**Telecommunication Tools**

| Communication Tools | Primarily Used For | Scenario | Pros | Cons | Pricing | System Requirements | Links |
|---|---|---|---|---|---|---|---|
| Duo (Required) | Accessing Emory systems website requiring Emory credential login off-campus | I would like to check my email using the web client off-campus | | | Free | Computer & Mobile phone number (highly recommended) | http://it.emory.edu/security/services/two_factor/walkthrough.html |
| VPN | Telecommuting | I'm a off-campus user who needs secure access to Emory University's internal network. | | | Free | Computer & LAN/Wi-Fi Connection | http://it.emory.edu/security/vpn.html |
| VPN Elevated (Big IP) | Telecommuting | I'm a off-campus user who needs secure access to Emory Databases. | | | Free | Computer & LAN/Wi-Fi Connection | http://it.emory.edu/security/vpn.html |
| Call Forwarding | To temporarily redirect all calls to an extension or outside number of your choice | I am away from the office and would like to receive calls from my office phone to a phone number of my choice | | | Free | IP Desk phone | http://it.emory.edu/help/instructions/features_activation.html |
| EC500 Extension (Department Approval Needed) | Have incoming calls to your desk phone ring at the same time on your cell phone | I am away from the office and would like to receive calls from my office phone to my cell phone | | Do not receive voicemail or caller ID | $3.75 per month if non-IP desk phone Free if IP desk phone | Desk phone and Mobile Phone OIT Request Must be placed for access | http://it.emory.edu/help/it_service/index.html |
| Conference Call Line (25Live) | Conference calls up to 25 participants | I need to host a conference call | | No passcode. Phone line use times cannot be enforced. Users state hard for first time users to setup. | Free | Reservation through 25Live system Firefox browser preferred | http://it.emory.edu/help/instructions/cc_getting_started.html |

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| **Vidyo Desktop** | **High-end desktop videoconferencing used for large group meetings and needing connectivity with non-Emory attendees** | **I need High-end desktop videoconferencing for a large group meeting needing connectivity with non-Emory attendees** | **1. Dual XD resolution delivers per-pixel fidelity up to 2880 x 1800 on each display**<br>**2. Multipoint Content Sharing: toggle to switch between shares from multiple participants**<br>**3. In-conference group and private text chat**<br>**4. Share any app or desktop**<br>**5. Conference with participants on room systems, desktops, laptops, tablets, and smartphones**<br>**6. Display up to 8 participants in continuous presence and active speaker layouts**<br>**7. Add participants on-the-fly**<br>**8. Display shared content in-window, or pop out to a second monitor**<br>**9. HIPPA Compliant Solution** | | **Free** | **Computer, Camera, Microphone** | [http://www.vidyo.com/wp-content/uploads/2013/10/DS-VidyoDesktop.pdf](http://www.vidyo.com/wp-content/uploads/2013/10/DS-VidyoDesktop.pdf) |
| **Skype for Business** | **Communication between other Emory Staff** | **I am frequently in meetings where I need to chat with my staff on daily tasks as well as meet with them weekly when they are telecommuting.** | **1. Almost 99% of Emory already has the program**<br>**2. Can schedule meetings with Outlook**<br>**3. Screen sharing and computer sharing**<br>**4. Allows contact of Skype users, phone numbers, and all employees within the organization.**<br>**5. Supports up to 250 attendees in a meeting.**<br>**6. Provides enterprise-grade security and is integrated with Microsoft Office apps**<br>**7. Offers a unified communications system with multiple formats including video conferencing, telephony, instant messaging and email, all available in a single platform**<br>**8. You can manage individual employee accounts and designate a specific amount of call credits for them so they stay on budget**<br>**9. Skype works on Windows, Mac, Windows Phone, Android phones, and other iOS**<br>**10. Update (Sep/Oct) to be released to support Linux clients and better support Macs**<br>**11. For IT support: system is intuitive for anyone familiar with Microsoft and Skype software** | **1. Mac version is not as robust**<br>**2. Does not currently support Linux clients**<br>**3. Users report errors such as shared slides not moving and video not recording when more than 25 people are participating in a meeting**<br>**4. Speaker's mic volume is automatically turned down in response to the louder noise. Can cause speaker's voice to be obscured.**<br>**5. Does not interface well with Skype only users** | **Free** | **Camera and Microphone** | [https://support.office.com/en-us/article/Quick-Start-Guides-about-Skype-for-Business-bbb1dd15-3858-4081-9c28-8379020af66d](https://support.office.com/en-us/article/Quick-Start-Guides-about-Skype-for-Business-bbb1dd15-3858-4081-9c28-8379020af66d) |
| **Skype** | **Emory Mac Users** | **I am an Emory Mac user needing to message another Emory user on Skype for Business** | | | **Free** | **Camera and Microphone** | |

**EMORY UNIVERSITY | Research Administration**

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| Adobe Connect | Webinars/Presentation Sharing | We are presenting to a classroom or larger group of students abroad and would like to re-use this presentation for other sections of the course. | 1) Rich Multimedia – Share animations, images, audio and HD video 2) Instant messaging – Select the participants to message 3) Mac OS X, Windows, and Linux compatibility 4) Records meetings – Also able to edit afterwards, which enables viewer to skip to the relevant topic they are looking for 5) Share screen, video, and documents 6) High security 7) 30 day free trial 8) No software download necessary 9) Share unlimited number of webcams during a meeting 10) Compatibility with Adobe Flash 11) Measure real-time engagement 12) Amazing customization features 13) Free VOIP 14) High quality video conferencing 15) Mobile collaboration – Host, present and collaborate on any mobile device | 1) Initial setup can be difficult with so many custom options 2) No toll-free calls | $126/year for host account | Computer, Camera, Microphone, Adobe ID credentials for registered account | 1) Emory Quick Guide- http://it.emory.edu/catalog/_documents/AdobeConnectGetting_Started.pdf 2) System Check- https://na1cps.adobeconnect.com/common/help/en/support/meeting_test.htm 3) Adobe Login: https://na1cps.adobeconnect.com/system/login?domain=emory.adobeconnect.com&next=%2Fadmin%3Fdomain%3Demory.adobeconnect.com&set-lang=en&OWASP_CSRFTOKEN=03dac6ca31a6534dbe4d873269de16a1a9811055a16fc50f05d3eaa21e765fb0 4) Adobe Tutorial- https://figleaf.adobeconnect.com/_a157883/p92iv9ve7r6/?launcher=false&fcsContent=true&pbMode=normal |
| Box | Cloud-based document sharing for faculty, staff and students from anywhere supporting many popular desktop and mobile devices | I want to securely share and edit documents with a group of people | 1) Provides intuitive content management 2) Access large files securely | | Free | Computer | 1) http://it.emory.edu/box/index.html 2) https://community.box.com/t5/Starting-with-Box/ct-p/GettingStarted |