

Intermedia

Unite

Desktop

Quick Start Guide

For on-line set-up, installation, and help files follow the below link:

<https://kb.intermedia.net/Article/38798>

For questions, changes, service to your telephone or voicemail operation please contact:

Intermedia @ 1-877-552-4729

NEVER USE YOUR SOFTPHONE FOR DIALING EMERGENCY SERVICES, (911)

The softphone is registered to your companies "Home" address and will reflect this information to the emergency response center you are connected to, NOT your current address.

Should you absolutely need to use the softphone for emergency dialing "STAY ON THE LINE" and speak to the emergency center operator and make sure they understand your current location and emergency needs.

Intermedia Unite Desktop Application

From the desktop launch the Intermedia Unite application



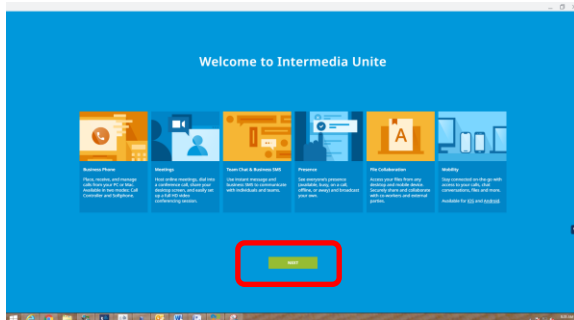
Intermedia
Unite

Enter your [User Name] (*your email address*)

Enter your [Password]

A screenshot of the Intermedia Unite login screen. It features the logo at the top, followed by the text "Please sign in to access this service". Below this are two input fields: one for the email address (containing "whayes@data-talk.com") and one for the password (masked with dots). A "Forgot password?" link is located below the password field. At the bottom is a green "LOGIN" button.

Click [Next] to proceed

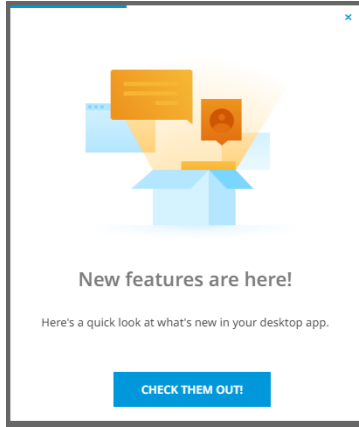


Select how you intend to use the “Desktop App”

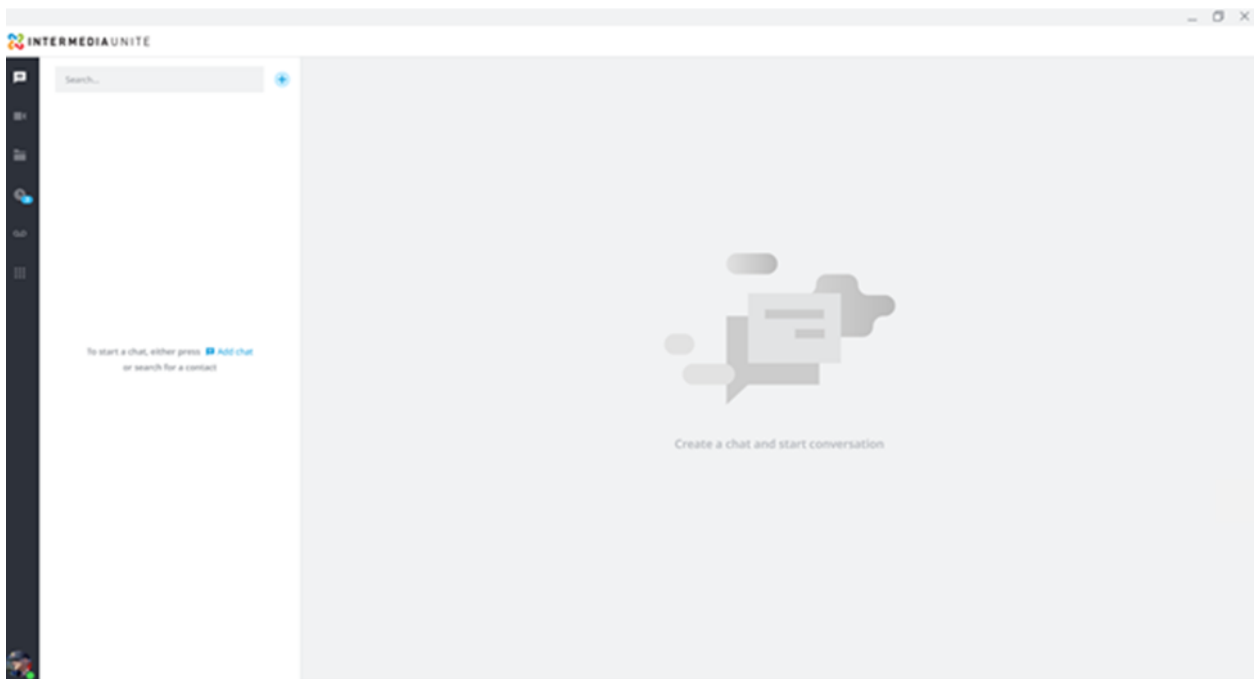
- As a softphone using your PC or laptop as a telephone device
- As a call controller using a desk phone associated to your computer
- Click [Start]

A screenshot of the Intermedia Unite operating mode selection screen. It asks the user to "Please select the preferred operating mode for the Unite Application:". There are two options: "Softphone" (with a blue icon) and "Call controller" (with a blue icon). The "Call controller" option is selected. Below the options is a green "START" button, which is highlighted with a red rectangle. At the bottom, there is a small note: "Note: Emergency calls are not supported on the Unite Desktop App."

- ☘ You may occasionally receive notifications regarding updated features in the application. You may review these features or by-pass and proceed.
- ☘ Click the [X] in the upper right hand corner to proceed.



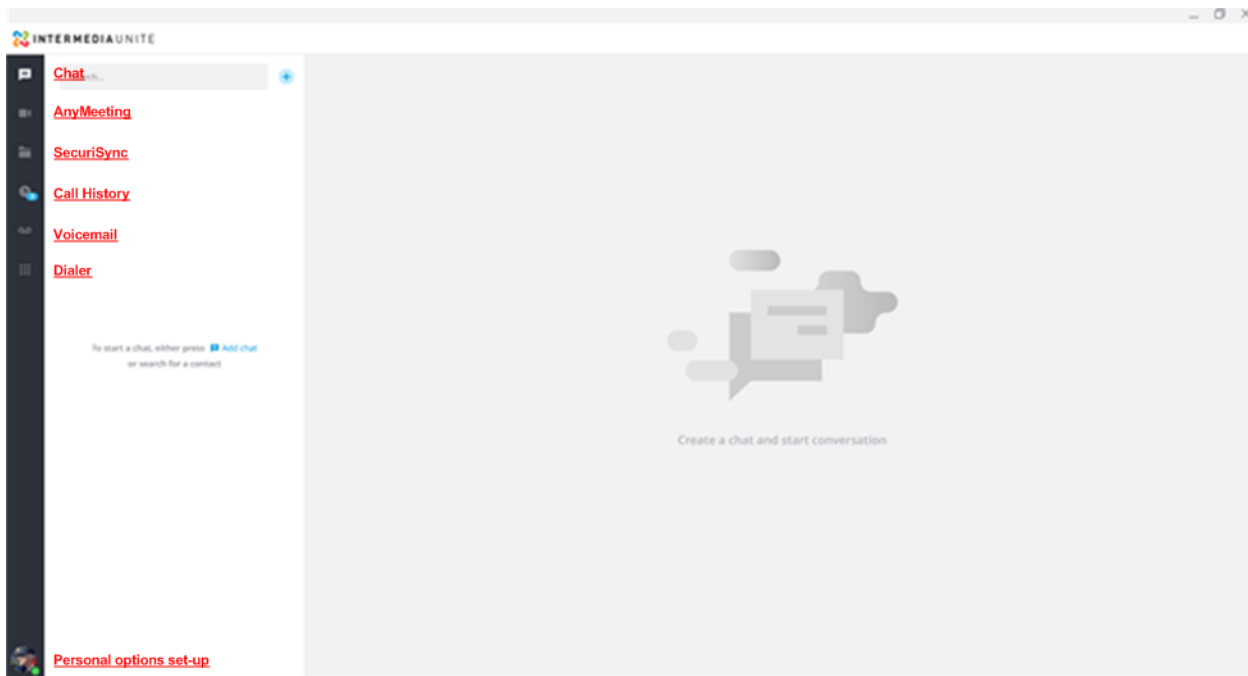
- ☘ You are now at the “Home” screen



HOME SCREEN

From the Home screen you have the options for:

- Personal options set-up**
- Chat**
- AnyMeeting**
- SecuriSync**
- Call History**
- Voicemail**
- Dialer**

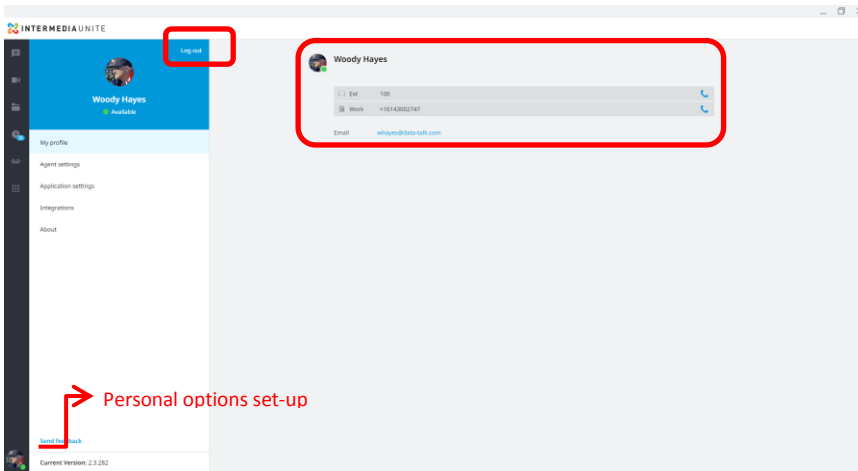


Personal Options Set-up

The “Personal options set-up” page allows you to make adjustments in what information is presented to you and what applications you wish to integrate.

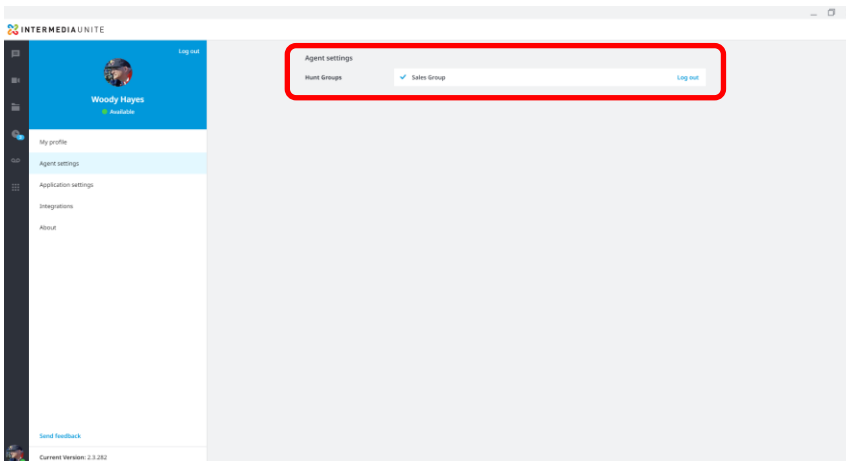
My profile

- Your assigned internal and external telephone numbers
- Your assigned email address
- This is also the location to “Logout” of the running program



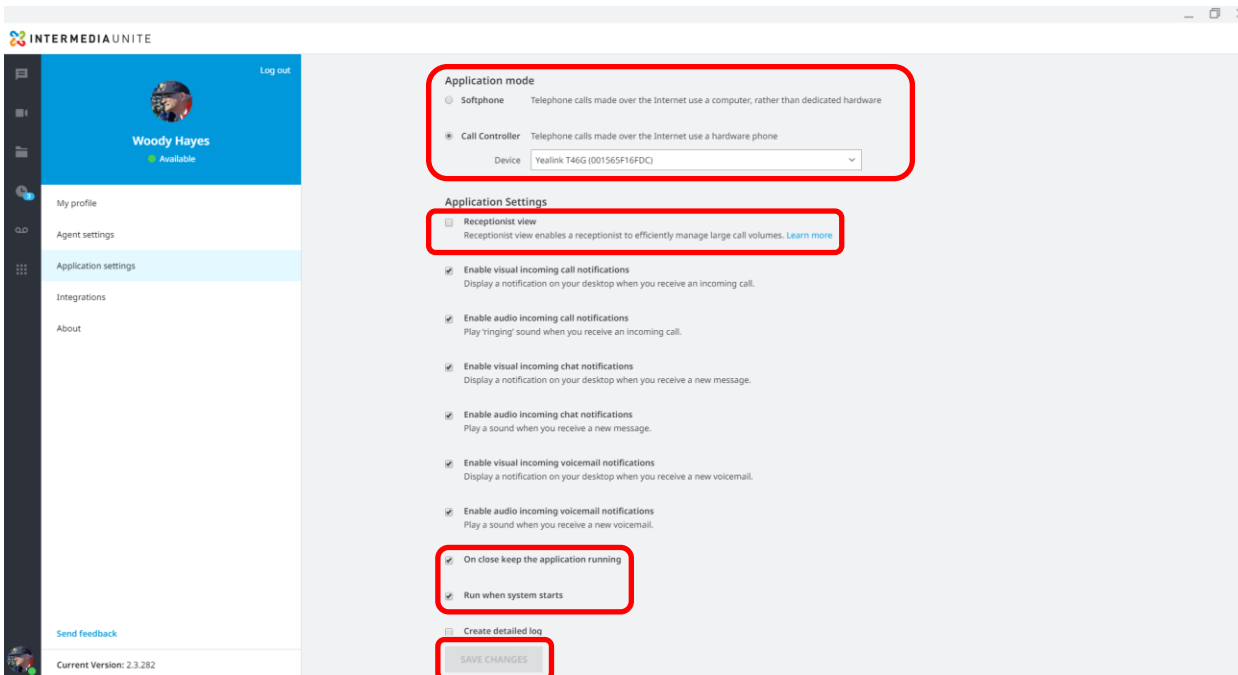
Agent settings

- This displays what “Groups” you may belong to and allows you to Login or logout of them



Application settings

- This page allows you to control what application mode you wish to use along with notification settings you wish to turn on or off
- It is also the page that tells the application whether to “Shut Down” when exiting or run in the background. Along with whether it should automatically start up when you turn on your PC or laptop.
- **Reception view**
 - Note: by default the “Reception view” is disabled. Most users prefer to “Enable” this feature to allow the application to show other Intermedia Unite users status. Click the box and [SAVE CHANGES] to activate



INTERMEDIA UNITE Log out

Woody Hayes
Available

My profile
Agent settings
Application settings
Integrations
About

Send feedback
Current Version: 2.3.282

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
Device: Yealink T46G (001565F16FDC)

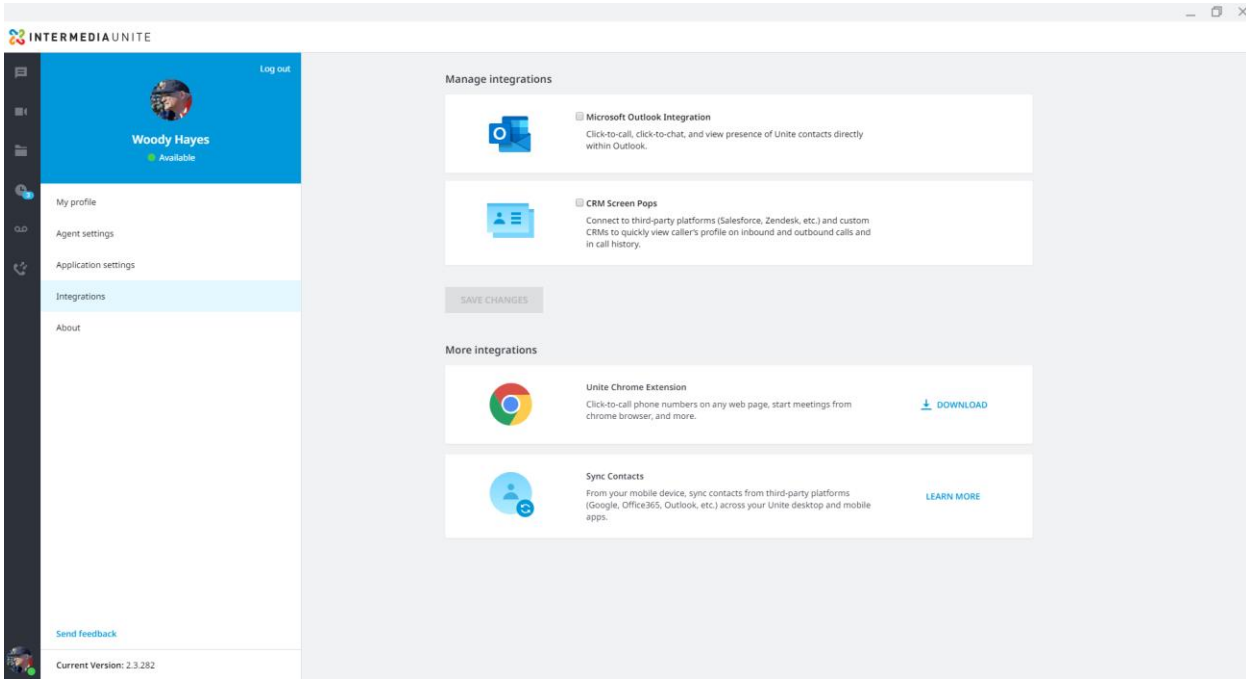
Application Settings

- Receptionist view Receptionist view enables a receptionist to efficiently manage large call volumes. [Learn more](#)
- Enable visual incoming call notifications Display a notification on your desktop when you receive an incoming call.
- Enable audio incoming call notifications Play 'ringing' sound when you receive an incoming call.
- Enable visual incoming chat notifications Display a notification on your desktop when you receive a new message.
- Enable audio incoming chat notifications Play a sound when you receive a new message.
- Enable visual incoming voicemail notifications Display a notification on your desktop when you receive a new voicemail.
- Enable audio incoming voicemail notifications Play a sound when you receive a new voicemail.
- On close keep the application running
- Run when system starts
- Create detailed log

SAVE CHANGES

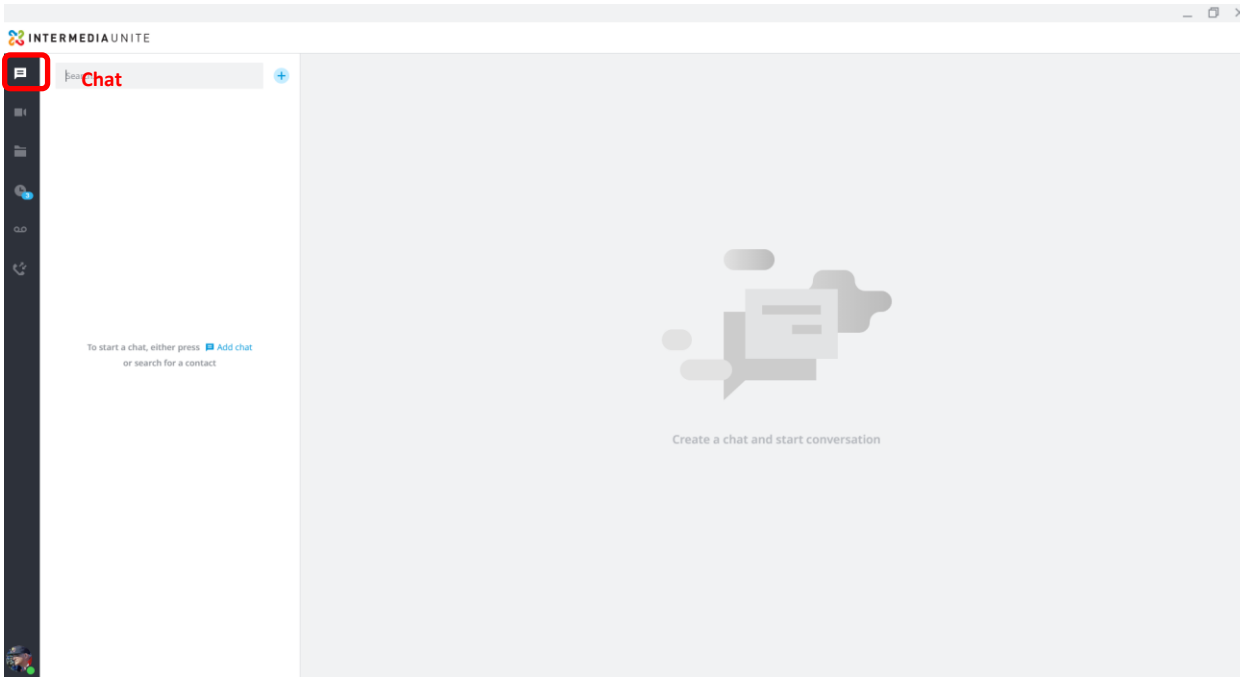
Integrations

- The integration page allows you to activate “Integrated” features to your desktop app. You can synch your outlook contacts and many of the current CRM programs.
- If using Chrome as your browser you may download a Chrome plug-in which allows you to dial directly from websites.



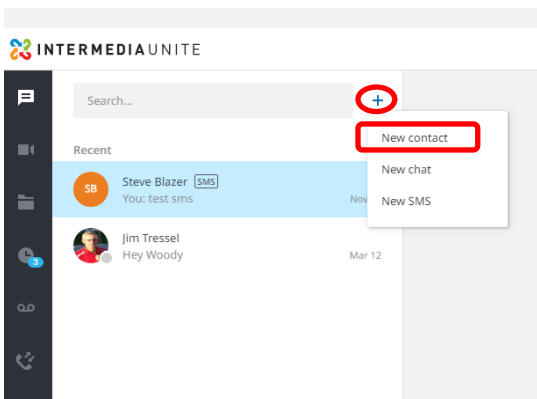
Chat

- Chat allows you chat with other Unite user and send SMS messages to external contacts via your desk top app.
 - Note:** When sending SMS messaging from your desktop app. the number displayed will be that of your personal 10-digit assigned phone number. NOT the company's main published number
- Chat is where you can create new personal contacts that only you may view



Create your contacts

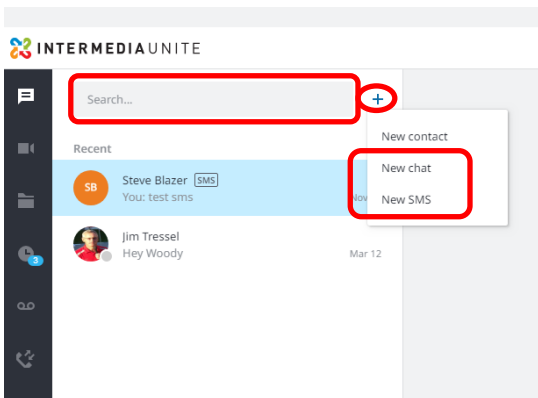
- Select the + sign at the top of the screen
- Click on "New Contact"



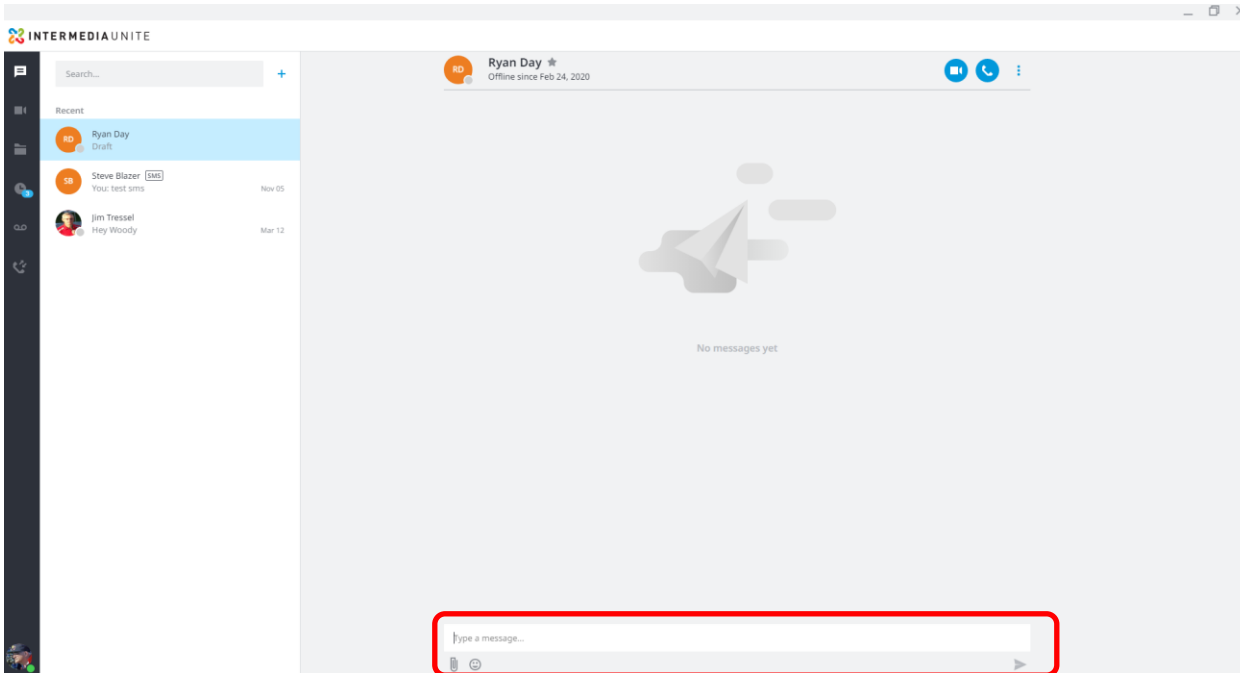
- Complete the contact card with the information you require
- Then click create

Send a “Chat” or “SMS” message

- Select the + sign at the top of the screen
 - Click on “New chat” or “New SMS”
 - You may also use the [Search...] window to locate your contact
 - Selecting Chat only provides Intermedia Unite contacts
 - Selecting SMS provides a list of all Intermedia Unite and personal contacts you have created.
- Remember you can ONLY SMS to a device that accepts an SMS message, I.E. a cell phone.

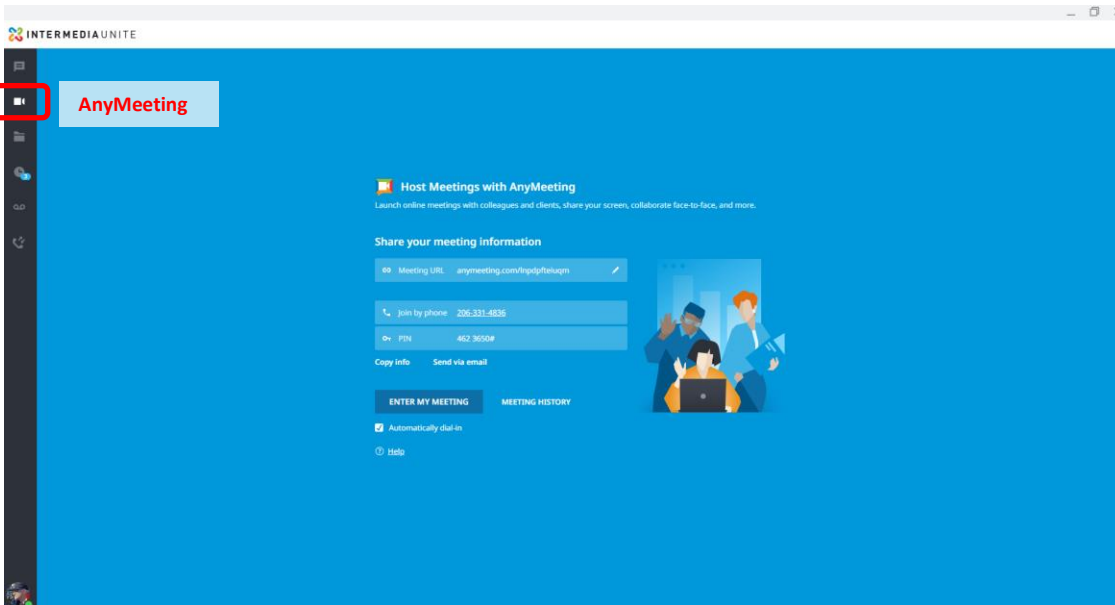


Proceed by typing your message. You may press the > [Send] icon or press [ENTER] to transmit your message

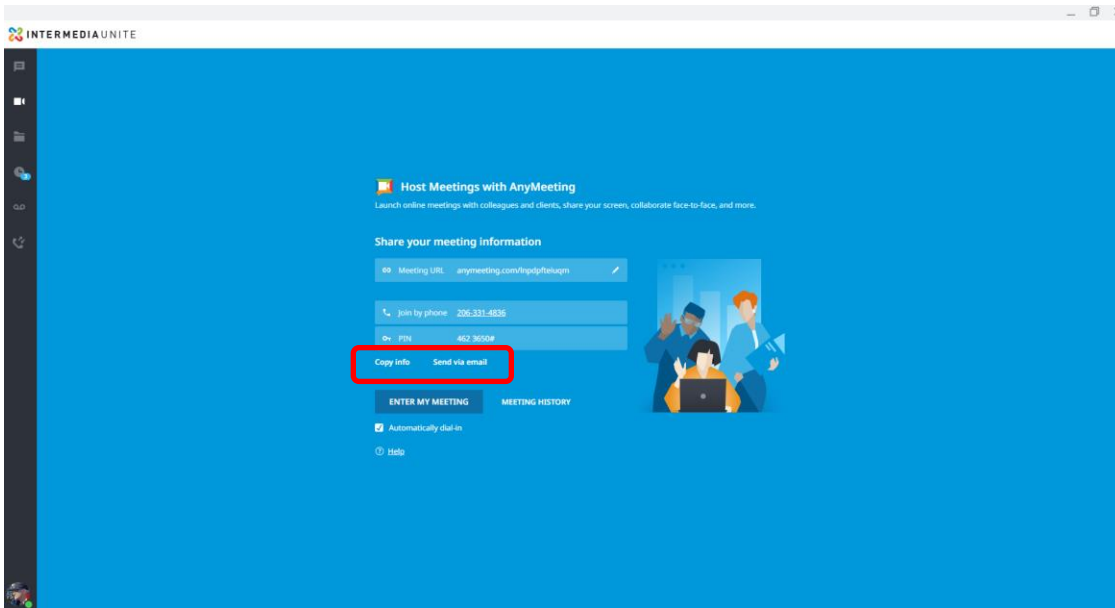


AnyMeeting

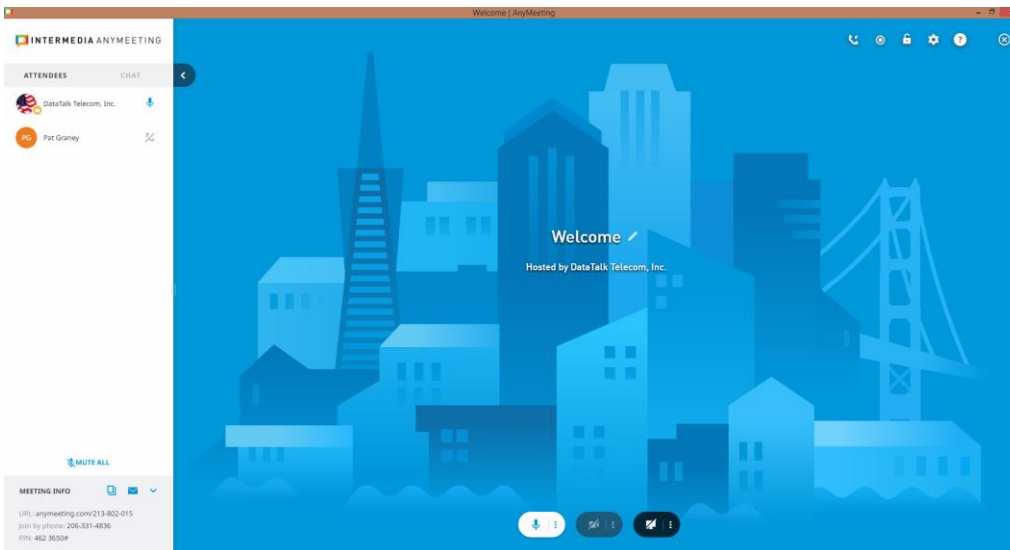
- AnyMeeting allows Intermedia users and external contacts to collaborate on projects by sharing their desktops.
 - Note: AnyMeeting is NOT a desk top control program such as "Teamviewer" or other support software's.



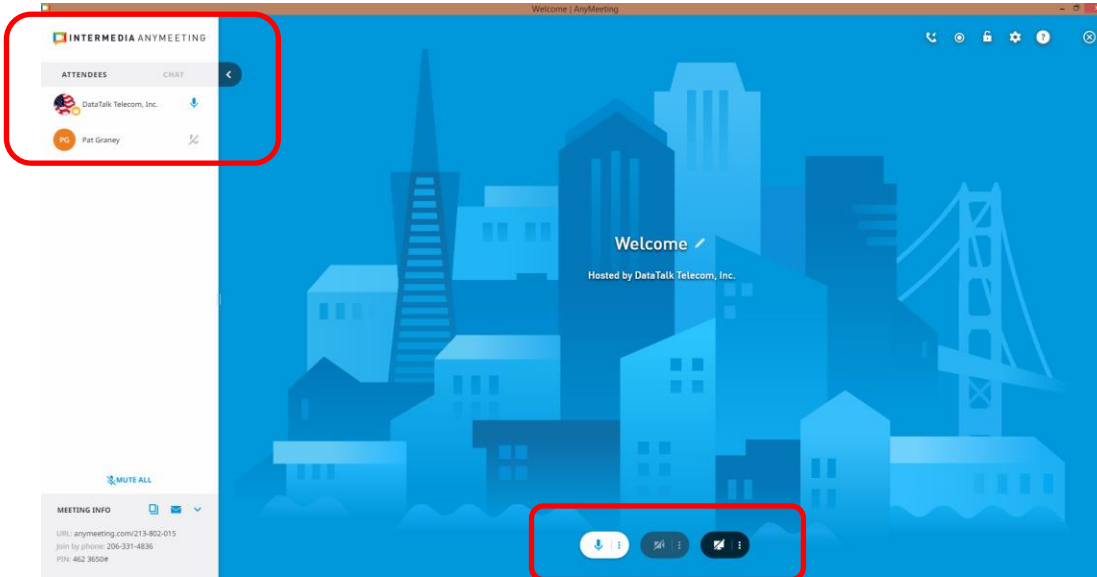
- You must first send your invite to the meeting attendee(s)
 - Select the “Send via email” option. This will open a new email message for you populated with the required attendee information.
 - Enter the recipients’ addresses and send.
 - If you prefer to send the invite via a appointment/meeting scheduler you can also click on “Copy info” and paste the meeting information into the body of your invite.



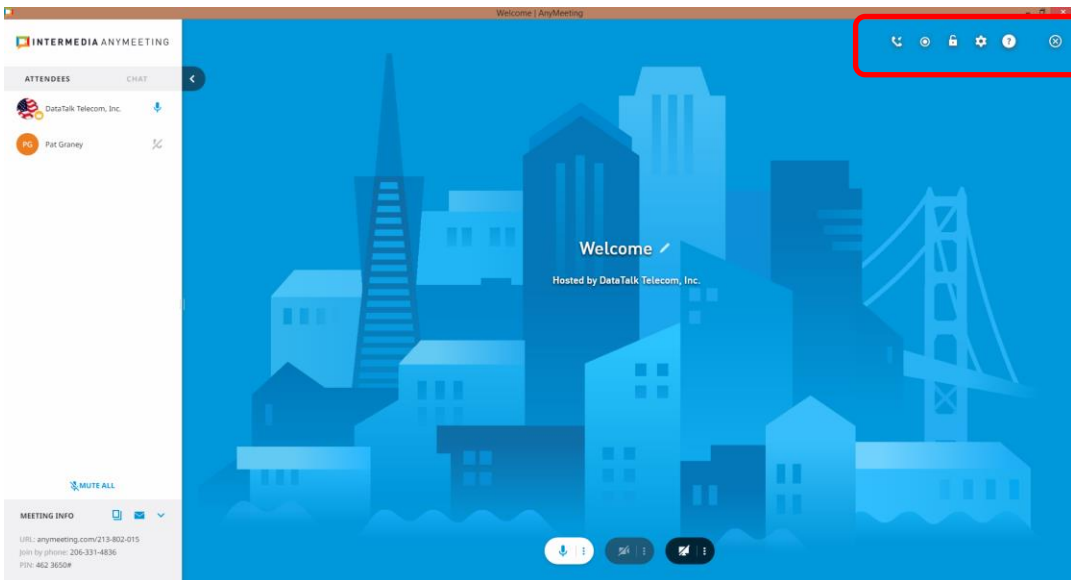
- To enter your meeting select the “ENTER MY MEETING” icon.
 - *Note:* If the “Automatically dial-in” box is pre-checked your desk phone will automatically dial the access number for you.
 - Your meeting will now appear.



- 🌐 As members join your meeting you will see them added to your list of “Attendees” to the left.
- 🌐 You can control the following items:
 - If using your PC/laptop microphone.
 - You can activate your PC/laptop camera for video conference.
 - Reminder attendees must have the ability to use a camera to share with you.
 - Share your desk top screen so attendees can see items you may be displaying on your PC/laptop. I.E. a PowerPoint presentation.



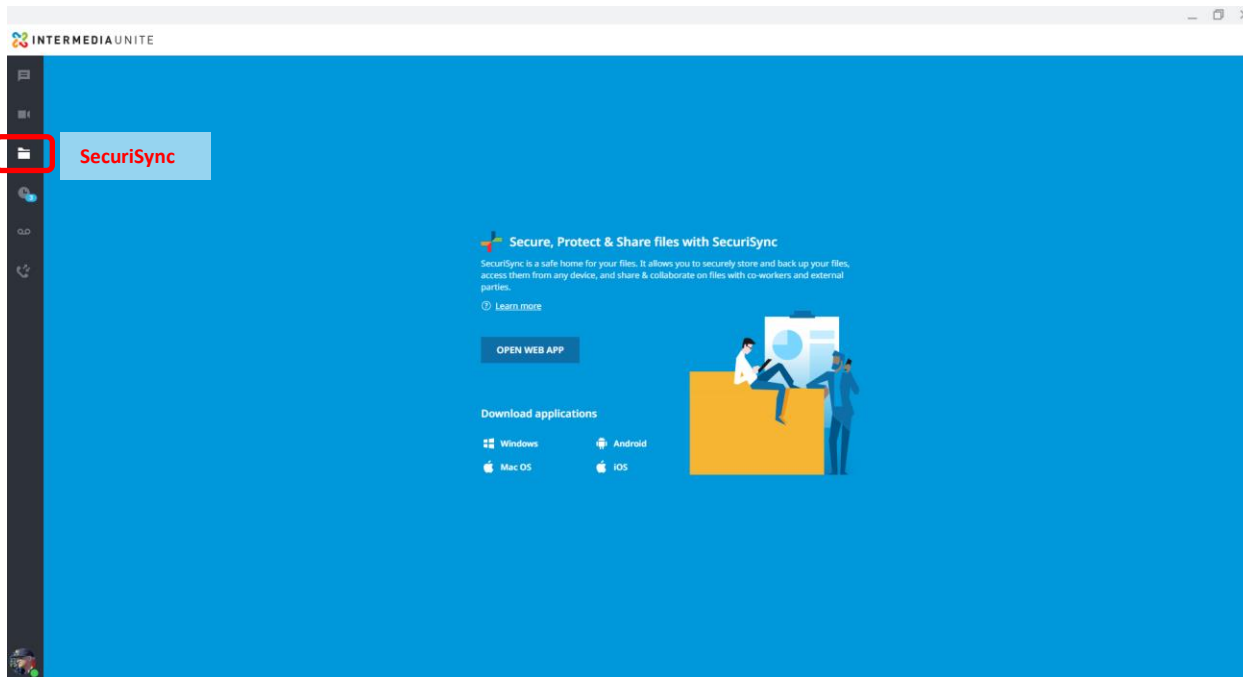
🌐 You can **[LOCK]** and **[END]** your conference using the controls at the top right of your screen.



SecuriSync

SecuriSync is a cloud based file backup and sharing portal that allows you backup your personal files and share them with others using the Intermedia cloud services.

Check with your system administrator for policy of usage.



Call History

View all of your call history from calls placed, received, and missed.

INTERMEDIAUNITE

All Missed calls

TODAY

2063314836 AnyMeetingBridge	Outgoing	11:35 AM	00:07
2063314836 AnyMeetingBridge	Outgoing	11:26 AM	00:05
2063314836 AnyMeetingBridge	Outgoing	10:34 AM	00:10
DataTalk Demo 200	Outgoing	9:32 AM	00:14
Jim Tressel 102	Outgoing	9:31 AM	00:00
Jim Tressel 102	Outgoing	9:31 AM	00:00
DataTalk Demo 200	Outgoing	9:30 AM	00:00

FEBRUARY 24, 2020

Jim Tressel 102	Missed	11:18 AM	
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FEBRUARY 21, 2020

6147255708 External contact	Outgoing	1:01 PM	01:24
6147255708 External contact	Outgoing	1:01 PM	00:25

FEBRUARY 19, 2020

6143602939 External contact	Outgoing	11:18 AM	00:03
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By hovering over the call record icon you can complete the following:

- Create contact
- SMS
- Dial back number

INTERMEDIAUNITE

All Missed calls

TODAY

2063314836 AnyMeetingBridge	Outgoing	11:35 AM	00:07	SMS
AnyMeetingBridge		1:26 AM	00:05	
+12063314836	Primary	0:36 AM	00:10	
DataTalk Demo 200	Outgoing	9:32 AM	00:14	
Jim Tressel 102	Outgoing	9:31 AM	00:00	
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DataTalk Demo 200	Outgoing	9:30 AM	00:00	

FEBRUARY 24, 2020

Jim Tressel 102	Missed	11:18 AM	
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FEBRUARY 21, 2020

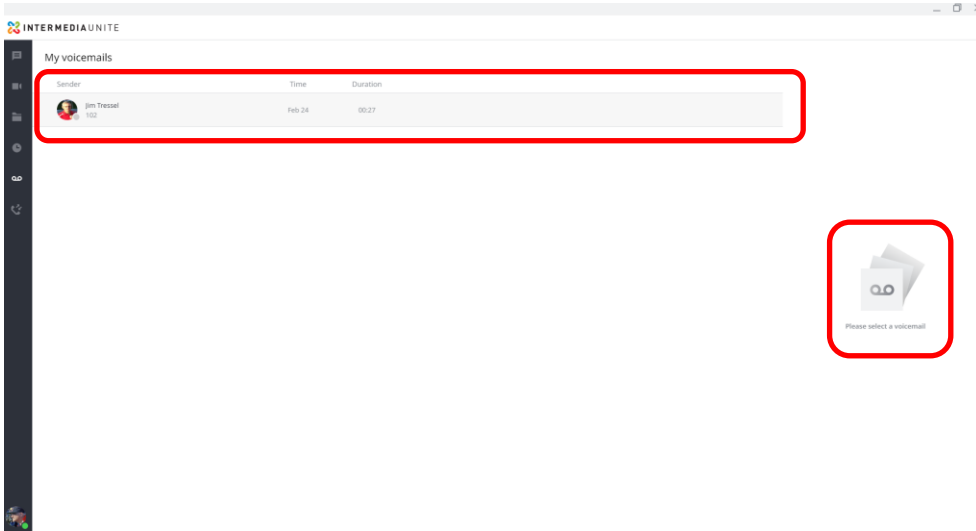
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FEBRUARY 19, 2020

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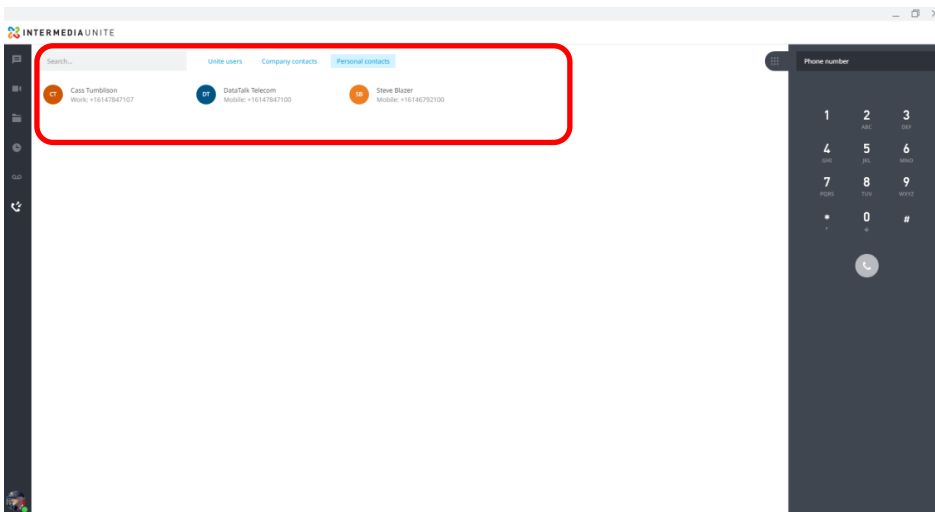
Voicemail


- View “New” and “Saved” voicemail messages
- Click to select a message and:
 - Play voicemail messages
 - Dial back senders.

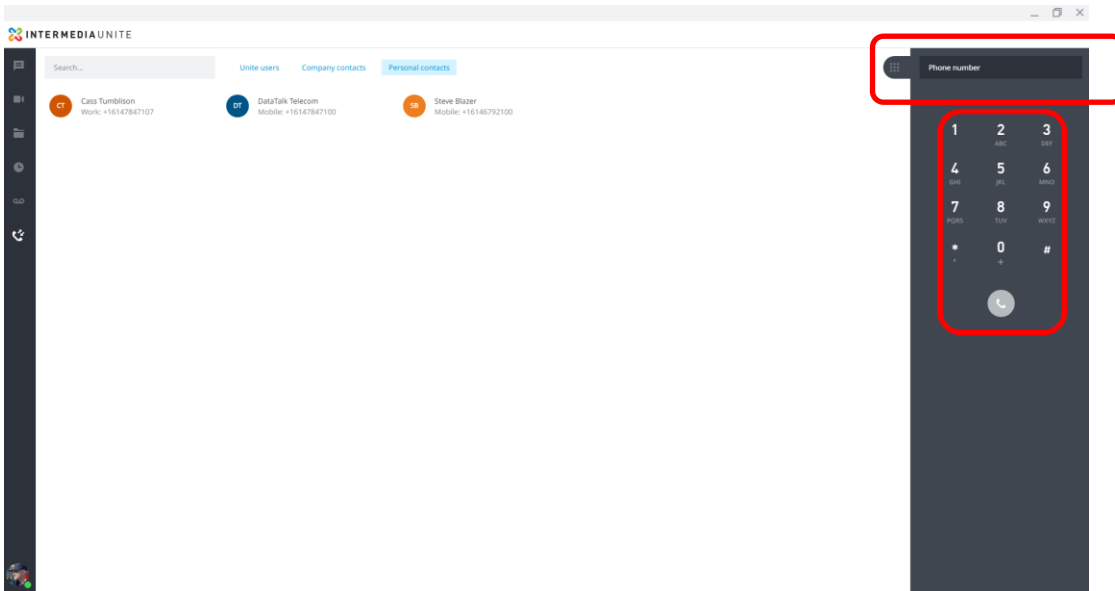


Dialer

- Use dialer to place calls to:
 - Unite users
 - All listed company contacts, I.E. Conference Room phone that is not a “User”
 - Personal contacts you have created



 You can use the “Sidecar” to type in and send numbers or use its dial pad to route through automated attendant greetings.



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