UniCom Service

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IUB CATS
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Nortel -> Microsoft

- Current campus phone switch is Nortel/Avaya 2100
- Nortel & Microsoft integration partnership- 2007
- Microsoft OCS piloted for two years with small group of users
- Decision made end of 2010 to move to Microsoft OCS/Lync for enterprise voice services
UniCom Service Options

• **Basic (Option 1)** – all the features of Lync without telephone integration

• **Enterprise Voice (Option 3)** – all the Lync features plus all calls are made through your computer
  - Click to call
  - Call forwarding features
  - Uses Exchange/Outlook voicemail

http://unicom.iu.edu/options.php
Departmental Use Cases

**With UniCom**
- Presence awareness
- Quick IM chats
- Audio conferencing
- Video conferencing
- Desktop sharing
- Phone from anywhere
- Call delegation

**Without UniCom**
- Walk down the hall and look
- Phone, Email, or Windows Live
- Teleconference services
- Skype
- OS tools, Bomgar, GoToMyPC
- Skype (but not for your office line)
- Administrative Assistant
http://unicom.iu.edu
Showing Documents 1 - 15 out of 73 for 'unicom'.

- IU UniCom feature comparison
- For UniCom, how can I decide which mode is best for me?
- As a departmental telecommunications coordinator, what do I need to know about UniCom?
- Getting started with UniCom
- Using Office Communicator, how can I host or join a conference call?
- About the UniCom software upgrade
- Using Office Communicator, how do I make a phone call?
- Using UniCom in multiple locations
- Known issues for UniCom
- In UniCom, what is enhanced presence?
- Using UniCom at IU, how can I make a call that requires an authorization code or uses a voice menu?
- How do I use UniCom Group Chat from outside of IU?
- UMS and UniCom with Outlook Voice Mail feature comparison
- Using UniCom, how can I send a file?
- In UniCom with Outlook Voice Mail, how do I configure call delegates?
http://ittraining.iu.edu/unicom

UniCom Self Study Training Resources

UniCom with Lync: Self Study Training Resources

Deciding on the Right Mode for YOU

Indiana University’s UniCom service is available in two configurations (referred to as UniCom modes). The main differences between the configurations relate to the connection between your phone line (if any) and the phone features available through UniCom. To find out more, see the IU Knowledge Base at [http://kb.iu.edu/](http://kb.iu.edu/)

Quick Start Guides

To get started with the mode you choose, download the Quick Start Guides:

- UniCom Basic
- UniCom Enterprise Voice
Mobile Clients

Presence and IM

iPhone, Windows Mobile, and Android
USB Peripherals

http://kb.iu.edu/data/awgk.html
http://www.optimizedfor.com
Lync Integration with Videoconferencing

• Direct to video bridges or room systems

• Video Bridge 103
  22103@vc.iu.edu
  Right click contact and select Start a Video Call

• Videoconference Room IT-319
  in-uits-319
  Right click contact and select Start a Video Call

• [http://kb.iu.edu/data/aznh.html](http://kb.iu.edu/data/aznh.html)
To sign-up to move your department to UniCom contact:

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