

Intermedia

Unite

Mobile

Quick Start Guide

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

<https://kb.intermedia.net/Article/39499>

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)

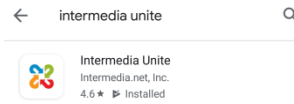
The softphone is registered to your companies "Home" address and will reflect this information to the emergency response center you are connected to, NOT your current address.

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 Mobile Application

“Please note this documentation was written using a Samsung Note 4 Android based operating system. All feature operation will function in the same manner across all device types. Your icon appearance and locations may slightly differ from the images in this document.”

🌀 Browse to your App Store to download and install the Intermedia Unite Mobile App



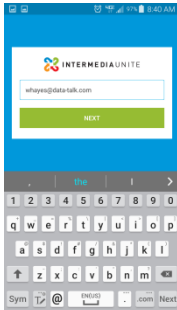
🌀 Launch the Intermedia Unite application upon completion of installation



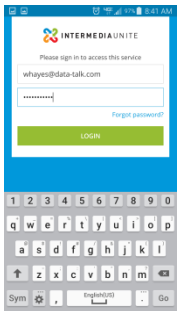
Intermedia
Unite

🌀 At the “Welcome to Unite” screen you may view or skip the tour

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

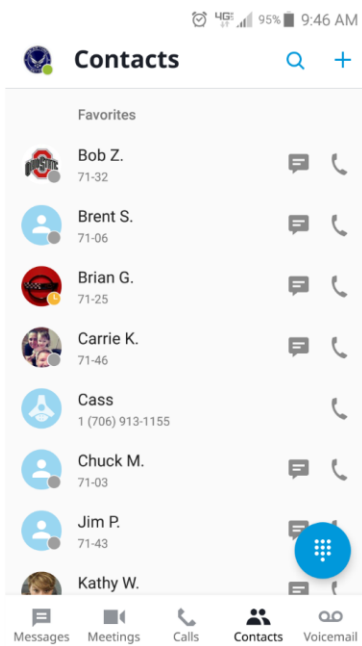


🌀 Enter your [Password] (*See your system administrator*)



- 🌐 You will be asked a series of questions:
 - Allow Unite to access your contacts?
 - If you allow this it will pull all of your cell phone and Unite contacts into the App.
 - User preference
 - Allow Unite to access photos, media, and files on your device:
 - User preference
 - Allow Unite to record audio
 - **ALLOW**
 - Allow Unite to make and manage phone calls?
 - **ALLOW**
 - iPhone will ask you if you would like to integrate the SIRI App.
 - User preference

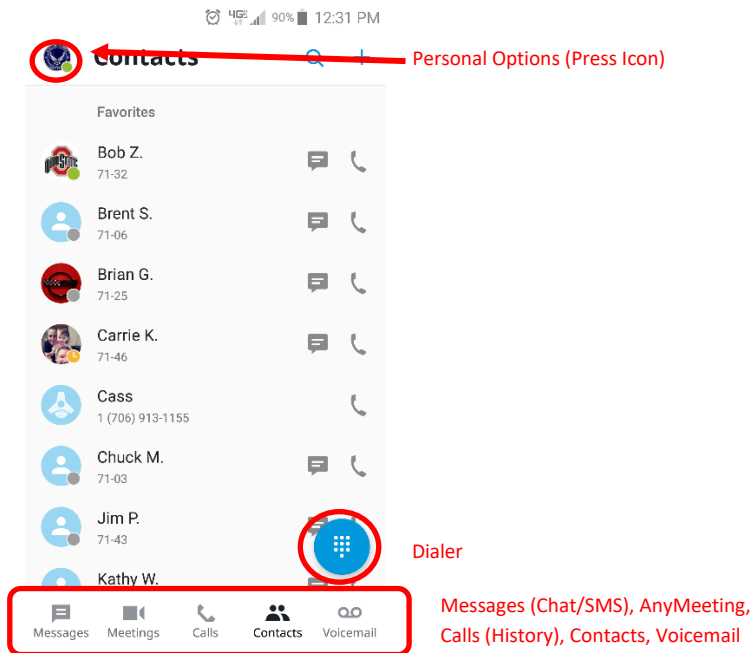
🌐 You are now at the “Home” screen



HOME SCREEN

From the Home screen you have the options for:

- **Personal options set-up**
- **View, Dial, Chat with contacts**
- **View Call History**
- **View Chat history**
- **View Voicemail**
- **Dialer to place calls**

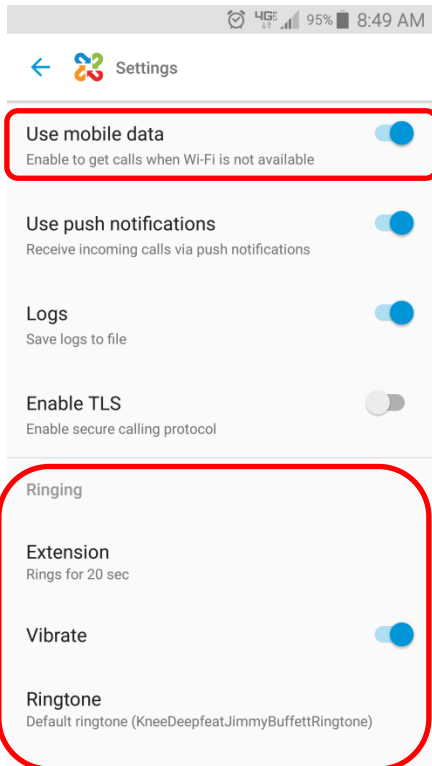


Personal Options Set-up

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.

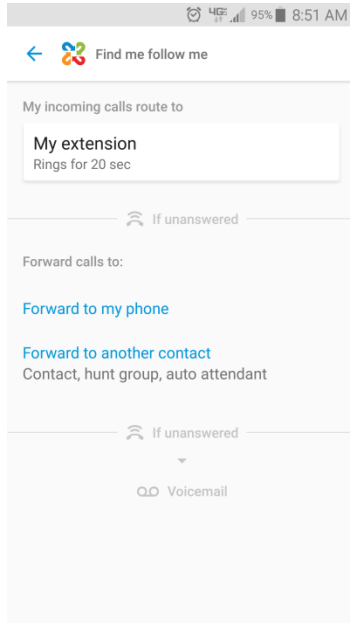
Settings

- Make adjustments based on user needs
 - If you have a limited data plan you may set the device so it will only function if connected to your WiFi network
- Adjust how long you would like your device to ring before forwarding to your Intermedia voicemail box
- Set whether the device should also vibrate on incoming calls
- Set your ring tone



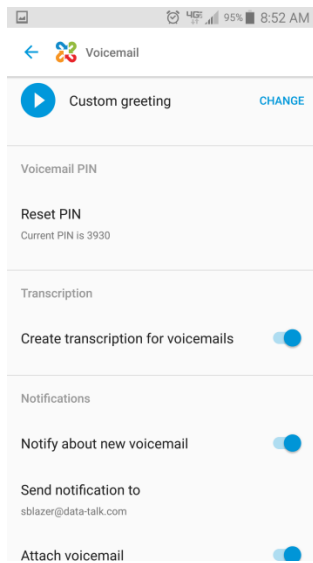
Find me follow me

- This feature allows you to “Hard Forward” your calls to another number or contact in the Unite system. It is typically not set-up as you are using the mobile App to control your call routing.



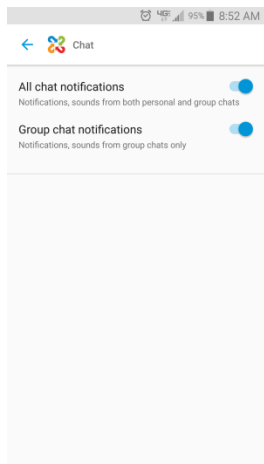
Voicemail

- Adjust voicemail features, reset your PIN, or record a new greeting for your voicemail



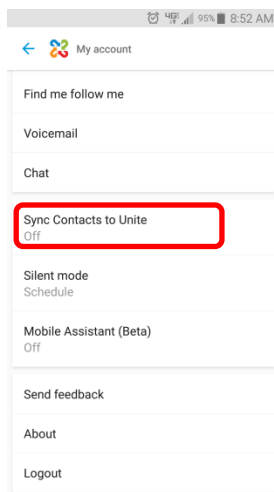
 **Chat**

- Adjust chat notification preference



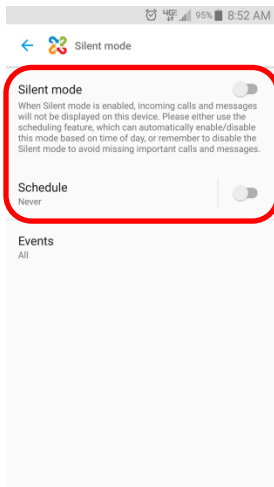
 **Sync Contacts to Unite**

- If you have inadvertently synchronized your phones contacts to the Unite App you can turn this off here. In the same should you later determine you would like to sync contacts you can activate.



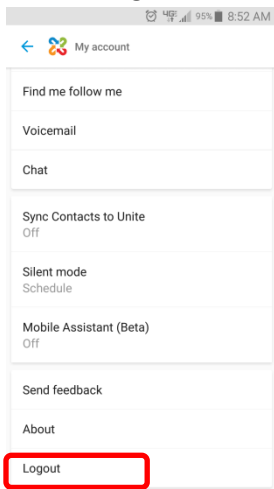
Silent mode

- Silent mode allows you to “Silence” the App without having to completely log out of it. When in silent mode your App will not receive any incoming calls. The App remains active and you can still use it to place calls and chat messages. You would utilize this feature to silence your device say in the event you were attending a meeting.
 - Schedule allows you to set a “Pre-Determined” time to when you would like the App to be available. Example: Only turn on Monday through Friday at 8:00AM and automatically turn off at 5:00PM.
 - Even if you have the scheduler set you can still over ride by using the “Silent mode” option.



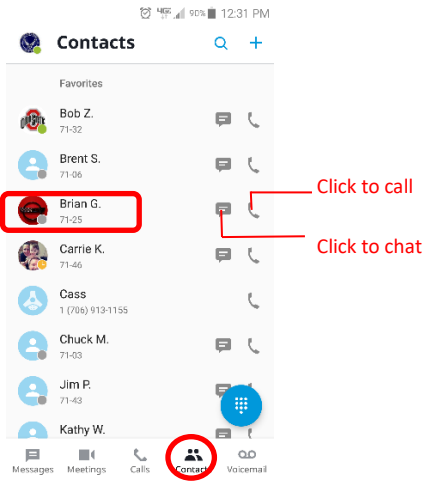
Logout

- Logout will completely shut down the running App



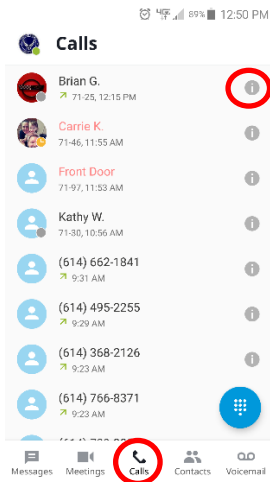
Contacts

- 🔗 Contacts allows you to:
 - View current status of other Unite users
 - Place direct calls to users or synched contacts
 - Send chat messages to other Unite users




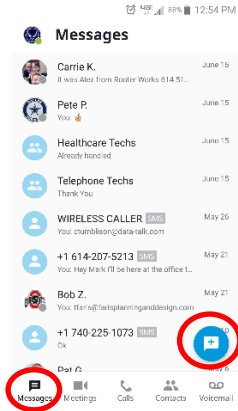
History

- 🔗 View incoming, outgoing and missed calls.
 - Select a call detail record to return the call
 - Select the (!) icon to view details, send chat or SMS message, add as a contact




Messages (Chat / SMS)

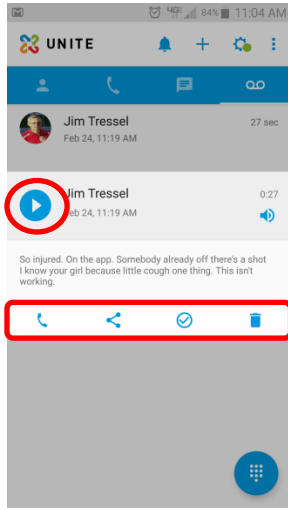
 View current chat history or select (+) to start a new chat or SMS message.



Voicemail

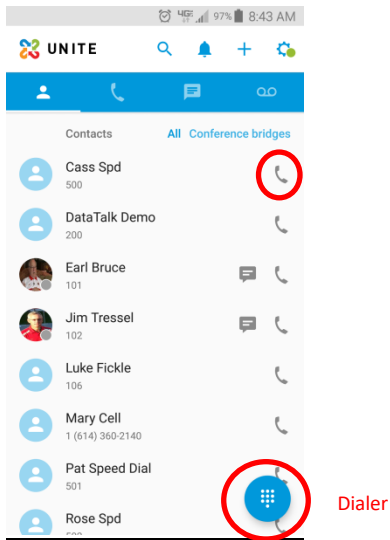
 View voicemail messages currently in your inbox.

- Select the message to:
 - Play
 - Callback
 - Share/Forward message
 - Mark as new
 - Delete

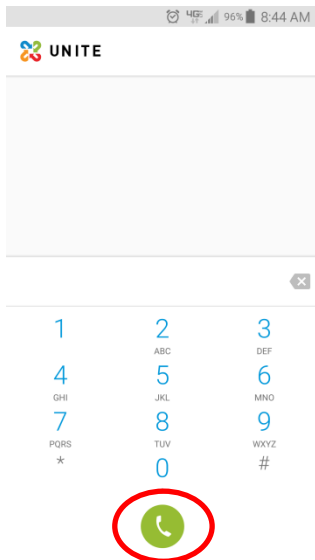


Placing calls

- When placing calls from your App to external numbers it will always display your Unite user assigned caller ID number. Not your cellular device number
- You can place calls to other Unite users or contacts by selecting the handset icon next to their name
 - If placing an external call select the “Dialer” icon

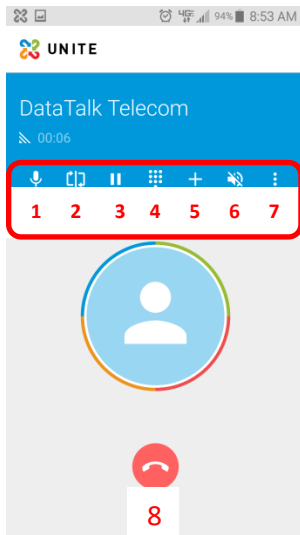


- Dial number then select “Send”



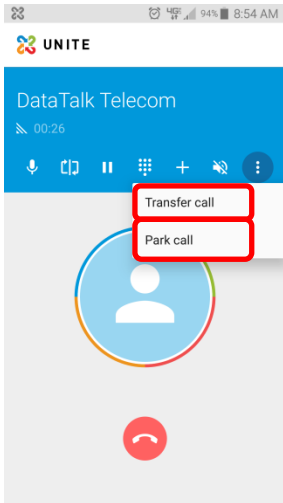
Call processing

- ✚ While connected you will be presented a series of options
 - 1= Mute Microphone
 - 2= Flip call back to your desktop device
 - 3= Place call on hold
 - 4= Activate dial pad
 - May be required to enter digits into an automated attendant
 - 5= Add 2nd party to create a conference call
 - 6= Turn On/Off speaker phone
 - 7= More options
 - Transfer call
 - Park call
 - 8= Hang-up



More Options

- “More” options presents the window to allow you to transfer or park your current call. Select the option to complete.
 - Transfer
 - Press Transfer
 - This will open your contacts list
 - Select a contact and press the handset icon next to their name to complete
 - Park
 - Press Park
 - The system will automatically select the available Park zone and complete the process. *As the call is Parked the system will announce which zone it has been placed*



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