

Unite package comparisons for quoting

The following table lists the main services included with each license for the three Unite packages (unless noted as an account-level service), and those services that are add-on/upgrades for additional costs.

Service/add on	Essentials	Pro	Enterprise
High-level description	Basic phone service with chat, presence, and limited video meeting capabilities	Advanced phone system, full collaboration suite with cloud storage and video meetings on multiple devices	Pro with boosted meeting capacity and more 3 rd party integration capabilities
User profile	Basic business users, e.g., front-line retail, and administration	Collaboration users, e.g., knowledge workers, outbound/field sales, remote workers	Power users, e.g., executives, inbound/outbound sales and service, large meeting hosts
License type/pricing model	Per user		
Mix and match	Yes		
Services included with each license (without additional cost)			
Number of concurrent end points	1 phone, plus desktop and mobile apps	5 devices, plus desktop and mobile apps	
Free calling in US, Canada, Puerto Rico	Unlimited		
Local phone number and extension	✓	✓	✓
HD-quality voice	✓	✓	✓
Programmable line keys	✓	✓	✓
Change phone idle screen display	✓	✓	✓
Call pick up, waiting, transfer, and hold	✓	✓	✓
3-way, and extension-to-extension calling	✓	✓	✓
Call park and call park pickup	✓	✓	✓
Caller ID	✓	✓	✓
Call history	✓	✓	✓
Paging	✓	✓	✓
Intercom	✓	✓	✓
Music on hold	✓	✓	✓
Do not disturb	✓	✓	✓
SPAM call blocking/tagging	✓	✓	✓
911 admin notification	✓	✓	✓
Busy Lamp Field	✓	✓	✓

Service/add on	Essentials	Pro	Enterprise
Call history	✓	✓	✓
Quality of Service Dashboard	✓	✓	✓
Presence detection	✓	✓	✓
1:1 and team chat/instant messaging	✓	✓	✓
Auto Attendant (1 per account; not per user license)	✓	✓	✓
Receptionist routing and hunt groups (account level)	✓	✓	✓
Active Directory	✓	✓	✓
Voicemail	✓	✓	✓
Voicemail storage	10 hours		
Call recording	24 hours/user		
Conference Bridge (account level toll-free conferencing minutes)	200 minutes of usage		
Voicemail transcription		✓	✓
Receptionist mode		✓	✓
Expansion module		✓	✓
Business SMS (US & Canada only)		✓	✓
WebFax (1 per user license)		✓	✓
SecuriSync (file backup, sync, and share)		10 GB/user (pooled)	
Exchange Mailbox			✓
AnyMeeting: Audio-only, dial-in participants	200		
AnyMeeting: Online web participants with video and screen sharing	4	100	200
AnyMeeting: HD-video concurrent webcam panels (max. number of videos onscreen)	4	30	
AnyMeeting: Host security settings	✓	✓	✓
AnyMeeting: Meeting passwords	✓	✓	✓
AnyMeeting: Meeting lock	✓	✓	✓
AnyMeeting: Remove participant	✓	✓	✓
AnyMeeting: Mute all or specific participants	✓	✓	✓
AnyMeeting: In-meeting chat	✓	✓	✓
AnyMeeting: Screen annotation	✓	✓	✓
AnyMeeting: Support for screen sharing across multiple windows and monitors	✓	✓	✓
AnyMeeting: Shared presence across meetings, phone, and team messaging (when used with Unite only; does not apply to AnyMeeting standalone)	✓	✓	✓
AnyMeeting: Join without downloading an app	✓	✓	✓
AnyMeeting: Join from Chrome browser and mobile devices	✓	✓	✓
AnyMeeting: Local and toll-free dial-in numbers	✓	✓	✓
AnyMeeting: International dial-in numbers			
AnyMeeting: Remote control		✓	✓
AnyMeeting: Meeting transcription		✓	✓
AnyMeeting: Unlimited recordings		✓	✓

Service/add on	Essentials	Pro	Enterprise
AnyMeeting: Custom branding (for Reseller partners only)		✓	✓
AnyMeeting: Record meetings and download		Unlimited	
AnyMeeting: Meeting notes		✓	✓
AnyMeeting: Integrated scheduling with Office 365/Outlook/Teams/G suite/Slack		✓	✓
AnyMeeting: Zapier API integration		✓	✓
Extend Integrations: G Suite/Outlook	✓	✓	✓
Extend Integrations: Slack, Microsoft 365/Outlook/Teams (meetings integration)	✓	✓	✓
Extend Integrations: Generic Customer Relationship Management (CRM) screen pop	✓	✓	✓
Extend Integrations: Microsoft Teams calling (Call2Teams)	Optional		
Extend Integrations: Active Directory	✓	✓	✓
Extend Integrations: Sugar CRM		✓	✓
Extend Integrations: Zoho CRM		✓	✓
Extend Integrations: Zendesk		✓	✓
Extend Integrations: Salesforce			✓
Extend Integrations: Service Now			✓
Extend Integrations: NetSuite			✓
Extend Integrations: Microsoft Dynamics			✓
Add-on/upgrade services for additional cost			
Additional SecuriSync storage (account level)	✓	✓	✓
Cloud PBX Resource Line (for conference/ lobby phone or paging devices; not assigned to specific user)	✓	✓	✓
Cloud PBX Fax Lines (for physical fax; requires Fax Adapter, sold separately)	✓	✓	✓
Additional WebFax	✓	✓	✓
Additional Auto Attendant (account level)	✓	✓	✓
Additional Conference Bridge packages (account level toll-free conferencing beyond the included 200 minutes)	✓	✓	✓
Additional local numbers	✓	✓	✓
Additional toll-free number usage packages	✓	✓	✓
Local and toll-free numbers porting and activation (account level)	✓	✓	✓
Numbers directory listing and activation	✓	✓	✓