

Telecom News

University Telecommunications
The University of Arizona

December 1989
Volume 1, Number 9

Telephone Training Offered for the UA's New, Advanced Phone System

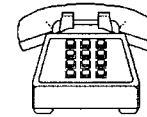
U S WEST, in cooperation with the University Telecommunications department, will offer telephone training during January for users of the new, advanced 5ESS phone system provided by the TIPS project.

Why is training necessary for the new phone system? The new telephone system will change some telephone usage procedures. In addition, ECTS phone set users will find their sets replaced by completely new sets. University Telecommunications encourages users, especially ECTS users, to attend phone training to minimize problems or frustrations in using the new equipment.

Classes will be given for users of single-line phones, and for users of the new multi-line AT&T 6504 and 6508 phones that are replacing ECTS phones on campus (see the article "Installation of ECTS Replacement Telephone Sets Begins" on this page and see the November issue of *Telecom News*).

Users of single-line phones should attend single-line phone training, users of 5- or 10-button ECTS phones should attend 6504 phone training, and users of 20- or 30-button ECTS phones should attend 6508 phone training.

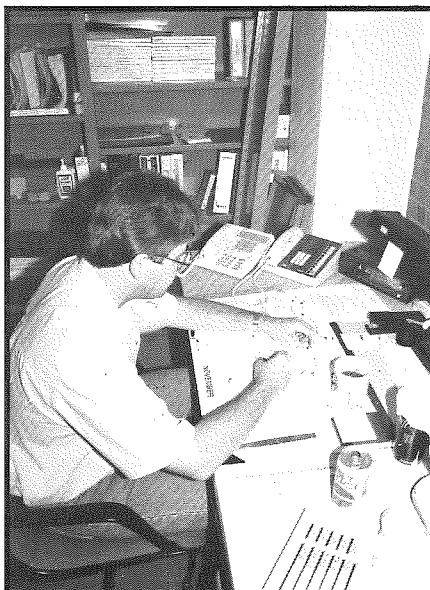
A single-line phone, the most common phone on campus, has a handset (receiver) resting in its cradle on top and has a simple dialing keypad as shown below.



Single-line
Telephone

Each multi-line 6504 and 6508 phone has a handset resting next to the dialing keypad and an array of additional buttons on its broad, angled faceplate (see photo on this page—phone at left on desk).

(Continued on page 2)



Two Phones on My Desk? To minimize service disruptions at cutover to the UA's new phone system and to allow time for testing, U S WEST is installing ECTS replacement phones (one is shown at left on desk) during December and January. Users will continue to use their ECTS sets (at right) until cutover on February 2, 3, and 4.

Installation of ECTS Replacement Telephone Sets Begins

ECTS users will probably be the first to see visible signs that cutover to the UA's new AT&T 5ESS switch is just around the corner. Beginning this month through January, the AT&T 6504 or 6508 replacement telephone sets will be installed in all offices of ECTS users. These new telephone sets offer features comparable to those of the ECTS, and also come with some standard features that had only been options on the ECTS.

As announced in last month's newsletter, if you have a 5- or 10-button ECTS, it will be replaced with the AT&T 6504 (10-button). If you have a 20- or 30-button ECTS, it will be replaced with the AT&T 6508 (29-button). You will continue to pay the rate that you currently pay for your ECTS (for example, if you have a 5-button ECTS, you will not have to pay the 10-button rate, unless you

decide at a later date to add more features). For additional details concerning the AT&T 6504 and 6508, see the November issue of *Telecom News*.

Installing the New Sets

U S WEST subcontractors will be installing the new AT&T 6504 and 6508 sets during December and

(Continued on page 3)

In This Issue:

Telephone Training	1
ECTS Replacement Sets	1
New Mail Gateway	3
Subscription Form	4
Telecom Services Directory	4

Telephone Training, continued from page 1

Experienced U S WEST instructors will teach the important differences between using a phone in the old UA phone system and in the new 5ESS system. They will also demonstrate ways of using phone features that

might not occur to phone users in the midst of day-to-day work routines.

Instruction will emphasize hands-on training—each user will be able to practice on phones in the classroom—

and quick-reference user guides will be handed out for later use in offices. Please see the training schedule below. To register for training, simply call 621-TIPS (621-8477), Monday through Friday, 9 a.m. to 4 p.m.

TIPS Telephone Training Schedule

	Student Union	AHSC (Bldg. 201)	Alumni Bldg.
Single-line (1-hr. class)			
Tues, Jan 16	8 a.m., 9:30 a.m., 11 a.m., 1:30 p.m., 3 p.m.	—	—
Wed, Jan 17	8 a.m., 9:30 a.m., 11 a.m., 1:30 p.m., 3 p.m.	—	—
Thur, Jan 18	8 a.m., 9:30 a.m., 11 a.m., 1:30 p.m., 3 p.m.	—	—
Fri, Jan 19	8 a.m., 9:30 a.m., 11 a.m., 1:30 p.m., 3 p.m.	—	—
Mon, Jan 22	8 a.m., 9:30 a.m., 11 a.m., 1:30 p.m., 3 p.m.	—	—
Tues, Jan 23	8 a.m., 9:30 a.m., 11 a.m., 1:30 p.m., 3 p.m.	—	—
Wed, Jan 24	8 a.m., 9:30 a.m., 11 a.m., 1:30 p.m., 3 p.m.	—	—
Thur, Jan 25	8 a.m., 9:30 a.m., 11 a.m., 1:30 p.m., 3 p.m.	—	—
Fri, Jan 26	8 a.m., 9:30 a.m., 11 a.m., 1:30 p.m., 3 p.m.	—	8 a.m., 9:30 a.m., 11 a.m., 1:30 p.m., 3 p.m.
6504 Multi-line (2-hr. class)			
Tues, Jan 16	9 a.m., 1 p.m., 3 p.m.	—	—
Wed, Jan 17	9 a.m., 2 p.m., 6 p.m.	9 a.m., 1 p.m.	—
Thur, Jan 18	9 a.m., 1 p.m., 3 p.m.	9 a.m., 1 p.m., 3 p.m.	—
Fri, Jan 19	9 a.m., 2 p.m.	9 a.m., 1 p.m., 3 p.m.	—
Mon, Jan 22	9 a.m., 2 p.m.	9 a.m., 1 p.m., 3 p.m.	—
Tues, Jan 23	9 a.m., 1 p.m., 3 p.m.	5:30 p.m.	—
Wed, Jan 24	9 a.m., 1 p.m., 3 p.m.	9 a.m., 1 p.m.	9 a.m., 1 p.m., 3 p.m.
Thur, Jan 25	9 a.m., 1 p.m., 3 p.m.	9 a.m., 1 p.m., 3 p.m., 5:30 p.m.	9 a.m., 1 p.m., 3 p.m.
Fri, Jan 26	—	9 a.m., 1 p.m., 3 p.m.	—
6508 Multi-line (2-hr. class)			
Tues, Jan 23	—	—	9 a.m., 2 p.m.
Fri, Jan 26	9 a.m., 1 p.m., 3 p.m., 6 p.m.	5:30 p.m.	—
Mon, Jan 29	9 a.m., 1 p.m., 3 p.m.	9 a.m., 1 p.m.	—

Call 621-TIPS (621-8477) to register

Installation of ECTS Replacement Sets, continued from page 1

January. We do not anticipate any interruption in service during the installation. In fact, many of the installations will be completed in the evening.

ECTS sets will NOT be disconnected when the AT&T 6504 and 6508 sets are installed. You should continue to use your ECTS because the new sets will not be fully operational (as described below) until cutover to the new UA phone system on the weekend of February 2, 3, and 4.

It is important that you do not unplug your new AT&T 6504 or 6508, and that you do not plug it into a different jack. The jack that your new phone is plugged into has been specifically configured for an AT&T 6504 or 6508 set. Plugging these new phones into jacks that have not been configured for them (such as another office jack or a residential jack) will damage the sets beyond repair.

Try Your New Phone Out

Once your new phone is installed (i.e., when it draws dial tone), we encourage you to practice using it. Your new set will come with a user's guide that explains how to use the fixed features (these are the ones that everyone has) but not how to use the programmable (optional) features. Instructions on how to use a number of programmable features will be provided at the hands-on training in January (see *Training*, page 1). We will also provide additional user guides at this time.

Please note that before cutover you will only be able to use your AT&T 6504 or 6508 to call other users who have AT&T 6504 or 6508 sets, and you will not be able to make or receive off-campus calls. Also, during December and January, we will be testing the new 5ESS switch, so there may be times that your new set does not work.

If you have questions about your new set, call 621-TIPS (621-8477) or write them down and bring them to your training class.

Registering for Training Encouraged

We all have been using phones since we were kids, so who needs training? Actually, all new AT&T 6504 and 6508 users can benefit from training. Our training is designed to help you realize the full potential of your set.

At the training, U S WEST will show you hands-on how to use some useful programmable features as well as the fixed features. Knowing how to use the features on your phone can help you run your office more efficiently and in turn can make your life a lot easier.

For additional details on training and schedule information, see the article about training on page 1.



New Mail Gateway Available to Campus DECnet and Internet Users

Have you been frustrated by slow response times when sending electronic mail? Have you ever received electronic mail and then discovered that you were unable to reply?

The University Telecommunications department has installed a new mail gateway (telcom.arizona.edu) for testing that provides a fast and reliable route to your destination and allows you to reach more destinations than other UA campus gateways.

All users of the campus DECnet or Internet are encouraged to try out this new gateway (see box below). The gateway offers MX (Mail Exchanger) service that allows you to reach com-

puters that are not directly connected to the Internet (such as computers on a local area network or a microcomputer at home). This gateway is also monitored by the Network Control group in University Telecommunications to ensure maximum uptime.

If you have any questions or suggestions, please send a mail message to the UA's Postmaster at one of the following addresses:

DECnet address:

TELCOM::POSTMASTER

Internet address:

postmaster@telcom.arizona.edu

Sending Mail Via the New Telcom Gateway

To use the gateway from a computer on the campus DECnet, send mail to:

TELCOM::IN%"<userid@host.domain>"

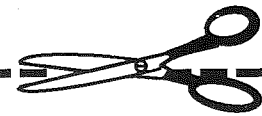
For example, to send mail to user "jdoe" on node "foovax.usc.edu", you would use:

TELCOM::IN%"<jdoe@foovax.usc.edu>"

To use the gateway from a computer on the Internet, send mail to:


userid%host.domain@telcom.arizona.edu


For example: jdoe%foovax.usc.edu@telcom.arizona.edu




Telecom News Subscription Form

To subscribe to *Telecom News* or change subscription information:

1.  Campus Mail – Complete this form and send it to the *Telecom News* address below.

2.  Phone – Call 621-TIPS (621-8477) between 9 a.m. and 4 p.m.

3.  Electronic Mail – Send a mail message to one of the following addresses.

CoSy Address: tips
 DECnet Address: osprey::tips
 Internet Address: tips@osprey.telcom.arizona.edu

Check one:

- Add my name
- Cancel my subscription
- Change my address

Check one:

- Faculty
- Staff
- Other

Name	Phone
Department	
Campus Address	

Telecom News is published monthly by the University Telecommunications department at the University of Arizona. *Telecom News* includes articles about telephone services, data communications services, transmission facilities, and communications applications at the UA. *Telecom News* also provides updates on the Telecommunications Improvement Project Services (TIPS). Suggestions or inquiries are welcome. Please submit all suggestions or inquiries to *Telecom News*, University Telecommunications, Computer Center 73A, Rm. 131, or call 621-TIPS.

Publisher: Amelia Tynan
 Telecommunications Services

Editors: Terry Robinson, George Shelton,
 and Warren Van Nest

Telecommunications Services Directory

Customer Service Orders (Data/Telephone Lines)	1-5100
Network Control Center (24-Hour Data/Telephone Trouble Reports)	1-7999
Billing Inquiries	1-5100
Telex/Telegrams	1-3030
PC/Terminal Maintenance and Paging Services	1-5050
TIPS Hotline/Help	1-TIPS

Telecom News
 University of Arizona
 University Telecommunications
 Computer Center 73A, Rm. 131