



Technology & Communications



From the Desk of Andrew Lawlor

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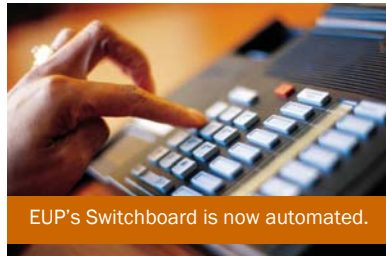
Check out the latest news and alerts at
www.tac.edinboro.edu

Greetings!

To deploy resources where they are most needed and to reduce expenses, the University made a decision this past summer to use an automated telephone switchboard system. Calls to 732-2000, the main switchboard, are now answered by an automated attendant, providing options for the most commonly requested areas on campus. The dial-by-name feature is also an option for callers.

One way to help callers avoid using the automated attendant is to provide them with your direct number, as well as inform them that the University directory is available on our website (keyword: directory). Another way you can help is to record your name within the voice mail system. This way, if you do not answer your phone, individuals who call your number will know they have reached you, otherwise, the message states "This person is not available." Doing this also assists with the dial-by-name feature. When someone presses the keys that correspond to the spelling of the last name of the person they are trying to reach, the system will respond by spelling the last name when it finds it, rather than saying the person's name in their own voice. The system spelling it to the caller is more time consuming and tedious.

To recap, help callers avoid using the main switchboard by giving out your direct number, record your name in voice mail, and let everyone know they can locate direct numbers using the University Directory Service (UDS) with the keyword Directory from the University website.



INSIDE THIS ISSUE:

From the Desk of Dr. Lawlor	1
Full Email Quota ? Help is Here	2
What's new?	3
TLTR Event & WPS	4



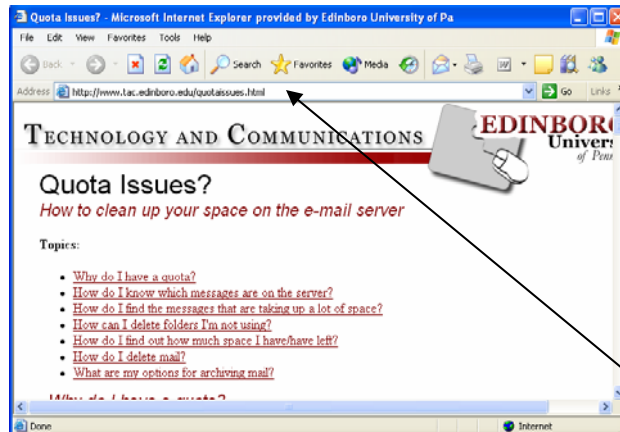
Save Energy Nightly ...

Did you know you can save energy by turning off your monitor at night? DO NOT turn off your computer, as updates are pushed to university systems overnight. However, you can set your monitor to turn itself off after a certain number of minutes of inactivity. To access this feature, right-click on the desktop and select Properties, and then click on the "Power" button.

HELP! MY EMAIL QUOTA IS FULL!

How do I delete email? This may seem like an obvious task, but that is not necessarily the case. Review the following instructions just to make sure you're completing all the steps.

In **Outlook**, IMAP items you choose to delete are marked for deletion, and generally appear in a different color with a line through them. At this point, they *are still taking up space on the server!* To complete the deletion, choose **Purge Deleted Messages** from the **Edit** menu. This only affects the currently selected folder. You can add a "Purge" button to your toolbar by right-clicking the toolbar, choosing **Customize**, selecting the **Commands** tab, click on **Edit** on the left, then drag the "Purge Deleted Messages" from the list on the right to the toolbar. You may wish to right-click the new button and change its name to "Purge" so it takes up less space.



In **Webmail**, when you delete a message, it goes into the **Deleted** folder. The message will automatically be removed from the server in the number of days specified under the **Options** menu. However, if it is a particularly large file and you want to get rid of it right away, switch to the **Deleted** folder and delete again. This will remove the message from the server immediately.

For more information, visit the "Quota Issues" link on our Webmail sign-in page (webmail.edinboro.edu)

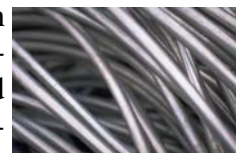
YES, YOU CAN

PRINT YOUR OWN LABELS!

Since T&C can no longer print labels for offices, we do want to offer you an alternative – our Applications Developers can provide you with a CSV file containing the information you're looking for so you can set up your own labels. If you are not sure how to use mail merge in Microsoft Word to create your labels or you're interested in receiving training on this subject, please contact our Help Desk at X2111.

INTERNET SIZE HAS DOUBLED! By: Karen Murdzak

Technology and Communications is pleased to announce another increase in Internet bandwidth!! Internet size has been doubled to 20 Mbps to meet current demand. Internet bandwidth requirements for the campus have increased tenfold over the last 5 years. In 2000, EUPnet was served by a 2 Mbps Internet pipe. EUP had been running on a 10 Mbps pipe since October 2001.



We hope that the new speed will help you to achieve your goals for teaching, research and administrative work.

WELCOME ABOARD, LINDA!

Linda Sipple joined the TAC staff in May 2005. Linda is the Systems Administrator/Security Coordinator and is responsible for the HP servers which currently run the Campus mail and web services and Banner. She has years of experience working in higher education where she supported HP/Digital hardware and software and the Windows environment.

NEW SECURITY TEAM FORMED

By: Linda Sipple

In July 2005, a Security Team was formed to identify and address information technology security, review current policy and procedures and make recommendations to the TAC Leadership Team to improve security.

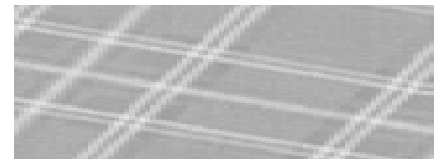


The Security Team members include Technology Specialists; Jon Blaine, Ralph Boyles, and Bill Richter, the Network Operations Manager, Joe Zalik, and the Security Team Coordinator, Linda Sipple.

TECH TIP by: Bill Richter

The Virus, Spam and Spyware Connection—
Exercise Caution!

Virus creation has gone from a recreational activity by hackers to big business. This means you must be very careful when visiting unfamiliar sites on the web and you should never install software if recommended by a site unless it comes from a reputable source. If you are not careful, installing such software will allow your system to be controlled remotely and become part of a *zombie network*. Once a hacker has infected a suitable number of systems, the zombie network can be sold or leased to a spam purveyor to spread their malware or track your activity on the web.



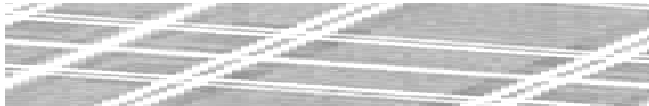
**Verizon
Wireless
Users:**

It is recommended that you update your cellular phone at least once a month by dialing *228. This updates your phone to any new cellular towers. Leave your phone on for 24 hours after dialing. Incoming and outgoing calls can continue to be made through this programming period.

You Don't Want to Miss This!

TECHNOLOGY

Buffet



Space is limited so please register using the TLTR registration form or on the web by going to the EUP home page and typing keywords:

Technology Buffet

October 5, 2005
11:30 a.m. – 1:30 p.m.
Van Houten South Dining Hall



Technology Buffet Spring 2005 - Faculty try new technology

The Technology Buffet features ten tables or stations, each with a different type of technology to enhance learning. Each presenter at the station will go through a 10-minute demonstration of the technology. The audience will move from station to station and the presenters will restart their demonstrations every 10 minutes.

Web Presence System



DIRECTIONS:

Step 1: Log into Web Presence System

1. Open up Web browser and go to <http://webs.edinboro.edu/wps>
2. Login: eup\username, Password is same as email/network

Step 2: Choose New or Existing Page

Step 3: Choose Preferred Template

Step 4: Fill in the Boxes in the Web Presence Template

Note: To override any pop-up blockers, Click on the Control key before selecting the Review Page button

Step 5: Review Page

Step 6: Publish Page

1. From pull down menu choose the directory you want to publish the pages to.
2. Type in the name of your file followed by .html

Note: Name the home page of your department=index.html

Step 7: Your pages are published and available on the web.

<http://departments.edinboro.edu/departmentname/index.html>

Step 8: Make changes to your site by going to Web Presence System-Select Page.

Review Page

Edit This Page

Show Placement for entire template

WPS Help

Publish!

Review & Publish



To request WPS training for your department, contact Cori Dunagan at X1033 or cdunagan@edinboro.edu