

News from IT, March 2007

Welcome back, everyone! We hope you all had a great semester break!



While you were away, IT was busy updating equipment, cleaning up lab and classroom PCs and making behind-the-scenes changes to improve your technology experience and prepare for the future.

Here's a brief recap of what we've been up to:

- A major upgrade to Print Cost Recovery software
- Identification and removal of a faulty voicemail power system
- Installation and testing of a donated Smart Board for Art
- Shake-down of new backup software for network services
- New Dell 390 computers were installed in the Library. The computers replaced in the library were used to update our training lab on the 6th floor.
- "Centurian Guard" software was updated to improve remote control and software update capabilities in our labs.

Now that you're back: If you used your Outlook "Out of Office Assistant" to inform folks you were away, please remember to turn it off – if you use Outlook on your desktop, you should be prompted to turn it off when you launch the product. If you use Outlook Web Access, you won't be asked, but will need to go in and turn off the Assistant just the same.

Also: Remember to re-record your voicemail greeting. Even if you didn't bother to create a new greeting for the break, it's always a good idea to update your greeting once in a while. Information on updating voicemail boxes is found in the Telephone Calling Guide, located in the Telecomm portion of the IT web site, [here](#).

Office 2007 gets a test: The IT department has distributed Office 2007 internally to get a feel for the new application, evaluate how well it works with our existing network and PCs, and better assist us in knowing what will be necessary for update training for our users.

On a first take, Office 2007 is VERY DIFFERENT. You are greeted with a new set of menus and combinations of tools. This writer can report some degree of frustration trying to find where commands are now buried. Some little-used functions have been removed. A "ribbon", which looks a whole lot like a start button for the program, now contains the most commonly-used commands, and this command set changes depending on where you are in the program.

Beyond the obvious changes in appearance, program startup and opening of large files IS slower. In Word, there are miniature menus that will fade in when an item is highlighted containing common options (bold, underline, font size change, etc), reducing the need to move from your work space to the top of the screen. It's far too early to know if these changes will result in significant gains in productivity beyond the training curve.

If you would like to take a test drive of Office 2007 or Microsoft's new VISTA operating system, stop by the IT department, located on the ground floor of Memorial Hall, during normal business hours. We have a test system available we'd be happy to share.

We anticipate general distribution of Office 2007 over the summer, to be ready for fall classes. The VISTA operating system will be staged to the campus over time, as computers purchased

in the last year or so are the only ones that can be reasonably expected to run it.

Media Services to Broadcast Presidential

Inauguration: Using recently-purchased portable equipment, Media Services plans to record President Loeschke's Inauguration, and at the same time will broadcast the event live on campus cable channel 10. If you cannot attend the festivities yourself but are on campus and near a television set, tune in and check out this moment of Mansfield history, as well as what Mark Polonia and crew are now capable of.

New Datatel Server Arrives March 27: IT is scheduled to receive a new server for the Datatel system on March 27. Delivery of the server will require closure of Straughn Drive in the early morning that day. Expect outages of Datatel services INCLUDING WEBADVISOR during that week as files are transferred from the old server to the new. We will provide as much advance notification as possible when services are expected to be unavailable. As with any major upgrade, things can go wrong and likely will. Please be patient as we install the new equipment and work out the bugs...

Mobile Printing Soon to be a Reality: Upgrades to the Pharos Print Cost Recovery system will soon allow students to attach to the university printing system from anywhere and send print jobs to our high-speed printing network. In order to use mobile printing, users must first download a client to be made available on the My.Mansfield site. As part of the package, campus maps will be displayed that may be used to select the closest print station to their location to submit their print job. Users will have a certain amount of time to arrive at that location to accept delivery of their printout before the system automatically deletes it from its queue. We will keep you posted as we ready this exciting enhancement to our networked printing services.

“Mobile Extension” Enters Test Phase: Another interesting technical enhancement, this one aimed at staff and administrators needing to be in close contact with their offices, is being tested within the IT Division. Ericsson’s Mobile Extension product allows a cell phone to be “married” to the campus telephone system in a manner that allows office calls to be transparently forwarded to a cell phone. The cell phone’s number itself can be hidden within the system and therefore remain private. A user can also call into the system via a speed dial key and receive university dial tone, at which time they can take advantage of nearly all the features of their land-line phone from their mobile touch pad, transferring calls, making conference calls, three-way calling and more. Calls directed to the cell phone, if unanswered, can be pulled back to the campus voicemail system, so the user only has one voicemail box to worry about.

Last Call for New Software: This is your final call! March 30 is the last day to advise IT of any new software required for fall 2007 classes. Please advise [Alex Miller](#) of any new software or changes required for classes. Software changes requested after this date will not be guaranteed, but will only be available on a best-effort basis. Thanks!