

Communication & Collaboration

Broadcast Messages

Broadcast Message System

The preferred method for sending broadcast messages is via the web application at www.emu.edu/broadcast. When you login and click New Message you will be presented with a list of the broadcast lists available to you. You can select as many as appropriate to reach your intended audience. Each list has a ? to the right of the name; clicking that will provide a brief description of the list.

You can also send to these lists via email. Sending by email is necessary if you wish to send an attachment (though attachments are not recommended). Within a few minutes after sending your message, you will receive a message asking you to confirm that you sent the message. This is to prevent inappropriate and malicious messages from getting through. You must confirm your message for it to be sent. If you wish to avoid the confirmation messages, use the web application.

When an email message is sent to a broadcast list and the size of the message exceeds 1MB, it will be rejected. There are ways you can reduce the size of the message, such as by using PDFs as attachments. PDF are more universally view able than application documents such as Word or Excel. Also, if the content of any document that is converted to PDF includes an embedded photo, reducing the size of the photo with a tool like Microsoft Office Photo Manager will go a long way toward reducing the size of the file. Pictures sized to 800 x 600 pixels or less are more than adequate for documents being exchanged in email.

Choose your audience carefully. Consider especially that everyone and all-students will reach an extremely diverse range of people including, for example, distance education students who may be far removed from campus. In general, it is best to select the list that most specifically target those to whom the message will be most relevant. If you believe your message needs to reach a large number of people and is not urgent, consider use of a web resource that is not email.

NOTE: After sending a broadcast message you will need to allow at least 15 minutes before you are likely to see your copy of the message arrive in your inbox. Depending on the load of the mail server and the number of names in the broadcast list it could take even longer. Do not resend the message just because you have not seen your copy. Contact the Helpdesk if you suspect there may be a problem. Sending the message again will likely result in two messages going to all the addresses on the broadcast list.

[Broadcast Message Digest](#)

[Sharing A File Through The Broadcast System](#)

Other Email Services

[Email Addresses at EMU](#)

EMU's calendar services are provided by Google. Your calendar is accessed at <http://calendar.google.com> using your EMU email address and Royal password.

Calendar

Service Attributes

Service Category

Communication & Collaboration

University Applications

Service Name

Broadcast Messages

Audience

Faculty, Staff, Students, Affiliates

Service Cost

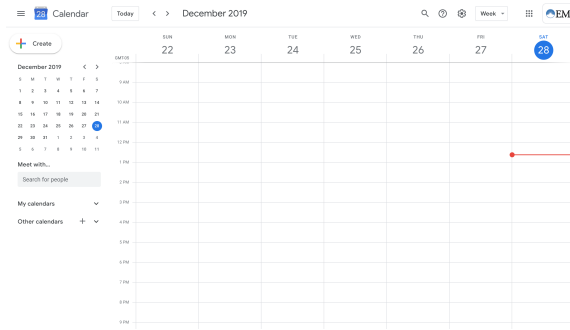
There is no charge for this service

Managing Team

Application Development

Applications

Broadcast Message System, Google Groups, Sympa



Service Attributes

Service Category

Communication & Collaboration

Service Name

Calendar

Audience

Faculty, Staff, Students, Affiliates

Service Cost

There is no charge for this service

Managing Team

User Services

Applications

Google Calendar

Conference Calling

A conference calling service is available upon request to connect multiple people/locations. If you would like to use this service please [fill out this form](#) to request an account.

Conference Calling features:

- Individualized conference rooms
- Conference call passphrase for security
- Flexibility to start a conference from any telephone, computer or mobile device
- Live conference call controls for the moderator such as:
 - Monitor participants in the call in real time
 - Mute/Un-mute participants

[Location Recommendations for Conference Calls](#)

Service Attributes

Service Category

Communication & Collaboration

Network & Telecommunications

Service Name

Conference Calling

Audience

Faculty, Staff, Affiliates

Service Cost

There is no charge for this service

Managing Team

Network Systems

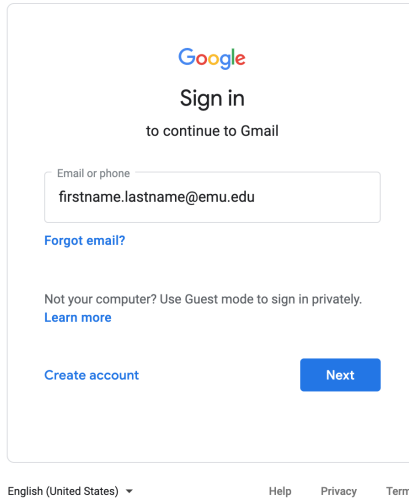
Applications

CenturyLink Ready-Access

Email

EMU 's email services are provided by Google and come with unlimited storage. Your email is accessed at <http://gmail.com> using your EMU email address and Royal password.

Email Addresses at EMU



Service Attributes

Service Category
Communication & Collaboration

Service Name
Email

Audience
Faculty, Staff, Students, Affiliates, Retirees

Service Cost
There is no charge for this service

Managing Team
User Services

Applications
Gmail

EMU Alerts

About EMU Alerts

EMU Alerts is a notification system capable of sending emergency notifications instantly and simultaneously to registered mobile phones and email addresses. EMU has contracted with [Rave Mobile Safety](#) as our EMU Alerts system provider.

EMU Alerts is an opt-out system. Mobile phone numbers and email addresses are automatically enrolled to the alert system. Instructions for opting-out are below.

Sending EMU Alerts

The EMU Alerts system is only used for urgent campus-wide messages authorized by a campus administrator who is a member of the President's cabinet. The system will be tested occasionally with appropriate advance notice to the campus.

In a typical year four to six messages are sent through the EMU Alerts system. The most common reason is for an alert is weather related class cancellation.

How we use your information

Only members of the [EMU Crisis Management Preparedness Team \(CMPT\)](#) and its designated agents will have access to the information. All information within the EMU Alerts system is private. We will never publicize your phone numbers or email addresses without your permission.

Refusing EMU alerts

If you do not wish to receive EMU Alerts messages please visit the [employee update](#) or [student update](#) form and select "No, I DO NOT want EMU Alert messages" for your mobile phone and/or non-EMU email addresses. EMU Alerts will always be sent to your EMU email address.

We encourage all faculty, staff and students to remain enrolled in EMU Alerts. Enrollment will ensure you receive notifications critical to your safety and well being.

Requirements

To receive EMU Alerts you'll need a phone that supports text (SMS) messaging or a non-EMU email address. Nearly all mobile phones support text messaging; home and office phones generally do not. Rave will not attempt to sent alert messages to non-supported phones.

Note that EMU Alerts are automatically sent to all EMU @[emu.edu](#) email addresses. Please do not enroll EMU email addresses in EMU Alerts.

Updating EMU Alerts information

To update your phone number or non-EMU email address--as well as other address and contact information--please visit the [employee update](#) or [student update](#) form.

Signing up others

Only faculty, staff and students are enrolled in EMU Alerts. However, you can enroll multiple phone numbers--including your parents', spouse's, etc. To enroll these numbers visit the [employee update](#) or [student update](#) form and add the phone number to the 'EMU alerts Additional Mobile Contacts' section at the bottom.

[EMU Website](#)

Web Work Team

The EMU website is designed, developed and maintained by the Web Work Team (WWT). This is a collaborative effort between [marketing services](#) and [information systems](#). The team is made up of staff from both marketing and information services. The team plans and discusses issues related to the EMU website.

Web content for the public-facing website is maintained through a content management system (CMS) which the marketing department manages. Some departments have CMS users that have access to make limited changes to the content of department web pages. Users are trained by the web project manager and strategist and must understand and agree to support the policies and standards provided by the marketing department.

Service Attributes

Service Category

Communication & Collaboration

Service Name

EMU Alerts

Audience

Faculty, Staff, Students, Affiliates

Service Cost

There is no charge for this service

Managing Team

Application Development

Applications

Rave, EMU Alerts Application

Service Attributes

Service Category

Communication & Collaboration

Service Name

EMU Website

Audience

Faculty, Staff

Service Cost

There is no charge for this service

Managing Team

Application Development

Applications

There are no supporting applications associated with this service

Event Calendar

Events can be added to the EMU Events Calendar through 25Live. Contact Marketing Services if you want to add events to the web calendar.

emu.edu/events

Service Attributes

Service Category

Communication & Collaboration

Service Name

Events Calendar

Audience

Faculty, Staff

Service Cost

There is no charge for this service

Managing Team

User Services

Applications

25Live

Access to Faxing

In order to fax you need access to your department's fax number. You can request access to your department's Shared Mailbox from the person who manages your fax number.

Receiving a fax

- Inbound faxes will be delivered to your fax line's shared mailbox. Check your shared mailbox to view faxes sent to your fax number.
- Access a shared mailbox:
 - In Gmail click on the EMU logo (beside your picture or initial) and you will see the shared mailbox in the list

Sending a fax - Attach PDF

- Complete [Setting up Windows Fax and Scan](#)
- Windows Fax and Scan > New Fax
 - To: Enter the 10 digit phone number (Note: Please use numbers only)
 - Cover Page: Select cover page created in Creating a cover page
 - Attach file: Click on the paperclip and locate your PDF file

Sending a fax - Printing

- Complete [Setting up Windows Fax and Scan](#)
- Print your document to the printer **Fax on fax.royals.emu.edu** (also referenced as **\\fax.royals.emu.edu/fax**)
- Windows Fax and Scan will open with your document automatically attached
 - To: Enter phone number
 - Cover Page: Select cover page created in Creating a cover page
 - Attach file: Click on the paperclip and locate your PDF file

Setting up Windows Fax and Scan

- Click on Start, navigate to the Windows Accessories folder and choose **Windows Fax and Scan**
- Click Tools > Fax Accounts > Add > Connect to a fax server on my network
 - Enter: \\fax.royals.emu.edu
 - Click next
 - Click Done
- Control Panel > Phone and Modem
 - Country: United States
 - Area Code: 540

Creating a cover page

- Add User Information: Windows Fax and Scan > Tools > Sender Information
 - Full Name: Enter your name or your department's name
 - Fax Number: Enter your Fax Number
- Create Cover page
 - Windows Fax and Scan > Tools > Cover pages... > New:
 - Insert > Sender > Name

Service Attributes

Service Category

Communication & Collaboration

Service Name

Fax

Audience

Faculty, Staff

Service Cost

Fax lines are charged at the same rate as telephone lines

Managing Team

Network Systems

Applications

There are no supporting applications associated with this service

- Insert > Sender > Fax number
- Customize as desired
- Save and close out of the cover page window

myEMU Portal

Accessing

Visit my.emu.edu in your web browser to access myEMU. Login at the top of the page using your Royal username and password.
If you don't know your Royal username and/or password contact the Helpdesk.

Once you've logged in, you'll notice some changes on the myEMU page. More tabs will be available. Each tab allows you to access a variety of information. Links to access personal information and logout also appear at the top right of the page.

After completing your session on the myEMU click on the logout link in the top right of the page.

Navigating

The two main means of navigation within myEMU are the tabs and left column. The tabs provide navigation to the main context areas like Academics, Accounts, or Employee Info based on your role in the myEMU community. The left column provides navigation within the main context areas to underlying pages. The My Pages tab is your space to configure as you like. We've configured it to look like the Home tab, but that's just a starting point.

Grades

To see your grades on the web:

1. Login to myEMU using your Royal username and password.
2. Click on the Academics tab, then the Student Tools page.
3. Using the Grade Report portlet, select the term, then click the View Final Grade Report link.

Register

Registration is made available at select times during the year. To register for classes, you can go to the academics tab, click on student tools, and then click on add/drop course. This will only be available at certain times of the semester.

Telephone

- [General Info](#)
- [Calling 101](#)
- [Call Parking](#)
- [Call Pick With Speed Dial Key](#)
- [Connect to Voicemail](#)
- [Connect to Voicemail From Another Phone](#)
- [Do Not Disturb](#)
- [Forward Phone](#)
- [Message Waiting Indicator \(MWI\)](#)
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- [Speed Dial Keys With Presence](#)
- [Transfer a Call](#)
- [Transfer a Call to Voicemail](#)
- [3 Way Conference](#)
- [Web Interface](#)
- [Phone Keys and Hardware](#)

Service Attributes

Service Category

Communication & Collaboration

Service Name

myEMU Portal

Audience

Faculty, Staff, Students, Affiliates, Retirees

Service Cost

There is no charge for this service

Managing Team

Application Development

Applications

JICS

Service Attributes

Service Category

Communication & Collaboration

Network & Telecommunications

Service Name

Telephone

Audience

Faculty, Staff, Affiliates

General Info

- System Numbers
 - Voicemail - 4999
 - Auto Attendant - 4000
- Web Interface
 - You can use the web interface to configure call forwarding, assign speed dials, set your voicemail PIN, and much more! To access the web interface navigate to phone.emu.edu and login using your ROYAL credentials. If you are accessing a shared extension you can log into phone.emu.edu to obtain credentials OR contact the helpdesk.
- Phone Model Identification

Service Cost

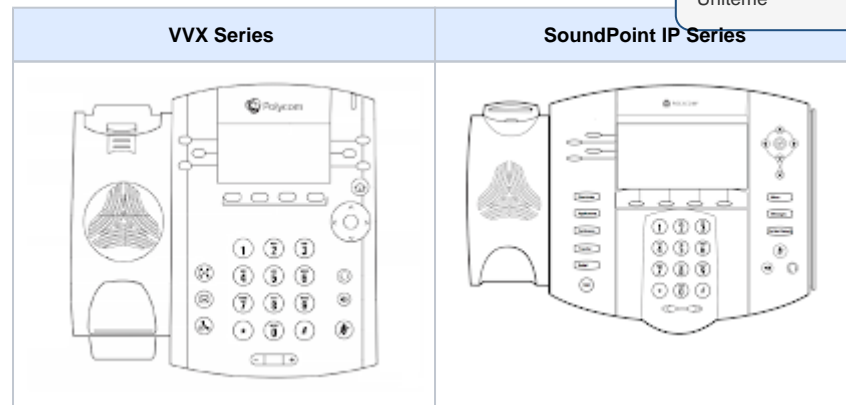
There is a \$10/month charge for each extension

Managing Team

Network Systems

Applications

Uniteme



Calling 101

- Place a call:
 - Dial the number and lift the handset OR lift the handset, dial the number and press the send soft button
 - When dialing external numbers you do not need to use 9 (though it will still work if you do)
 - To dial an **On Campus** extension enter the 4 digit extension
 - To dial **Local** numbers enter the 7 or 10 digit number
 - To dial **Long Distance** enter the 10 digit number
 - To dial **International** numbers enter 011 + <destination country code> + phone number
- Receive a call
 - When the phone rings, lift the handset
 - To answer in speakerphone mode press the Speaker button OR Answer soft button.

Call Parking

- To use the Call Park feature you must request a Call Park Extension from the helpdesk
- To park a call:
 - While a call is in session, **Transfer** the call to your Call Park Extension
 - To monitor the presence of your Call Park, configure a **Speed Dial Key with Presence** with your Call Park Extension
- To retrieve a parked call:
 - Dial *4 + Call Park Extension
- Special Note: When un-parking a call and then re-parking it, the call must be parked in the same Call Park Extension. This applies even if the call is transferred to a different user in between parks.

Call Pick With Speed Dial Key

- You can pick a call on a speed dial key that you subscribed to presence on
 - Call rings on the other line
 - Press the line key
 - Lift handset
- There is not a way to preview the caller before picking the call
- Call pick with fail if you lift the handset prior to pressing the line key

Connect to Voicemail

- Log into voicemail by dialing 4999 or by pressing Messages /Voicemail button on phone
 - Enter PIN number
 - If you do not know your PIN visit phone.emu.edu to set your PIN

Connect to Voicemail From Another Phone

- Log into voicemail by dialing 4999 or by pressing Messages button on phone
 - Press # at Voicemail Greeting
 - Enter your extension
 - Enter your PIN

Do Not Disturb

When enabled all incoming calls will go directly to voicemail.

- For VVX Phones
 - Press the **DND** soft button to enable. Press again to disable
- For SoundPoint IP Phones
 - Press the **Do Not Disturb** Feature Key to enable. Press again to disable

Forward Phone

You can forward your phone to voicemail so that incoming calls go directly to voicemail

- To enable/disable **DND** see Do Not Disturb section above.

You can forward your phone to any number by using the Web Interface

- Log into the phone.emu.edu
- Click on the three bars in the upper left corner
- Click on settings
- Click on Call Forwarding
- Configure forwarding as desired
 - Click the **+** sign to add a new forwarding rule
 - Check the **Active** checkbox to enable the forwarding rule
 - Set condition **At the same time** so that your desk phone will ring in addition to the forwarding number
 - Set condition **If no response** so that the forwarding rule only applies if your desk phone is not answered
 - In **Forward to** enter the destination number (10 digit number, no non numeric characters)
 - **Timeout** is the number of seconds the destination phone will ring
 - If forwarding rule has a longer duration than the extension ring duration, the caller

- will go to the destination phone's voicemail on an unanswered call.
- If forwarding to another extension on campus and you wish that the caller reach the destination extension's voicemail, you will need to add a second call forwarding rule
 - Set condition **If no response**
 - In **Forward to** enter the destination voicemail box. **5 + four digit extension**

Message Waiting Indicator (MWI)

- The MWI lamp will illuminate when you have an unheard voicemail
- If you do not wish to use WMI you can disable it and only receive voicemail notifications. This setting can be configured in the web interface.
 - Log into the phone.emu.edu
 - Click on the three bars in the upper left corner
 - Click on **Settings**
 - Click on **Personal Attendant**
 - Check the box for "**Forward and Delete voicemail**"
 - Click **Save**

Missed Calls

- You may see text at the top of your phone screen "1 missed call"
- To view and clear your missed calls simply press the **down navigation key**
- Upon viewing the list of missed calls the message at the top of your screen will go away.
- You can also clear the call list:
 - Press the **More** soft key
 - Press the **Clear** soft key
 - Select from the list of **All, Missed, Received, Placed Calls**
 - Press the **Select** soft key

Put a Call on Hold

- While on a call press Hold button or soft button (place handset in cradle if desired).
- To retrieve call, lift the handset (if necessary) and press the flashing line button OR Resume soft button.
 - To resume in speakerphone mode place and leave the handset in cradle before resuming.

Speed Dial Keys

- To configure a line key for speed dial, log into phone.emu.edu with your ROYAL username and password
 - Click on the three bars in the upper left corner
 - Click on Settings
 - Click on Speed Dials
 - Uncheck "Only use Group Speed Dials"
 - Click the plus sign and add a phone number or extension and add a name
 - Change the order of Speed dials by clicking the up and down arrows to the right of column
 - When changes have been made, click "Save and update phone(s)"
 - Go to the phone itself and press the Home key
 - Select Settings, option 1 Basic, option 7 Restart Phone
 - This will make sure that your phone receives the latest speed dial configuration

Speed Dial Keys With Presence

- You can configure your speed dial keys with presence by checking the box "subscribe to presence" when configuring the speed dial.
- You will be able to monitor the status of the other phone
 - Flashing Green - Call ringing
 - Solid Red - Call in session

Transfer a Call

- For VVX Phones
 - Dial the target extension
 - Press Send soft button
 - While on a call press the **Transfer** soft button
- For SoundPoint IP Phones
 - Press the **Blind** soft button
 - Dial the target extension
 - Press the **Send** soft button
 - While on a call press the **Transfer** soft button
- If you wish to speak to the target user before initiating the transfer you can do so by placing the caller on hold and making a second call from your phone.
 - While on a call place the caller on hold by pressing the **Hold** soft button
 - Press the **New Call** soft button
 - Enter the target extension and press the **Send** soft button
 - Press the **End Call** soft button to end the call
 - Press the **Resume** soft button to pickup the original caller
 - Initiate the transfer as described above.

Transfer a Call to Voicemail

- For VVX Phones
 - Dial 5 and the target extension
 - Press Send soft button
 - While on a call press the **Transfer** soft button
- For SoundPoint IP phones
 - Press the **Blind** soft button
 - Dial **5** and the target extension
 - Press the **Send** soft button
 - While on a call press the **Transfer** soft button

3 Way Conference

- While on a call, press the **More** soft button, then the **Confnc** soft button
 - Dial the next party to join the call
 - Press the **Send** soft button and wait for the party to answer
 - Press the **More** soft button, then the **Confnc** soft button

Web Interface

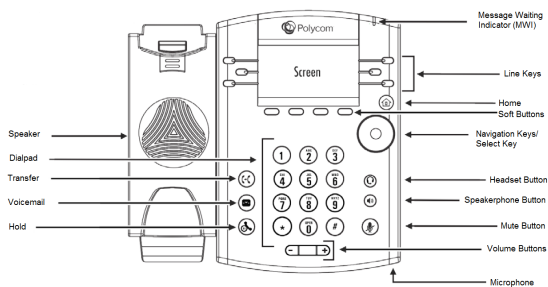
Navigate to phone.emu.edu login using your ROYAL credentials (if you are setting up a shared extension please contact the helpdesk). Features in the web interface include: view/delete voicemail, set voicemail PIN, set speed dials on your phone, review call history. Note that you must logout each time you are finished accessing the site.

Known issues:

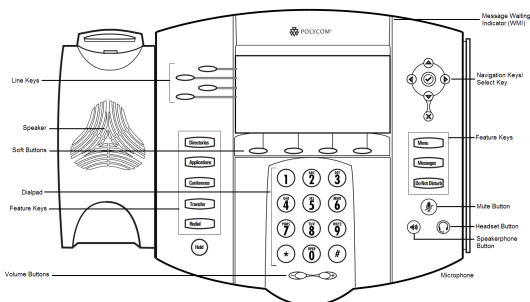
- When trying to make a change you might receive the message "Feature not available, Please contact your administrator."
 - Cause: Not having logged out previously when visiting the site
 - Resolution: Click on the three bars, click **LOGOUT**
 - At the prompt login again

Phone Keys and Hardware

VVX Series



SoundPoint IP Series



Video Conferencing

EMU uses Zoom to enable virtual meetings and video calls. Each EMU computer has Zoom software installed on the desktop. You can join Zoom meetings by entering the meeting id you've been given.

If you would like additional information about using zoom, please browse the [Zoom Help Center](#). There are many articles and video clips detailing the basic and more advanced features that zoom has to offer.

Zoom Rooms: There are several locations on campus setup for virtual meetings. These have surround sound, large screens and smaller space to enable more sound to be heard through mics.

[List of Zoom Rooms.](#)

When scheduling a Zoom meeting, use one of these rooms. If all the Zoom rooms are reserved, you will need to schedule in another room and request the mic and video equipment from the Helpdesk.

[Location Recommendations for Zoom Video Conferencing](#)

[EMU Virtual Backgrounds](#)

[Zoom Settings for Cloud Recording](#)

Service Attributes

Service Category

Communication & Collaboration

Multimedia & AV

Teaching & Learning

Service Name

Video Conferencing

Audience

Faculty, Staff, Students, Affiliates

Service Cost

A basic account is free. A Licensed account is \$30/year.

Managing Team

User Services

Applications

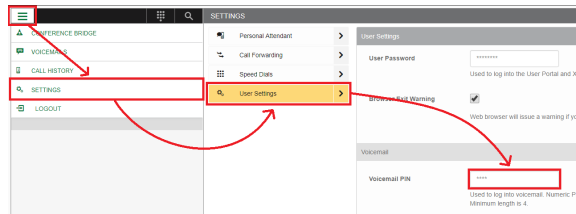
Zoom

Voicemail

Voicemail number - 540-432-4999

Setting up voicemail

- Use a web browser to set your voicemail PIN



- Navigate to phone.emu.edu and login using your ROYAL credentials (if you are setting up a shared extension please contact the helpdesk)
- Navigate to: Menu (three bars icon) > Settings > User Settings > Voicemail PIN
- Enter your new Voicemail PIN
- Scroll down to the bottom and click "Save"

- On a phone dial the voicemail system number (see initial paragraph for the number)
 - Enter the VM PIN that you set in step 2 and enter #
 - Press 5 - Voicemail options
 - Press 1 - Record greetings
 - i. Press 1 - Record standard greeting
 - Press 2 - Record name

For a complete voicemail menu structure see:

[Uniteme voicemail menu diagram](#)

Accessing your voicemail

1. Accessing your voicemail from a phone
 - a. To access your voicemail from on campus:
 - i. Dial the voicemail extension (see initial paragraph for the number)
 - ii. Enter your voicemail PIN
 - iii. Enter 1 to listen to new messages (see above for a complete menu structure)
 - b. To access your voicemail from off campus:

Service Attributes

Service Category

Communication & Collaboration

Network & Telecommunications

Service Name

Voicemail

Audience

Faculty, Staff

Service Cost

There is a \$10 /month charge for each extension

Managing Team

Network Systems

Applications

Uniteme, phone.emu.edu

- i. Dial the full voicemail number (see initial paragraph for the number)
 - ii. Enter your extension and press #
 - iii. Enter your voicemail PIN and press #
 - iv. Enter 1 to listen to new messages (see above for a complete menu structure)
- 2. Accessing your voicemail from a computer
 - a. Email
 - i. An email notification will be sent by default. To configure email notifications:
 - 1. Log into phone.emu.edu
 - 2. Navigate to: Menu (three bars icon) > Settings > User Settings
 - 3. Under the "Voicemail" section you can
 - a. Configure the email address
 - b. Choose whether or not to attach an audio file
 - c. Choose a second, "alternate" email address (and choose to include an attached audio file)
 - b. Web interface
 - i. Log into phone.emu.edu
 - ii. Navigate to: Menu (three bars icon) > Voicemails

Voicemail Retention:

- 1. Voicemail recordings in the trash folder are retained for 5 days
- 2. Voicemail recordings in all other folders are retained for 130 days.

Using alternate greetings:

- 1. Record the message
 - a. From the Main Menu press 5 for Voicemail Options
 - b. Press 1 - record a message
 - c. Select which greeting you would like to record
 - i. Press 2 for an "Out of office" greeting
 - ii. Press 3 for an "Extended absence" greeting
 - d. record the greeting
 - i. Press 1 to playback the greeting
 - ii. Press 2 to accept the greeting
 - iii. Press 3 to delete and re-record
 - iv. Press * to cancel
- 2. Choose the greeting
 - a. From the Main Menu press 5 for Voicemail Options
 - b. Press 3 to select a greeting
 - i. Press 2 to choose the Standard greeting
 - ii. Press 3 to choose the Out of Office greeting
 - iii. Press 4 to choose the Extended absence greeting
 - iv. Press * to cancel

Transfer a call directly to a voicemail box

- Transfer the call as you normally do with the number 5 prepended to the extension (eg. 54357)

Uniteme web interface bugs /known issues

The web interface in Uniteme offers many great features. While we are excited to offer these to campus, we want to note that the interface has a few bugs. The underlying log for setting your voicemail PIN is stable so we have offered access to the interface for this purpose.

- Open phone.emu.edu in new tab
 - Symptom - if you open phone.emu.edu in a new tab you may see the message "Feature unavailable please contact your administrator."
 - Resolution - Click on the three bars, Logout. Then log back in.