

UniCom—For Instructors and Students

UniCom provides chat, phone conferences, and file sharing via a single university-wide service

Collaboration Features of UniCom

UniCom allows instructors and students to confer with each other in a variety of ways, including chat via instant messages (IM), file sharing, phone conferences, and video calls.

Get a UniCom account by acknowledging the Emergency 911 Statement

Acknowledging the Emergency 911 statement automatically generates a UniCom Basic account for you. The agreement states that when a 911 call is placed using UniCom, unless the caller speaks to the attendant, the emergency response team will be dispatched to the account owner's officially designated university location (such as an office or dormitory).

- Read and agree to the [IU Emergency 911 Acknowledgment Statement](#)

Download and install the UniCom software from IUWare

- Windows: [Download Office Communicator](#). This download includes both Office Communicator, used for most UniCom services such as calls and instant messaging, and Live Meeting, a client for hosting meetings and online collaborative work. See [What is Office Communicator?](#) and [What is Live Meeting?](#)
- Mac: [Download Messenger for Mac](#); see [What is Messenger for Mac?](#)
- Also see how to set up Messenger for Mac to access UniCom: <http://kb.iu.edu/data/axe.html>

Place Calls

Instructors and students can place phone calls from one computer to another (like Skype), provided that all parties have: a) UniCom accounts and b) Office Communicator or Messenger for Mac installed on their computers. With UniCom, it is possible to hold conference calls of up to 100 parties. Here's how to place calls in UniCom:

1. Get appropriate equipment. You'll need:
 - a. a headset, if you only want to have audio conversations
 - b. a webcam, if you want to do video conferencing
 - c. For information about headsets and webcams that UITS recommends, see <https://kb.iu.edu/data/awgk.html>
2. Test your equipment: http://ittraining.iu.edu/unicom/unicom-test_equip.htm
3. Find a person and call them using Office Communicator: http://ittraining.iu.edu/unicom/unicom-call_name.htm
4. Or, initiate a call using a webcam: <http://ittraining.iu.edu/unicom/unicom-videomeeting.htm>
5. Add more participants to the call, if you want: http://ittraining.iu.edu/unicom/unicom-add_participant.htm

Use Instant Messaging (Chat)

Instructors and students can use UniCom's chat feature to collaborate and share files.

- Start an Instant Message session in Office Communicator: <http://ittraining.iu.edu/unicom/unicom-IM.htm>

Send a file:

There are several ways to send a file in UniCom.

- To see how to share a file, see: <http://office.microsoft.com/en-us/communicator/HA102900061033.aspx>
- A single file may be sent to any number of Contacts from main Office Communicator window.
- File sharing within an active session window--chat, phone or video—works only if there are just two people in the current session.
- Recipients may accept or decline a file transfer. When the file has been saved, a security message appears.

Access limited UniCom functionality from a web browser

If you have a UniCom account, you can access a limited set of functions in any web browser via Communicator Web Access (CWA). You can use it to initiate chat/IM messages, but you cannot make calls or share files.

- To see how to use Communicator Web Access, see: <http://kb.iu.edu/data/awkx.html>

This Least You Need to Know document is one of many self-study resources online at <http://oncourse.iu.edu/info>

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