

# Telecom News

University Telecommunications  
The University of Arizona

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**AT&T 6504 Phone.** This 10-button phone will replace some ECTS phones as part of TIPS.

## *Preparations Continue for Transfer to New UA Phone System*

Important TIPS activities continue to prepare the campus for the transfer of phone services to the new cable system and the 5ESS telephone switch provided by the TIPS project.

Some new 5ESS test phones, in the Computer Center addition, are now drawing dial tone from the UA's new telephone switch, and they are being put through their paces by members of the University Telecommunications department. These people will help U S WEST provide training to new users of these phones.

These phones will replace ECTS phones on campus, as explained in the article on this page, and consult-

ants from University Telecommunications are now talking to some ECTS users to help match the new phone set features with those of ECTS sets.

University Telecommunications is also working with U S WEST to locate special phone or data communications circuits on campus that are undocumented.

"We're working diligently to identify these special circuits, and we're developing procedures for efficiently handling any circuit problems when we cutover to the new system," says Bob Leach, University Telecommunications department director.

*(Continued on page 2)*

## *Is My Phone Going to Be Replaced?*

Many of you have called our 621-TIPS hotline/help number and asked if your phone is going to be replaced with the installation of the UA's new 5ESS switch. Well, the answer for about 90% of the campus is no. However, if you have an Electronic Custom Telephone Set (ECTS), it will be replaced with an AT&T 6504 (10-button) or an AT&T 6508 (29-button) key telephone set.

The AT&T 6504 and 6508 have features comparable to those on the ECTS, and also come with some standard features that had only been options on the ECTS. These new sets have programmable buttons and a number of fixed-feature buttons such as conference, hold, mute, redial, and transfer. The sets also come with a memory-dialing feature which allows you to quickly dial frequently called numbers.

The 6504 and 6508 are easy to learn how to use. The buttons on these sets are clearly labeled with the functions they perform (for example, you don't have to remember that you use the "R" button to transfer a call; you just press "transfer"). You can select from eight different ring patterns so you can easily identify your ring in a shared office. You can also separately adjust the volumes for the ringer, handset, and speaker.

### **How do I know if I have an ECTS?**

Unfortunately these sets are not labeled "ECTS". To help you identify your set, we have provided a photo on page 2. ECTS sets come in 5-, 10-, 20-, or 30-button models. In the lower left corner of any ECTS, there is a recall button labeled with an "R". Most of these sets have a

wood-grain faceplate; some sets have a faceplate in a decorator color. In all cases, the ECTS set itself is beige. If you're not sure what you have, please call 621-TIPS for assistance.

### **Will I have the same number of buttons on the new set?**

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

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## ECTS Replacement Sets, *continued from page 1*

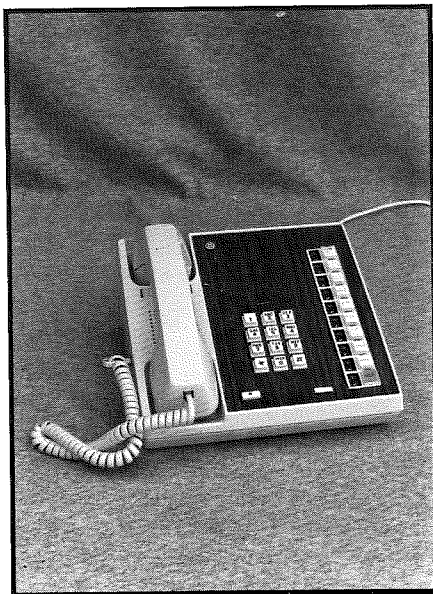
with the AT&T 6508 (29-button). You will continue to pay the rate you currently pay for your ECTS set (for example, if you have a 5-button ECTS, you will not have to pay the 10-button rate, unless you decide at a later date to add additional features).

### Will the new sets have the same features?

Most of the features on the ECTS have comparable features on the AT&T 6504 and 6508 sets. During November and December, University Telecommunications consultants will be talking with some ECTS users concerning how they use their phones. These user reviews will assist us in matching ECTS features with those on the 6504 and 6508 sets.

### Can I order features that I currently do not have on my ECTS?

In order to make it a smooth transition from the ECTS set to the 6504 or 6508 set, you will not be able to order new features until after the cutover to the new 5ESS phone switch. How-



**10-Button ECTS Phone.** All ECTS phones (5-, 10-, 20-, and 30-button models) will be replaced by AT&T 6504 or 6508 sets as part of TIPS.

ever, your new set may have some additional features, since it comes with some fixed-feature buttons that are options on the ECTS set.

### Will I be trained on the new sets?

U S WEST in cooperation with the University Telecommunications department will be providing user training on the AT&T 6504 and 6508 telephone sets. University Telecommunications has scheduled the training during January at two campus locations: the Student Union and the Arizona Health Sciences Center.

Training participants will receive hands-on experience. U S WEST is also developing training materials such as user guides and reference cards for the new phone sets. Additional information concerning training and registration will be mailed to TIPS Departmental Coordinators as soon as information is finalized.

### When will the new sets be installed?

Installation of the 6504 and 6508 sets will begin in January. Your ECTS set will not be disconnected until cutover to the new UA phone system on the weekend of February 2, 3, and 4. The University Telecommunications department will be collecting all ECTS sets shortly after the cutover date.

### If I currently do NOT have an ECTS, can I order one of the new sets?

Users who do NOT currently have ECTS sets can place orders for the 6504 and 6508 sets after cutover. Orders for these sets require time for consulting and configuration assistance to ensure that you get a phone system that best meets your needs. Until cutover, University Telecommunications will be primarily involved in cutover activities and unfortunately will not have the time to provide such assistance.

### TIPS Schedule of Activities Oct '89 - June '90

<u>Date</u>	<u>Activity</u>
Oct/Nov	Testing of ECTS replacement sets
Oct/Dec	Identification of special circuits
Nov/Dec	ECTS user reviews
Nov/Jan	Testing of telephone sets and cables
Dec 1	Service order freeze
Dec/Jan	Cable system completion
Jan	User training Parallel service of ECTS and replacement sets
Feb 2	System cutover
Feb/June	System acceptance testing Old cable removal

## Preparations for New UA Phone System, *continued from page 1*

The UA, like other major universities, inherited a number of such circuits when phone system management was handed over to the University as a result of divestiture of the Bell System.

Leach explains that once the UA's new cable and wiring system is in use, the old cable and wiring system will be removed from campus buildings. Any special circuits that have not been identified before this could inadvertently be removed with the old system, and this could cause localized service interruptions.

Leach urges anyone on campus aware of special, undocumented circuits to please report them by calling the TIPS hotline, 621-TIPS (621-8477).

For other upcoming TIPS activities, please see the boxed schedule above.

## For Improving Response Time and Efficiency, Pagers Are a Bargain

A character in Woody Allen's movie *Play It Again, Sam* dramatizes the need for pagers—often called beepers—those signaling devices the size of a cigarette pack or smaller.

Moving around much of his workday, this character phones in to his office when he can. He says, for example, "This is Ralph. I can be reached for the next 7 1/2 minutes at 555-6666." He is comic because of his sense of self-importance and because he repeatedly fails to precisely time the imprecise interaction of human beings.

Yet those at the UA who are reached by pagers for emergencies know the seriousness of accessibility, and those who use pagers to increase the efficiency of their departments know pagers make good sense.

UA faculty or staff can lease easy-to-use pagers from the University Telecommunications department, at rates well below outside rates, without the purchase of a transmitter or other expensive auxiliary equipment.

Leasing rates are excellent for a couple of reasons. First, because the UA is a large and localized market, a pager company is willing to offer especially low rates—lower than if a UA department leased directly from the pager company. Second, the UA's selection of a pager company is based on competitive bidding.

Lee Bird, Assistant Director of the UA's Residence Life department, considers her pager indispensable. Residence Life is responsible for the well-being of students who live in residence halls. Lee supervises a staff of 26 hall directors, usually graduate students, who live in the halls and who are responsible for hall administration. These directors provide information to students, manage hall program activities, and

report hall problems needing repair or maintenance.

For residence hall difficulties such as personal crises, health problems, and building emergencies, Lee must be accessible for consultation with hall directors. Directors can reach Lee anytime day or night, any day of the year, and anywhere in the state by calling her pager.

Lee gives her 7-digit pager number to hall directors, to office support personnel, and to others who might need her—a parent of a troubled student, for example. Here's how Lee is paged from any phone:

1. Dial the 7-digit pager number.
2. Listen for a ring.
3. Listen for 3 beeps.
4. Dial the number that the person paged should call.
5. Press the # key.

What Lee hears from her pager is a tone—a beep. She then looks at the pager's liquid crystal display for the number she should call.

Lee's pager helps her to delegate responsibility. Rather than having to constantly phone in to her hall directors to check on the status of things, she knows the directors can reach her whenever necessary. The pager frees her to take care of other Residence Life business.

Another department on campus that depends on pagers is the Steward Observatory Mirror Lab, located under the east side of the football stadium. The Mirror Lab casts the giant honeycombed glass mirrors used in institutional telescopes.

These mirrors, which at present measure 3 1/2 meters in diameter and weigh 5000 pounds each, are heated by a furnace 24 hours a day for 6 to 8 weeks. A mirror in this heating stage must be continuously monitored

because any localized heating problems under the mirror lasting longer than 20 minutes can endanger it.

According to Dana Mitchell, Casting Director for the Mirror Lab, a mirror having reached this heating stage represents at least a million-dollar investment in materials and labor. And, he says, pagers are integral to the rigorous monitoring system developed for mirrors.

Mitchell can be in a meeting on campus and at the same time be silently paged. To do this, Mitchell simply sets his pager to vibration mode, in which the pager moderately vibrates to signal each time he is being paged.

If no mirror is in the critical heating stage, Mitchell can usually wait till after a meeting to answer a page. If he receives more than one page during the course of a meeting, the pager will store each phone number to be called. After the meeting, Mitchell then reviews these numbers on the liquid crystal display of his pager.

Mitchell's use of a pager has not been without its bugs, however. The first time he used his pager in vibration mode he was in a meeting when it vibrated. Because the pager is lightweight and he was unaccustomed to wearing it, he swatted himself where he thought an insect had bitten him.

A department on the first line of response to dangerous campus emergencies, often with the police or fire department, is the Risk Management department. Chemical spills, lab accidents, fires, and mishaps of various kinds involving UA faculty, staff, students, and volunteers, are the concerns of Risk Management.

*(Continued on page 4)*

### Pagers Are a Bargain, continued from page 3

One would expect that pagers could help Risk Management's safety officers be responsive. And they do. Yet Risk Management Safety Officer Herb Wagner, who is responsible for UA areas north of Speedway, says that, additionally, pagers help his department be efficient with less crisis-oriented responsibilities. For example, when a portion of chemical




waste is ready to be shipped from the University, a safety officer must approve it and sign a form. The appropriate safety officer is paged, who then calls in and is informed of the 'waiting shipment.

Two hundred and twenty pagers are now being leased on campus by departments as different as Physics

and Family Housing, or Surgery and the Student Union. You can pay for a pager on a monthly or yearly basis, and the lease price covers replacements and most repairs. Monthly paging rates range from \$12.30 for basic service to \$28.85 for the highest level of service. For more information, please call Equipment and Maintenance Services at 621-5050.

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*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.

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