



## The Edge Elevate Unified Communication platform features include:

### Phone System

- Cloud-based phone service with 90+ enterprise-grade calling features and excellent network call quality and uptime
- System configuration and call reporting are managed from a single web-based portal
- Protect your business and increase employee productivity with Spam Caller Protection

### Mobile

- The Mobile App makes any smart phone an essential collaboration tool
- Extend your business phone number and extension to your mobile phone
- Place and receive calls, see who is available, chat with colleagues and manage voicemail —anytime, anywhere

### Desktop

- The Desktop App empowers employees with the flexibility to communicate the way that works best for them
- See who is available, chat with colleagues, place and receive calls, share screens, start video calls and share files—all from one application
- Use desktop application to place and receive calls or as a call controller for your associated desk phone or as a soft phone from your PC or Mac®

### Video Conferencing

- Face to face meetings via HD video eliminate unnecessary travel and empower teams with remote members to be more productive
- Establish a personal connection with customers and business partners, and improve internal communication between offices

### Screen Share

- The computer desktop can be shared in real-time, improving collaboration and speed of decision making
- Viewers see desktop content via web browser in full HD. No downloads or browser extensions required

### Remote Office

- Our preconfigured phones can be plugged in to any location that has an internet connection
- Remote desk phones work exactly the same way as they do in the office, with access to all the same features and functionality as everyone else in the company

### Contact Center

- Provide exception customer interactions with customizable call flows
- Voice, chat, and e-mail queues combine into a single omni-channel experience

### Phone

- Intermedia Unite phones are plug and play, delivered pre-configured to work seamlessly with the Unite service
- No special setup or technician required
- Includes world-class manufacturers such as Polycom, Cisco and Yealink, with many models to choose from to meet any business need

### Voicemail

- Intermedia Unite voicemail can be managed and accessed according to user needs. Listen and manage from the desktop phone, or through the mobile app
- Transcribed voicemail messages can be delivered via email, or viewed on the mobile app
- Voicemail can be received or forwarded as a downloadable email attachment

### Presence Indicator

- Intermedia desk phones and applications include presence – the ability to see whether your company contact is available, or busy on the phone
- Desktop phones include a busy lamp field (BLF) in the LCD display that indicates presence
- The Intermedia desktop and mobile apps display presence information alongside each contact in the Active Directory

### Fax

- Intermedia WebFax is a “virtual” fax service that allows users to receive and manage faxes via the web or email
- Transmits faxes directly from a Windows®-based PC
- Senders simply dial the WebFax number from their fax machine, as they normally would

### Team Chat & Business SMS

- Send and receive unlimited text messages across US, Canada, and Puerto Rico
- Chat and SMS messages automatically synchronize across mobile and desktop apps
- Chat and SMS messages are securely encrypted in transit and at rest
- Sync contacts from popular third-party platforms (Office 365, Google, and more)

### File Collaboration & Backup

- 2 GB per user of SecuriSync® file storage included
- Access files from desktops, laptops, smartphones, tablets, file servers, and the web
- Full control over files, users, devices, and sharing activities
- Real-time backup of all files, mobile photos, and videos
- Point-in-time file restoration for quick recovery from ransomware and other types of data loss