

New Offering-mobilePath™

mobilePath™ is an application that helps transform your voice mailbox into a “virtual office”, letting callers connect and conduct live conversations with you, whether you are at your desk, on the road, or working at home. By providing single-number access, the mobilePath application eliminates the need to provide different numbers for your office, home office, cell phone, and pager. Mobile and remote workers can be reached easily on their cell phone or at other offices via their work number, allowing quick and seamless access.

REQUIREMENTS

You must be a current user of the voice mail system with a Harvard Centrex telephone line, and have Enable Voice Mail (EVM) activated *. Microsoft Internet Explorer 5.5 or greater is required to configure the application. See www.telecom.harvard.edu/evm for information on EVM service.

WHO WOULD BENEFIT

mobilePath™ is an ideal application for people on the go, on-call, whether telecommuting, or away from their desk much of the time.

COMMON SCENARIO

A caller tries to reach you by telephone at your office and reaches your voice mail. Your greeting could tell the caller that you are not available but if the call is urgent, press (1) to attempt to reach you live. mobilePath™ would then transfer the caller to the first telephone number that you have listed (this could be your home number, cell phone, etc). If you do not answer at the first number, the caller is asked to hold while the system tries a second number. If you do not answer the call after all options have been exhausted, the caller is placed back into your office voice mailbox.

You can configure the system so that the caller records their name which, when played back to you, identifies the caller and gives you the option to accept or reject the call. If you reject the call, the caller is routed back to your office voice mailbox.

HOW DO I SIGN UP

Currently we have a Pilot Program. If you are interested in testing this system to see if it meets your needs, at no cost (during the pilot), please go to www.telecom.harvard.edu/mobilepath for additional information or to be part of the pilot program.

*Department I.T. Group approval required for EVM

New Wireless Phone Contract

The Telecommunications Department at UIS implemented a wireless phone and service contract with Verizon Wireless.

Some highlights of the contract are:

- Discounted monthly rates for faculty & staff “corporate” plans
- Departmental “pooled” plan options
- Discount to Harvard employees on select personal plans & accessories
- Internet ordering capabilities for personal phones and service

Be sure to check our website for updates and details about plans and equipment.
http://www.uis.harvard.edu/departmental_telecom/wireless_phones/index.php

As a University **cell phone** user, UIS Telecommunications offers access to low- cost international rates through MobileSphere (formerly CellularLD). This program applies to both corporate and personal cell phones. For rates and information, log on to:
<http://www.cellularld.com/harvard/>

In addition to regular airtime, users can call the U.K (for example) for as little as \$0.05 per minute from the U.S.

Call the UIS Telecommunications customer service group at 5-8590 for more information or with questions.

Wireless (Cellular) Directory Assistance

A lot of discussion has taken place regarding the proposed wireless directory assistance plan for cellular phone numbers.

Your cell phone number will not be listed in this directory automatically, contrary to what some of the recent unsolicited emails have indicated. You must choose to be included when your service provider (Cingular, Nextel etc.) contacts you. If you do not respond or choose not to be included, your information will not be listed. The directory is a “411” type listing, not a printed directory.

As a point of information, the University’s preferred wireless vendor, [Verizon Wireless](#), has made a business decision not to participate in the wireless directory. Therefore, Verizon Wireless customer information will not be included nor will Verizon Wireless ask customers to opt-in or out of the directory.

Here is a link to get additional information on the topic from the cellular industry association, the CTIA:

<http://files.ctia.org/pdf/WDAalkingpointsonletterhead.pdf>

Communicating With Large Groups

Using the Voice Mail System

There are three features in the voice mail system that can make communicating with groups of voice mail subscribers easier. The following highlights these features:

PERSONAL GROUP LIST

Each mailbox is configured to allow 15 Personal Group Lists, with 25 destinations per list, for a capability of up to 375 destinations per mailbox. This is programmed by the subscriber and cannot be shared with other subscribers. No additional charges apply.

SYSTEM DISTRIBUTION LIST

This is a separate mailbox type which is maintained by a designated departmental mailbox manager using the keypad on the telephone. It will allow up to 350 destinations per mailbox; mailboxes can be linked together to expand the number of destinations. Message waiting indicators will be activated when a message is sent using this type of mailbox. Cost is \$33.00 per month, per System Distribution Mailbox.

BULLETIN MAILBOX

This is a separate mailbox type which is maintained by UIS Telecommunications. The school or department requesting a Bulletin Mailbox provides Telecommunications with the list of mailboxes that should receive bulletins. Destinations are unlimited. Messages sent using a Bulletin Mailbox will *not* activate the message waiting indicator. Cost is \$50.00 per month.

For further information, please contact customer service at 495-8590.

Call 5-8590 for Telecommunications Customer Service Group

The UIS Telecommunications Customer Service group recently installed the I3 Customer Interaction Center (sometimes referred to as “ACD”). The new, state-of-the-art system allows incoming customer calls and emails to be distributed to all available staff members, offering enhanced workflow and other features for faster service.

We request that all calls to the Customer Service group go through the well-publicized main number,

5-8590. In the past, many customers directly dialed the extension of their Telecom Specialist. By dialing the main Customer Service number, **5-8590**, your call will be answered promptly and routed to the appropriate staff member within the Customer Service Group (or the person covering in the event of his/her absence.) For more information on the I3 product or to consider if the I3 system makes sense for your department, please contact your telecom analyst or the Customer Service group at **5-8590**.

I n f o r m a t i o n o n
D i s c o n t i n u e d A v a y a 6 5 0 0
S e r i e s S e t s

In both October and December of 2004, the UIS Telecommunications group sent email notifying departments of the discontinuance of the Lucent/Avaya 6500 series telephone sets and the implementation of the Fujitsu 9924 set.

The effective date of the equipment change was January 3, 2005. As of that date, any requests for installation or repair of Avaya 6500 series (models 6504, 6508, & 6514) telephone sets will result in a telephone replacement. The telephone set we now utilize is the Fujitsu 9924. This only affects your department if you are requesting a new installation of a 6500 series telephone or if you have a repair service issue with an existing 6500 series set.

In both cases, it will be replaced with a Fujitsu 9924. In most scenarios, the monthly cost will decrease because of the equipment change. There are no one-time costs associated with the *repair* replacement scenario. Standard installation charges apply for new telephone set requests (\$42/crosswiring plus jack).

Monthly pricing comparison for 6500 series sets and 9924 sets:

Manufacture Discontinued 6500 series:

6504 set \$ 4.50 + NT1 \$3.75 = \$ 8.25

6508 set \$17.00 + NT1 \$3.75 = \$20.75

6514 set \$15.50 + NT1 \$3.75 = \$19.25

New Fujitsu sets:

9924 set \$14.75 + NT1 \$3.75 = \$18.50

9924 w/ ABM module & NT1 = \$23.25

For a user guide on your desktop telephone set, please visit our web site:

www.uis.harvard.edu/departamental_telecom/faculty_staff_phones/telephone_manuals.php

U I S T e l e c o m m u n i c a t i o n s C o n t a c t L i s t

Operator Service:

1st contact: Main Number 617-495-5575
2nd contact: Pat Murphy
Manager, Communications Center
617-495-0581
pat_murphy@harvard.edu

Customer Service:

1st contact: telecom_orders@harvard.edu
Main Number 617-495-8590
2nd contact: Stephen Rivers
Manager, Customer Service & Planning
617-496-7300
steve_rivers@harvard.edu

Billing:

Directory: telecom_billing@harvard.edu
telephone_directory@harvard.edu
1st contact: Main Number 617-495-5457
2nd contact: Laurie Gamble
Manager, Billing & Administration
617-495-4939
laurie_gamble@harvard.edu

Wire/Cable & Repair:

1st contact: wcable@harvard.edu
2nd contact: telecom_repair@harvard.edu
Main Number 617-495-4900
Paul Conway
Manager, Engineering & Maintenance
617-495-3217
paul_conway@harvard.edu

Telecommunications Director:

3rd contact: Nancy Kinchla
Director, Telecommunications
617-495-9914
nancy_kinchla@harvard.edu

DEAR ALEX Q&A

Q: If I have a problem with my voice mailbox, I am always asked if I use the *key to exit, why?

A: The *key acts as a key to lock your mailbox. If you just hang up after entering your mailbox, it is left open until the system determines that you have exited. This may take a few minutes, leaving your mailbox open which may cause multiple problems. Also, using the *key backs you out of your mailbox and prompts you to listen to any new message(s) that may have arrived in your mailbox.

Q: I have a couple of messages in my voice mailbox that I would like to keep. What is the best way of doing this?

A: The easiest way is to use EVM (Enabled Voice Mail). This feature is offered to most voice mail subscribers at no charge. Each time a message is left in the individual's voice mailbox, a WAV (.wav) file is created and sent to the designated e-mail address. You can listen to the message through your e-mail or retrieve it through the voice mail system. The message that is sent to the e-mail address can be forwarded to a non-voice mail subscriber, i.e. your home computer.

Please visit www.telecom.harvard.edu/evm for more information and instructions on signing up for this application.

Q: When do the new Billing Statements become available?

A: The billing cycle is run on the last day of the month. TORTE on-line billing statements will be available as soon as the database is refreshed after the billing cycle is complete. This means that the on-line statements should be available on the second business day of the month. An email will be generated to all BD (Bill Distribution) owners each month when the on-line billing is available.

Q: I've heard that pop-up blockers cause problems in TORTE. What do I need to know about TORTE and pop-up blockers?

A: The TORTE system uses pop-up windows for much of its functionality. Therefore, pop-ups must be enabled before TORTE can run effectively. If the pop-ups are blocked most of TORTE will not work.

When you first access the TORTE URL and if TORTE detects a pop-up blocker, it will give you a message on the TORTE log-in page in red saying: "A pop-up blocker has been detected." You should not try to log in to TORTE until you have changed your settings to allow pop-ups. To do this, look in the tool bars on your browser. Often it is in the Google or Yahoo tool bar. You can change the pop-up blocker to **unblocked**. Sometimes you can shut the blocker **off** completely, and other times you can allow the TORTE site as an approved site, which will leave pop-ups blocked for other addresses, but enable pop-ups for the TORTE application.

Unfortunately, the log-in pop-up blocker detector doesn't catch everything. Sometimes you can log into TORTE without getting the initial pop-up blocker warning, yet find you are unable to run a report. It may appear as if it's running, but after several minutes

nothing has happened. The best way to test this is to run a short report (the Billing Statement for a single phone number, for example). If a short report doesn't finish (it should take no more than about 30 seconds) you probably have a pop-up blocker turned on.

If you are unable to run a report in TORTE, try pressing the CTRL key. With many pop-up blockers, holding down the CTRL button temporarily disables the blocker, allowing the pop-ups to appear. If this doesn't work you will need to disable the blocker.

Call the TORTE Help Desk for more additional assistance at 8-6783 (T-ORTE).

TELECOMMUNICATIONS STATISTICS

Phone lines:	29,600	
- <i>Analog / Administration</i>		14,700
- <i>Analog / Students</i>		6,000
- <i>ISDN / Administration</i>		8,900
Telephone Sets	20,300	
- Analog		11,900
- ISDN		8,400
Number of jacks:		50,000
Copper cables (miles)		2,150
Fiber Optic cables (miles)		85
Dig safe notifications		1,861
Wiring infrastructure projects per year		268
Voice mail accounts		19,640
Voice mail messages per year		12,000,000
Calls processed per year:		13,723,000
Usage Minutes		49,990,000
Calls to Harvard Operators per year		406,507
Harvard Operator assisted Conference Calls		1,680
Electronic statements issued per month		39,000
Service requests per year:		10,385
Repair dispatches per year:		3,253
Installation dispatches per year		8,000
Printed Directories:	46,800	
Administration		25,000
Student		21,800
Payphones		115
Emergency phones:	531	
- <i>Talk-A-Phone</i>		333
- <i>Ramtech</i>		198
Elevator phones		332

