

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

The screenshot displays the Intermedia Unite interface. At the top, the 'Android Dev Team' channel is visible with 783 members. The chat history shows several messages, including one from Melanie Brooks about a presentation and another from Oscar Waller about a file. A search bar is at the top left, and a 'New direct message' menu is open. On the right, a 'Chat Search' panel shows a search for 'Android Dev Team' with a description and a list of members. At the bottom, a 'Compose Messages' input field is shown with options for attachments, GIFs, emojis, mentions, and links. The left sidebar contains navigation icons for messages, video, files, voicemails, dialpad, presence, and settings.

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 —



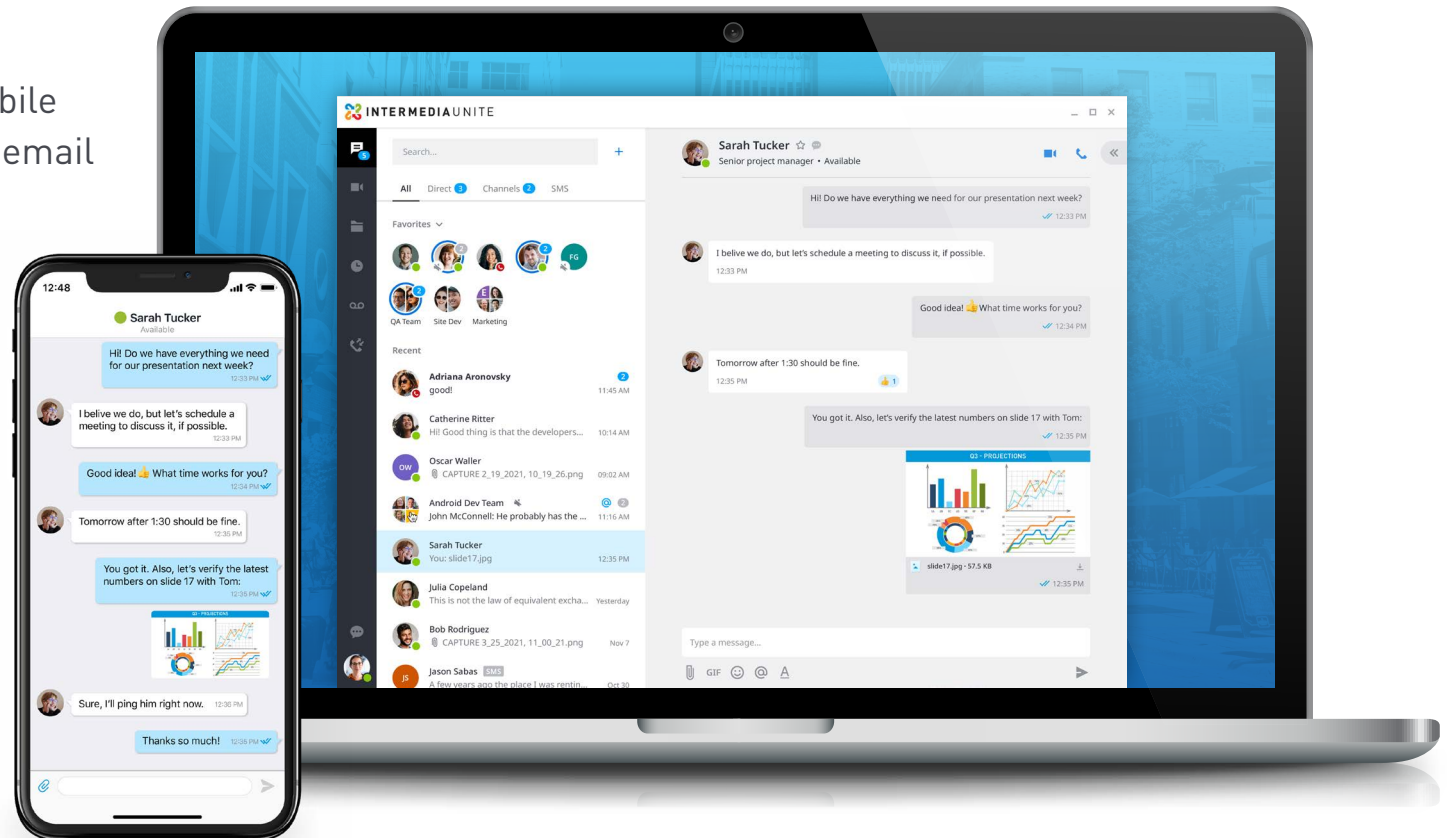
Download Desktop App



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

Sign In

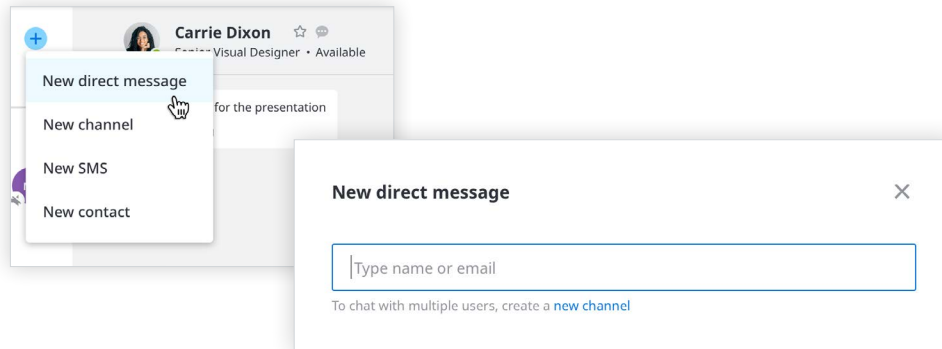
Log in to the desktop and mobile applications using your work email address and Unite password.



Team Chat

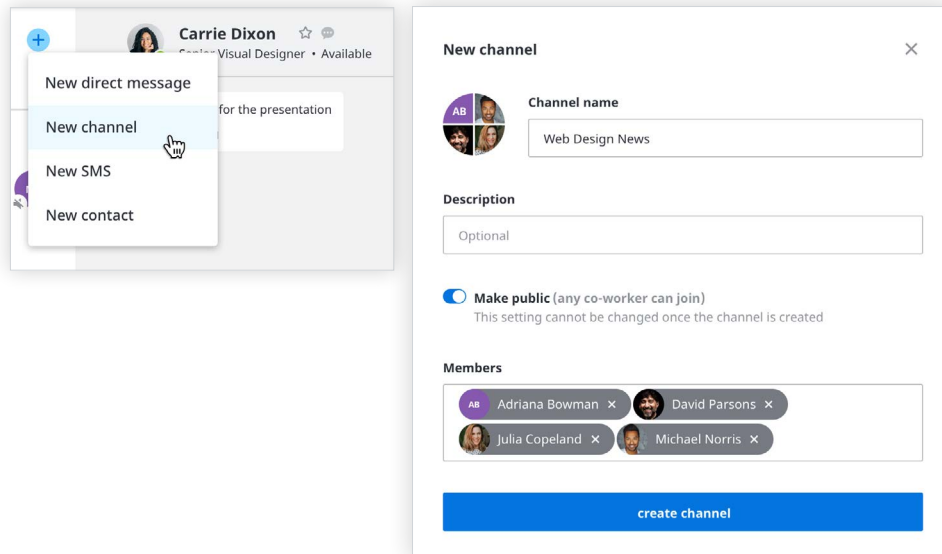
Start a chat

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 **➤**



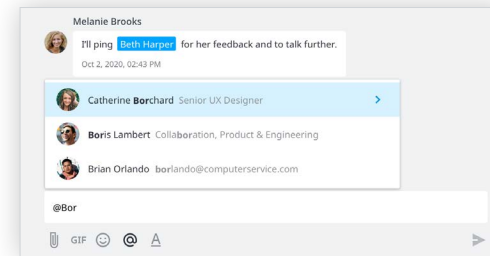
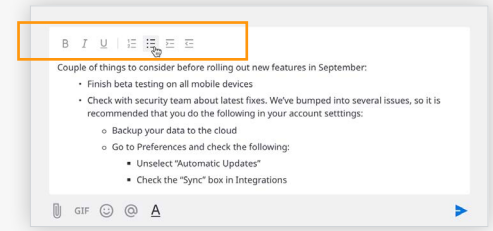
Create a new channel:

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.

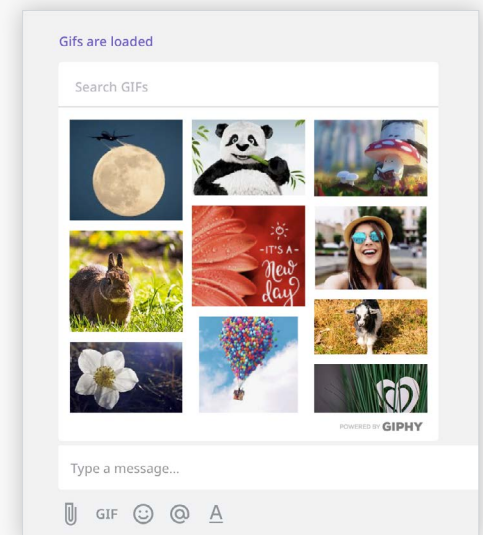


Use @ mentions

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

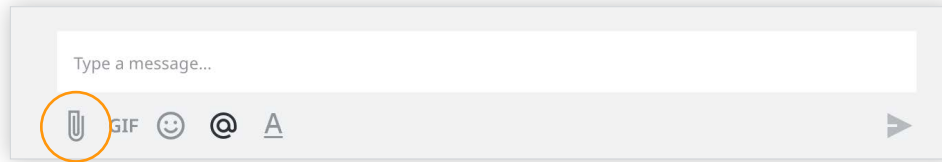
Have fun with co-workers by adding emojis and GIFs to chats. Select the **😊** for emojis or GIF to add a GIF.



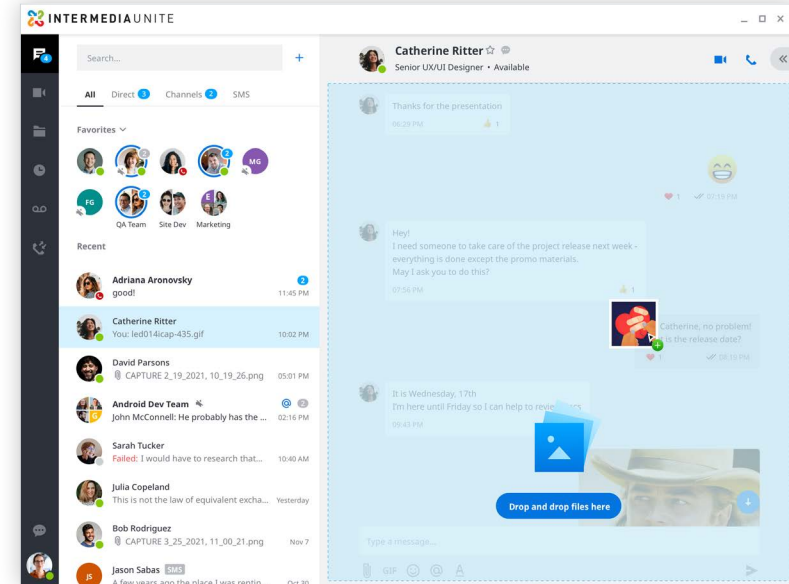
Team Chat

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

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

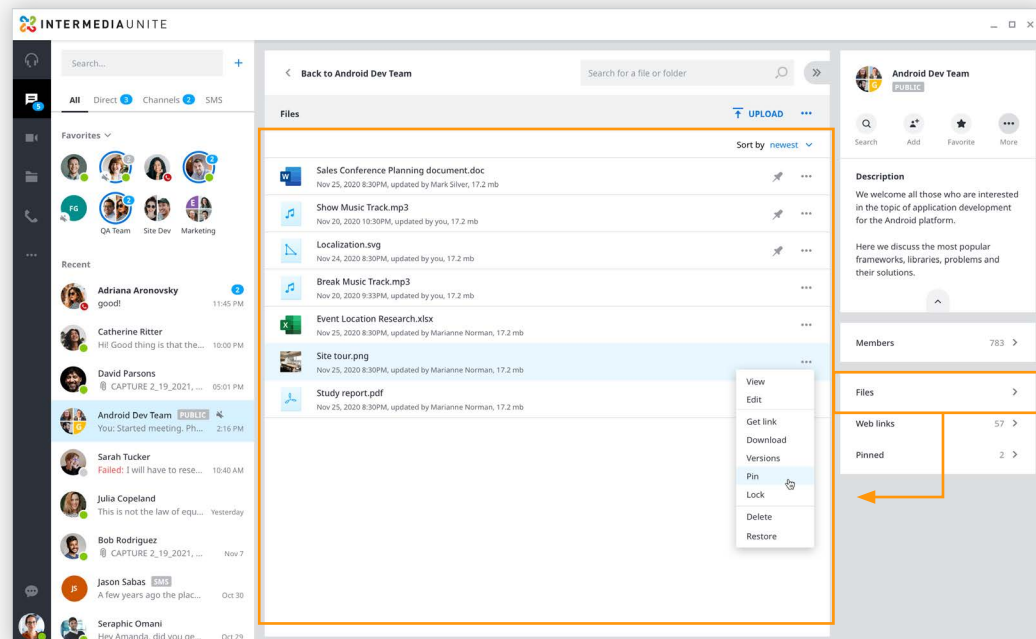


Drag and drop documents from your desktop directly into any message.



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 shows a Zoom meeting interface. At the top, there are four video thumbnails of participants: Eugene Samuels, You (Eugene S.), Anita Yo., and Amanda Veracruz. The main window displays a presentation titled "Business Process Review. Stock Chart" showing a line graph of stock prices 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 lock icon in the top right corner is highlighted by an orange box.



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

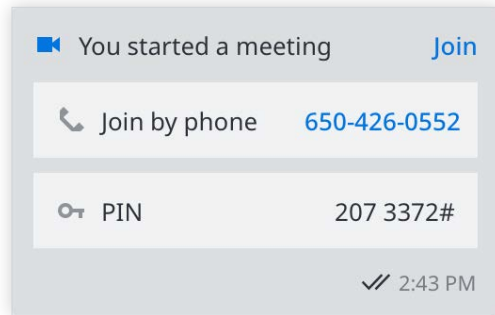
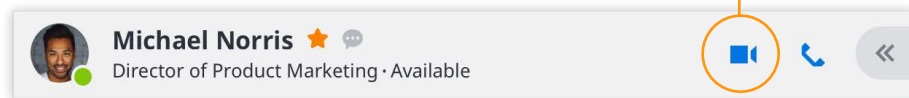
Mute/unmute, hop on camera, share your screen.

Video Conferencing*

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

Start a video conference

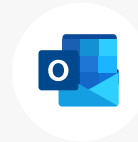
From a direct conversation or channel, select



From the meeting tab, you can:

Select "Start my meeting"
or join a meeting

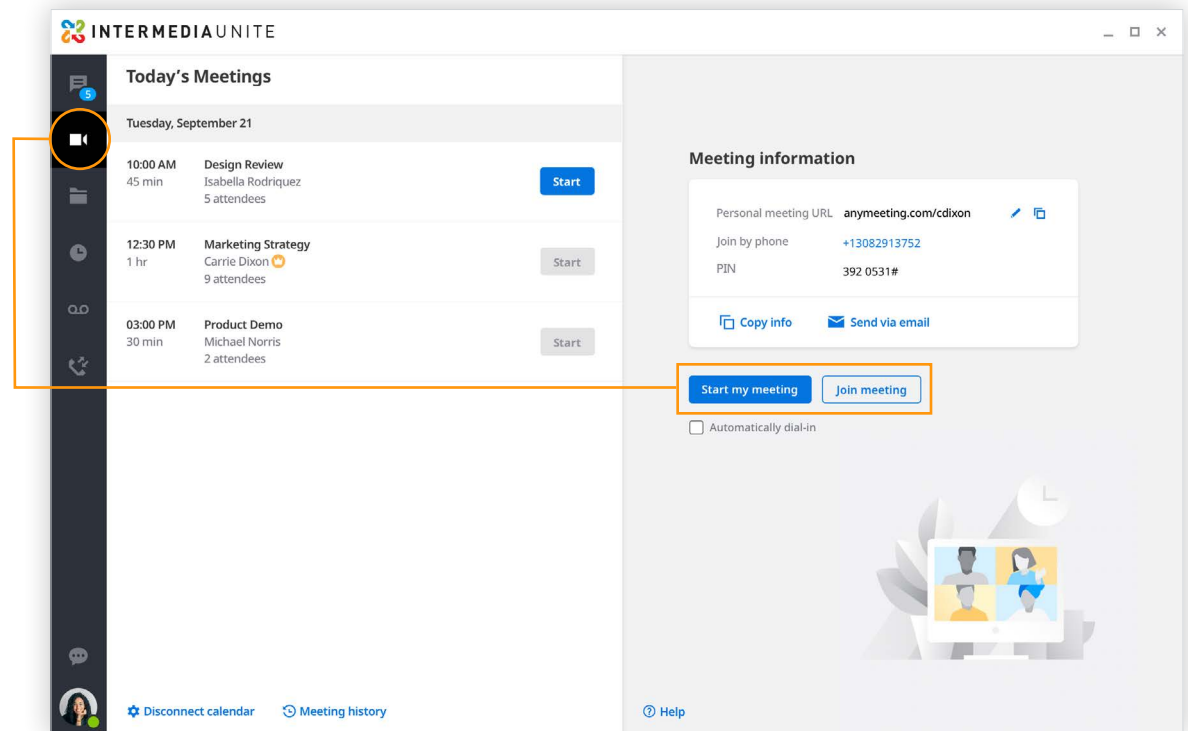
Integrate your Outlook or Google calendar so you can easily start and schedule meetings directly from your work calendar.



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 'My SecuriSync > Documents'. Callouts point to various 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; 'Access, share and manage files' points to the sidebar icon; and a star icon on the 'Backup feature launch' folder is also highlighted.

View recent files

Access Favorite files and folders

Upload, organize and store files

Access, share and manage files

INTERMEDIUNITE

INTERMEDIASECURISYNC®

Recents Favorites My SecuriSync

Search for a file or folder

My SecuriSync > Documents

UPLOAD + CREATE FOLDER SHOW DELETED

Sort by name

- Backup feature launch
- Buying Criteria
- Content base campaign
- Emails
- Files
- V1

*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

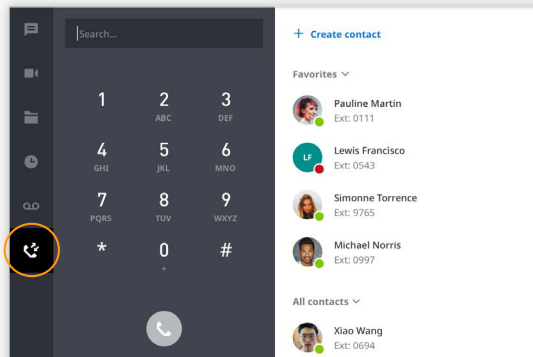
Application mode	
<input checked="" type="radio"/> Softphone	Telephone calls made over the Internet use a computer, rather than dedicated hardware
<input type="radio"/> Call Controller	Telephone calls made over the Internet use a hardware phone

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	●	●	●	●	●	●	●	●	●	●

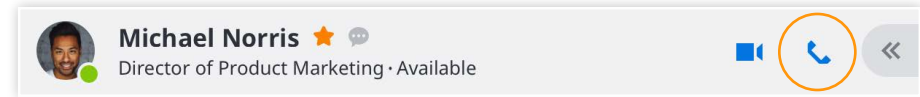
Place calls and view contacts

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

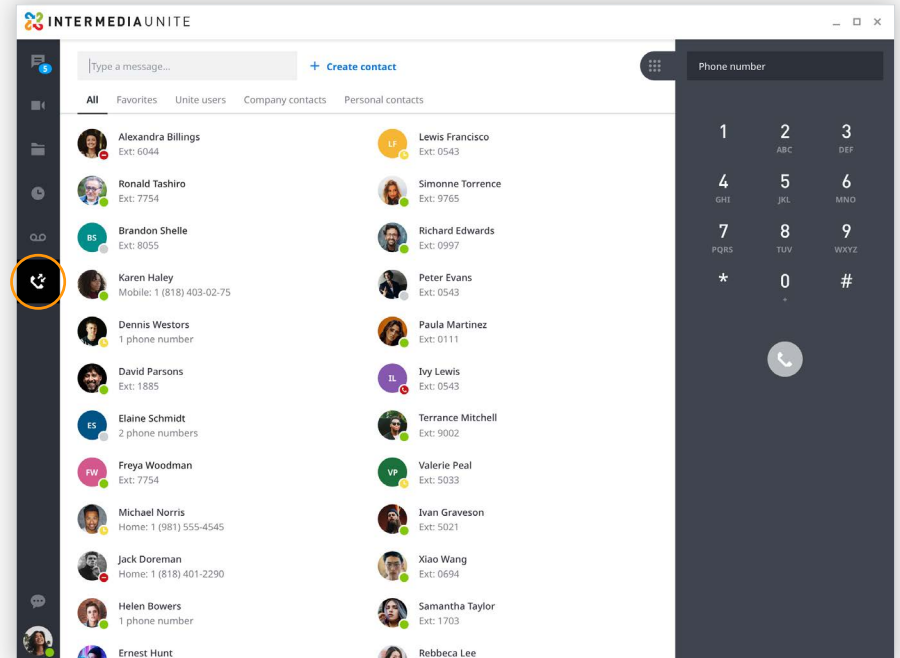
Select  to call someone from a 1:1 chat or from a contact card



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

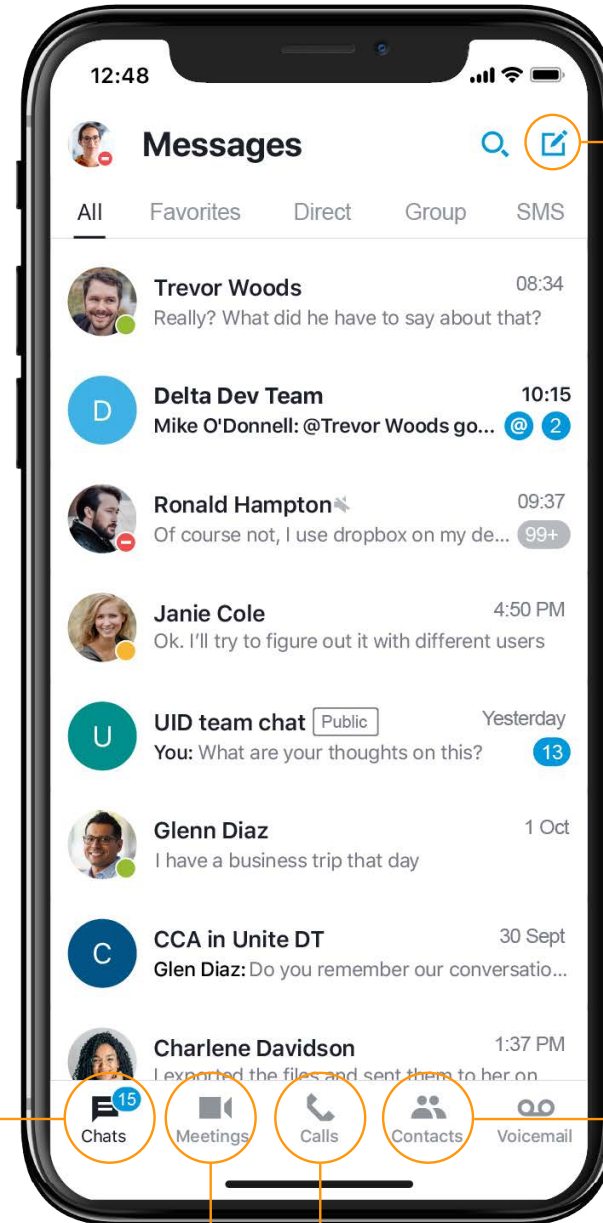
Call, chat, meet and collaborate from your mobile device with the Intermedia Unite mobile application.



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!

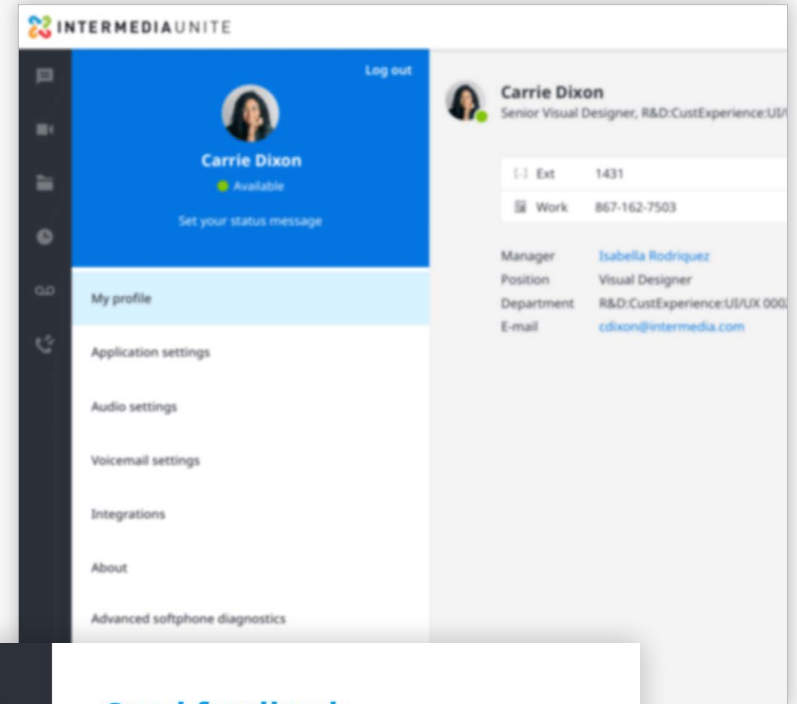


INTERMEDIA UNITE®

UNITE APPS LIVE TRAINING

REGISTER TODAY!

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



INTERMEDIA UNITE

Log out

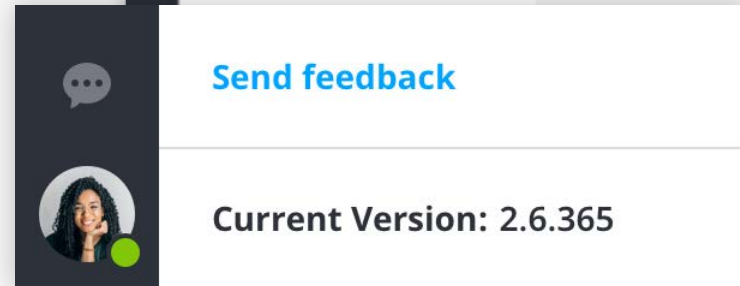
Carrie Dixon
Available
Set your status message

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

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.

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www.madronatech.com