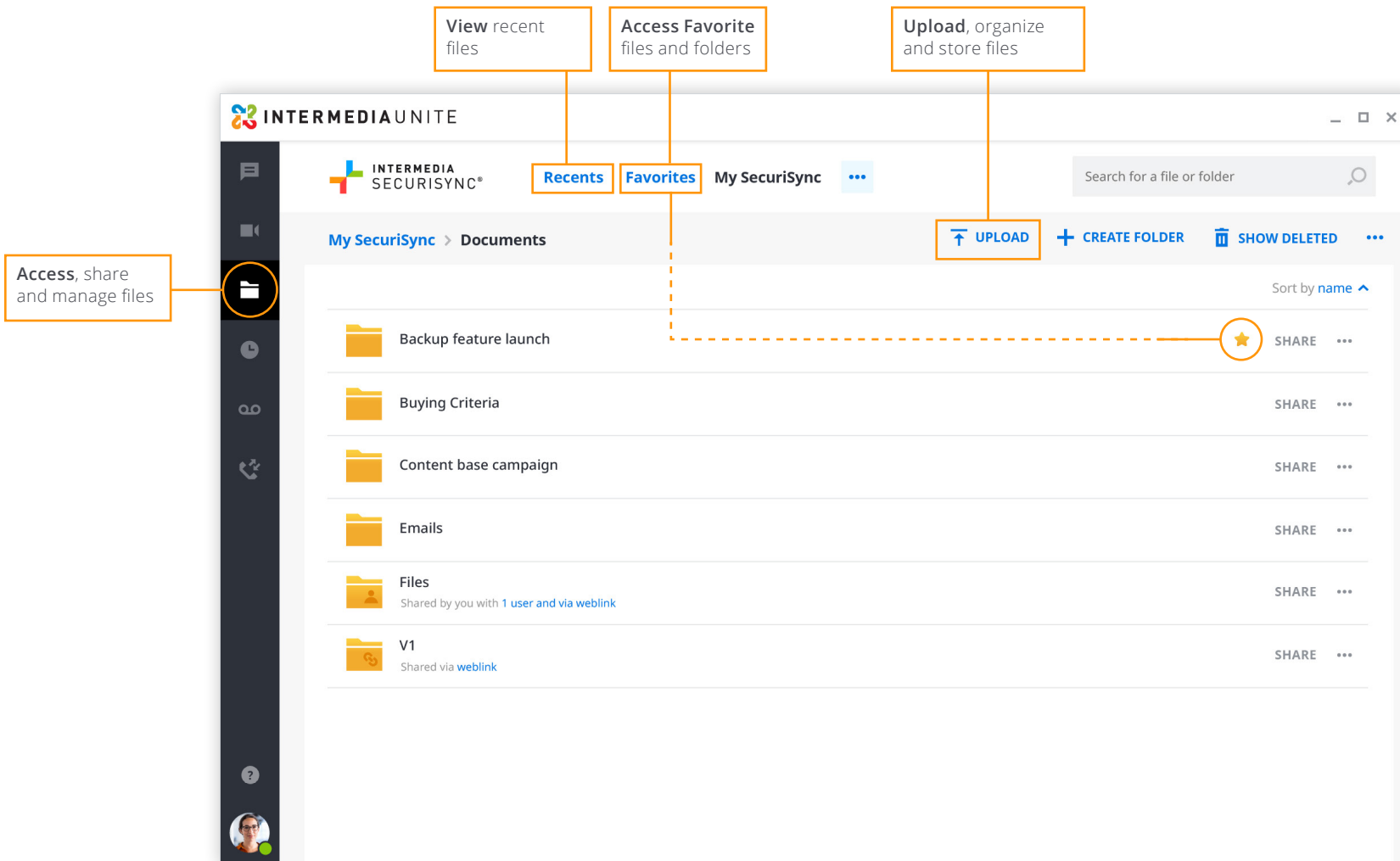


Download the [Intermedia Unite Chrome Extension](#) to start and schedule meetings from your Google calendar, and click-to-call from your Chrome browser.



Files

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



Calling

Place, receive and manage calls in two ways:

- **Computer:** Use computer speakers and microphone for calls (can use Bluetooth headset or headphones)
- **Deskphone:** Use hardware (desk phone) for calls

Call settings

Calling device

Choose which device you'd like to use to make calls

☒ **Computer**
 Use computer speakers and microphone for calls
[Edit the emergency address](#)

☐ **Deskphone**
 Use deskphone for calls

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
Computer	●	●	●	●	●	●	●	●	●	●
Desk- phone	●	Desk Phone		Desk Phone	Desk Phone	Desk Phone	●	●	●	●

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.

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#

+ Create contact

Favorites

Pauline Martin

Ext: 0111

Lewis Francisco

Ext: 0543

Simonne Torrence

Ext: 9765

Michael Norris

Ext: 0997

All contacts

Xiao Wang

Ext: 0694

Place calls from chat

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

Ronald Tashiro

Marketing Manager • Available

Ronald Tashiro

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

Marketing Manager

Department

R&D:CustExperience:UI/UX 000212

Groups

Design Team Sales Kick-Off 2021

Email

rtashiro@intermedia.net

INTERMEDIAUNITE

+ Create contact

All

Favorites

Unite users

Company contacts

Personal contacts

Alexandra Billings

Ext: 6044

Ronald Tashiro

Ext: 7754

Brandon Shelle

Ext: 8055

Karen Haley

Mobile: 1 (818) 403-02-75

Dennis Westors

1 phone number

David Parsons

Ext: 1885

Elaine Schmidt

2 phone numbers

Freya Woodman

Ext: 7754

Michael Norris

Home: 1 (981) 555-4545

Jack Doreman

Home: 1 (818) 401-2290

Helen Bowers

1 phone number

Ernest Hunt

Lewis Francisco

Ext: 0543

Simonne Torrence

Ext: 9765

Richard Edwards

Ext: 0997

Peter Evans

Ext: 0543

Paula Martinez

Ext: 0111

Ivy Lewis

Ext: 0543

Terrance Mitchell

Ext: 9002

Valerie Peal

Ext: 5033

Ivan Graveson

Ext: 5021

Xiao Wang

Ext: 0694

Samantha Taylor

Ext: 1703

Rebecca Lee

Phone number

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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.



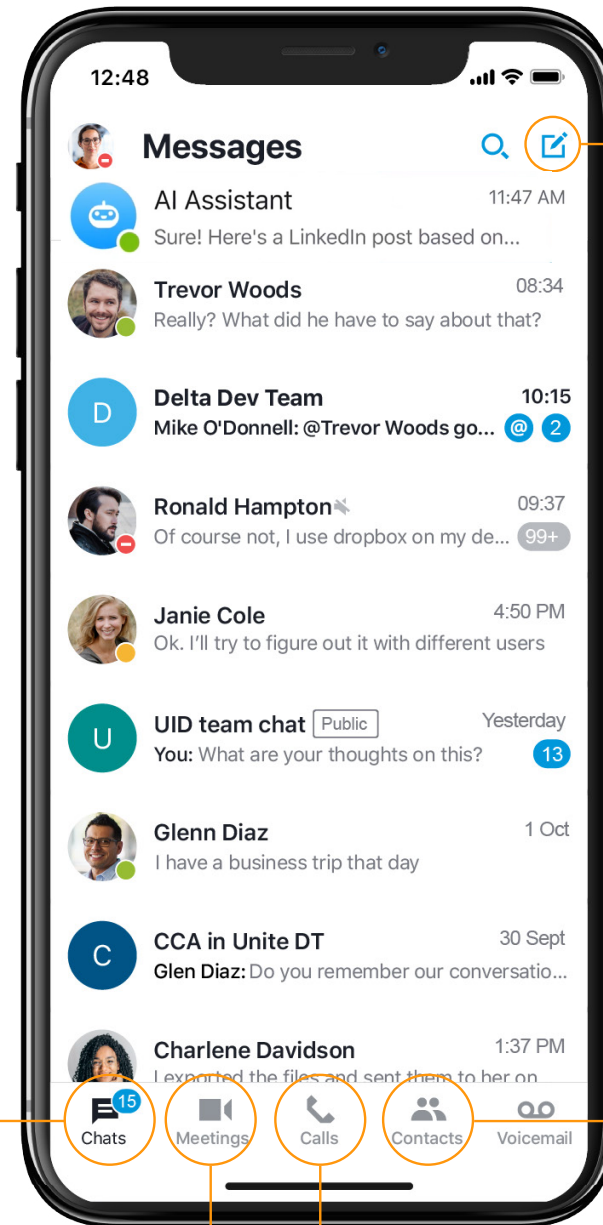
All messages sync across desktop and mobile apps!

Contact sync

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



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



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

Messaging
Communicate in real-time with Direct and Channel messaging

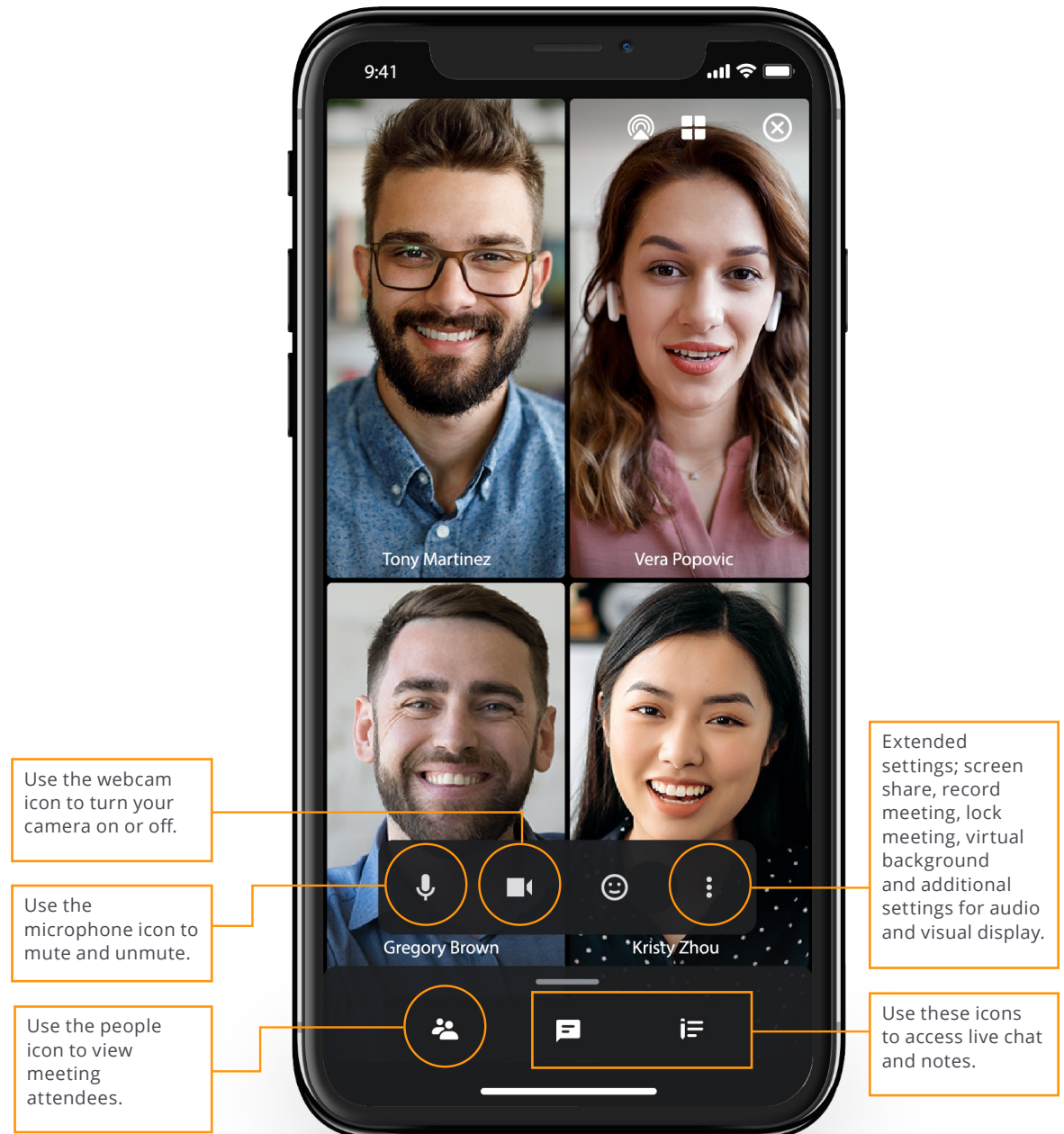
Contacts
View all company and personal contacts

Meetings
Host and join meetings**

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

Meetings Using the Mobile App

Host and join meetings from wherever you go. Your meeting schedule and information sync across mobile and desktop applications allowing you to collaborate from anywhere



Next Steps

Want to learn more?

Join our weekly live training session:



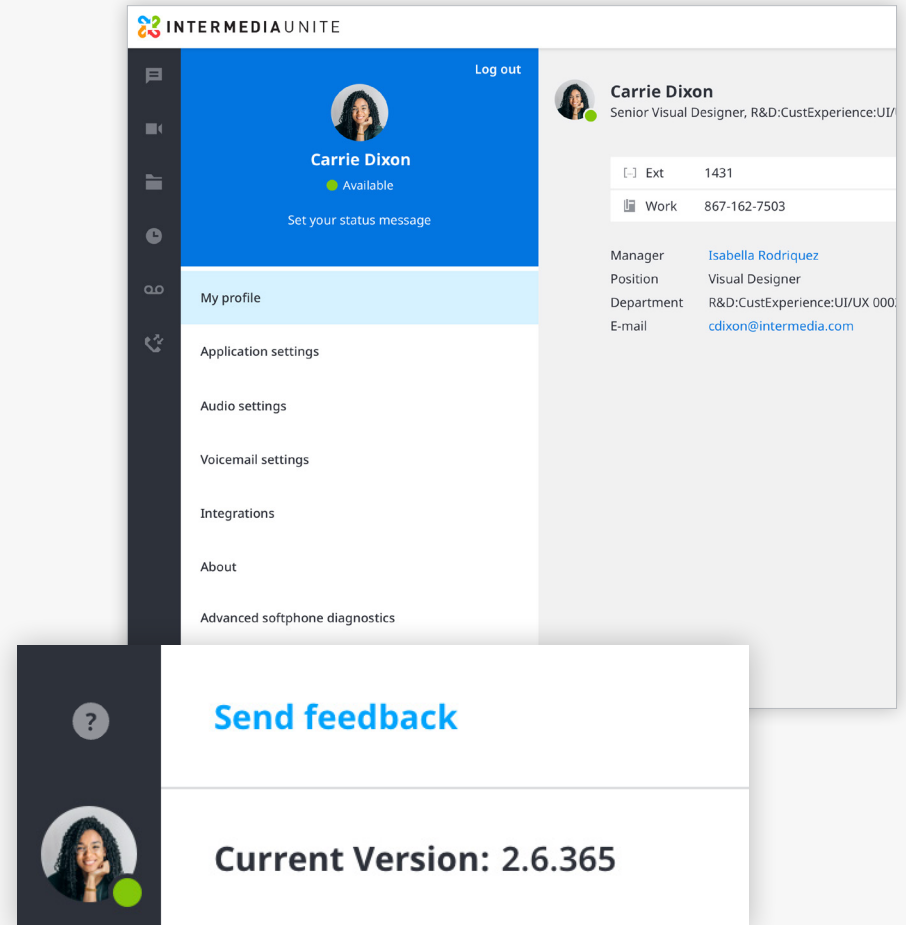
INTERMEDIA UNITE®

**UNITE APPS
TRAINING**

REGISTER TODAY!

Send us your feedback:

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



INTERMEDIA UNITE

Log out

Carrie Dixon
Available
Set your status message

My profile

- Application settings
- Audio settings
- Voicemail settings
- Integrations
- About
- Advanced softphone diagnostics

Carrie Dixon
Senior Visual Designer, R&D:CustExperience/UI/UX

Ext	1431
Work	867-162-7503

Manager: [Isabella Rodriguez](#)
Position: Visual Designer
Department: R&D:CustExperience/UI/UX 000
E-mail: cdixon@intermedia.com

Send feedback

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