



# TELZETTE

Harvard University Telecommunications Department

Newsletter

## Self-Service Audio Conference & Directory Assistance

**T**here are two convenient ways to obtain information and request service for audio conference and directory assistance without the aid of a Harvard Operator.

**1.)** Scheduling a conference call. For information about the service as well as how to obtain an AlwaysOn account, please visit our website at [www.uis.harvard.edu](http://www.uis.harvard.edu), go to Departmental Telecom, Products and Services, or call Conference America directly at **1-800-925-8000**.

The advantages of obtaining an AlwaysOn account are:

- cost savings – 4.9¢ (AlwaysOn) vs. 10.9¢ (Harvard Operator scheduled) per minute per participant (domestic rate); see rate table for international rates
- convenience – passcodes and access numbers do not change
- ability to look up billing information via TORTE - the UIS on-line Billing and ordering application

**2.)** Voice Recognition/Automated Directory Assistance is the automated directory assistance service available 24 hours-a-day. You have the option of accessing the voice recognition system anytime by dialing **617-384-LIST (4-5478)**. You are prompted to say “Faculty, Staff or Student” and then speak the name of the person you want to reach. You can also program this number into your cell phone and get immediate assistance.

**A**s always, the Harvard Operators will gladly assist you in setting up a conference for more than three parties or to provide directory assistance. Harvard Operator’s current hours of operation are Monday through Friday, 8:00 A.M. to 8:00 P.M. and weekends from 9:00 A.M. to 5:00 P.M. The office is open most holidays from 9:00 A.M. to 5:00 P.M. with the exception of New Year’s Day, Independence Day, Thanksgiving and Christmas. We encourage you to take advantage of these two self-service offerings.

### Table of Contents

**Page 2:**

Donate Your No-Longer-Used Cell Phones  
New Switching Equipment Installed  
Telephone Trivia

**Page 3:** Abbreviated Dialing

**Page 4:** Profile – UIS Telecommunications Wire & Cable Team

**Page 5:**

Profile – UIS Telecommunications Wire & Cable Team (Cont’d)  
MIDAS

**Page 6:** UIS Functional Org Chart

**Page 7:** Dear Alex FAQ’s

## Donate Your No-Longer-Used Cellular Telephones

**W**ondering what to do with that cellular telephone you no longer use? Please consider donating it to a great cause. UIS Telecom works with one of our cellular service providers, Verizon Wireless, to collect no-longer-used wireless phones, batteries and accessories in any condition from any manufacturer or service provider. Phones that can be refurbished are sold for reuse and those without value are disposed of in an environmentally sound way.

**P**roceeds from the HopeLine program ([www.VerizonWireless.com/Hopeline](http://www.VerizonWireless.com/Hopeline)) are used to provide wireless phones and cash grants to local shelters and non-profit organizations that focus on domestic violence prevention and awareness. HopeLine collects used wireless phones and accessories, regardless of service provider, make, model or technology.

Cellular equipment can be sent to UIS Telecom, 1230 Soldiers Field Road, Brighton, MA 02135

Thank you for your donation!

---

## New Switching Equipment Installed

**V**erizon Communications and UIS telecommunications recently completed the migration of nearly 600 Harvard - Centrex lines to two, newly installed, central office based, optical remote modules (ORM). The ORMs are an extension of the Cambridge-based central office telephone switch physically located in other geographic locations (Boston).

**T**he new ORMs allow UIS to install Harvard telephone numbers to the Back Bay and Brighton area (known as Foreign Exchange or FX Service). This is an important advance in the technology we use as the Harvard campus continues to see growth in these areas. The new ORMs make faster intervals possible (the time between the customer's original request and the due date for dial tone) as well as more reliable digital circuitry. The circuitry is important because it eliminates potential repair issues over time. The new equipment means UIS can provision a telephone request in better than half the time it used to take to deliver FX service.

Many people from UIS were involved in the planning and successful migration of the 600 lines and we look forward to providing improved service in these and other areas.

---

## Telephone Trivia

I have always wished for my computer to be as easy to use as my telephone; my wish has come true because I can no longer figure out how to use my telephone”.

Bjarne Stronstrup - Inventor of C++



# Abbreviated Dialing

## **Dial 211 for Mass 2-1-1 Call Center**

(dial 9-211 from your Harvard landline phone or 211 from your cell phone)

Every day, people throughout Massachusetts need to find essential health and human services, or community services such as after-school programs, a food pantry, or where to secure care for an aging parent. Many face these challenges but don't always know where to turn for help. By dialing 211 you will be connected to a trained specialist who can provide information about critical health and human services available in your community. It is a free and confidential call, available Monday – Friday 8 AM to 8PM.

## **Dial 511 for Mass Highway Information**

(dial 617-374-1234 from your landline phone or 511 from your cell phone)

The Federal Communication Commission (FCC) designed 511 as the single traffic information telephone number for use by states and local jurisdictions in July, 2000. Since then, 27 states nationwide have launched 511 services to benefit travelers. 511 Massachusetts was launched on October 15, 2007 and provides real time traffic, transit, weather, construction, and event information for Eastern Massachusetts.

## **Dial 711 for Telecommunications Relay Services**

(dial 9-711 from your Harvard landline phone or 711 from your cell phone)

The Federal Communications Commission (FCC) has adopted use of the 711 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. If you want to call someone using TRS, use your TTY or telephone, dial 711, and you will automatically be connected to a TRS operator. If you're a TRS user traveling out of state and want to make a call, there is no longer a need to learn the state's TRS provider's telephone number. Just dial 711. It's fast, functional, and free.

## **Dial 811 for all DigSafe requests (Call Before You Dig)**

(dial 9-811 from your Harvard landline phone or 811 from your cell phone)

A new, federally mandated national "Call Before You Dig" number 811 was created to help protect you from unintentionally hitting underground utility lines while working on digging projects. People digging often make risky assumptions about whether or not they should get their utility lines marked due to concerns about project delays, costs and previous calls about other projects. These assumptions can be life threatening. Every digging job requires a call, even small projects like planting trees or shrubs. If you hit an underground utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood and potentially be responsible for fines and repair costs.

## **Dial 911 for all Emergencies**

(dial 911 or 9-911 from your Harvard landline phone or 911 from your cell phone)

The 911 network is a vital part of our nation's emergency response and disaster preparedness system. In order to deliver emergency help more quickly and effectively, the carriers and public safety entities are upgrading the 911 network on a regular basis. For example, most 911 systems now automatically report the telephone number and location of 911 calls made from landline phones, a capability called Enhanced 911, or E911.

## Profile – UIS Telecommunications Wire & Cable Team

**A**s part of our ongoing series highlighting each of the UIS Telecommunications units, the Wire and Cable team is presented in this issue.

**T**he Wire and Cable Technical Consultants team members work with architects, engineers, consultants, city officials, and project managers on wiring projects ranging from small to major renovations in addition to new construction. Wire and Cable personnel are also the main interface with engineers from Verizon and Comcast when service is requested into Harvard buildings.



**UIS – Telecommunications Wire and Cable Team**

(left to right) - Paul Conway, Mark O'Brien, Elise Ruggles, Hugh O'Neill and Gary Twiraga

### **Responsibilities include:**

- Issue Request for proposal (RFP) documents to bidders and evaluations of proposals for all fiber optic and copper cables, if requested
- Prepare design and layout of Intermediate Distribution Frames (IDF) and Main Distribution Frames (MDF)
- Review wiring specifications, change orders and scheduling changes to ensure the project is completed on time and within budget **continued on page 5**

## Profile – UIS Telecommunications Wire & Cable Team *(cont'd from page 4)*

- Review all Dig Safe notifications in Cambridge and Allston area and mark out cables where necessary
- Stay current on all industry standards and city regulations for Cambridge and Boston
- Identify and label all jacks on floor plans according to Harvard labeling standards
- Review and approve test results for copper and fiber cables as well as engineering drawings for accuracy

**Emergency Procedures:** Wire and Cable technical consultants are committed to providing the Harvard community with a 4 hour on-site response time for all fiber optic cable problems. We also have Harvard-owned cable residing at vendor locations to ensure availability when needed.

### Contact Information:

• Main Number	617.495.3217	(Regular Business Hours)
• Emergency After Hours #	617.797.9600	(Nights, Weekends and Holidays)
• Main email address		<a href="mailto:wcable@harvard.edu">wcable@harvard.edu</a>
• Paul Conway	617.495.3217	<a href="mailto:paul_conway@harvard.edu">paul_conway@harvard.edu</a>
• Mark O'Brien	617.495.9122	<a href="mailto:mark_obrien@harvard.edu">mark_obrien@harvard.edu</a>
• Hugh O'Neill	617.495.9910	<a href="mailto:hugh_oneill@harvard.edu">hugh_oneill@harvard.edu</a>
• Elise Ruggles	617.496.6461	<a href="mailto:elise_ruggles@harvard.edu">elise_ruggles@harvard.edu</a>
• Gary Twiraga	617.495.9900	<a href="mailto:gary_twiraga@harvard.edu">gary_twiraga@harvard.edu</a>

---

## MIDAS

**H**ave you ever wondered how to get your listing into the Harvard directories, or how to update your directory information? Throughout the University, there are over 250 directory contacts that are responsible for updating directory listings for their departments. This updated information is then fed to the on-line directory, the Harvard operators, as well as the printed directory. For the past several years, WDU (web directory update) has been the on-line application used to make these changes. In October 2007, a new application, Managing Identity Data and Affiliation Security (MIDAS), was introduced.

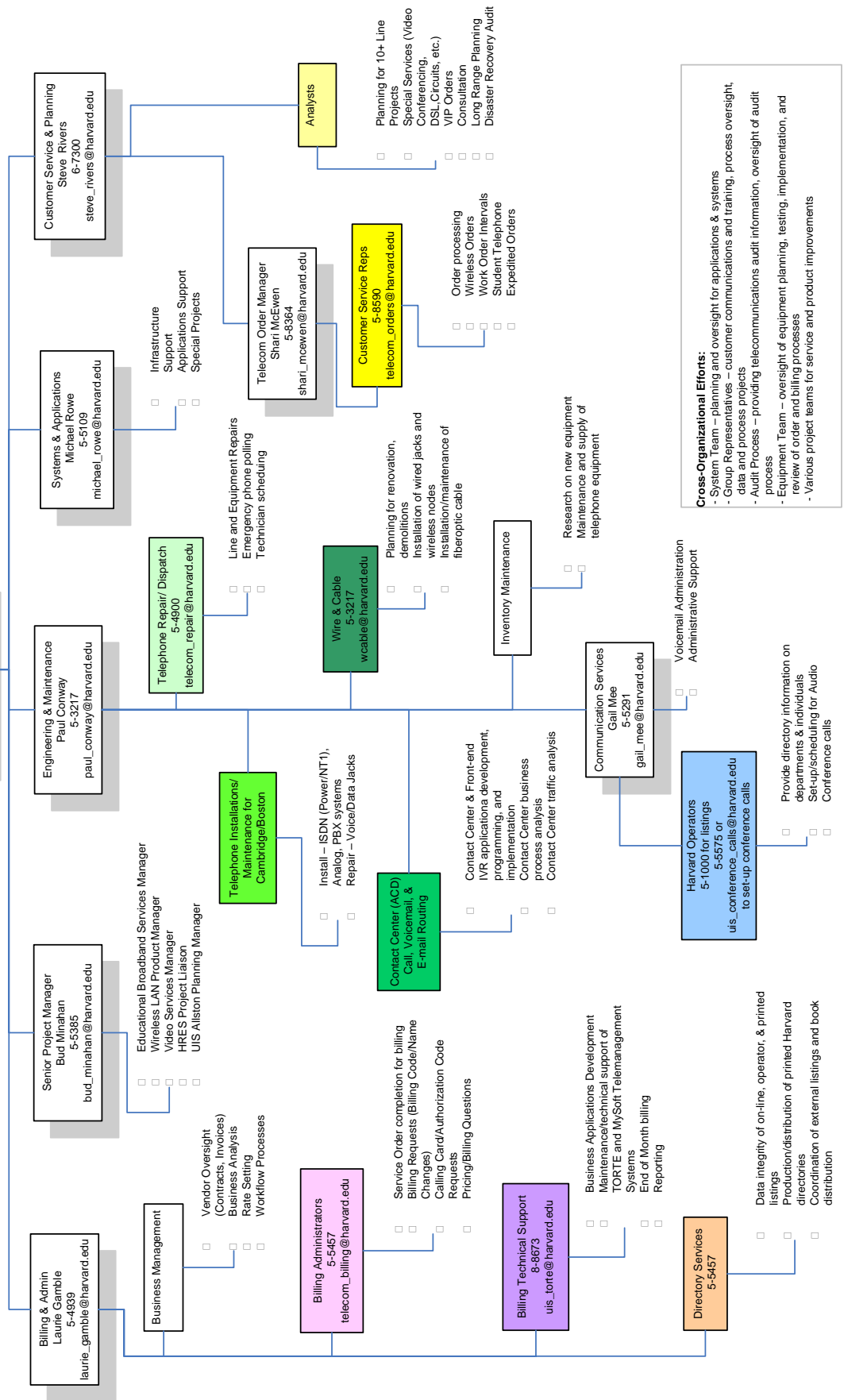
**T**he project to create MIDAS was part of a larger project, the IdM (Identity Management) Project, which replaced the aging HUID database and systems. The ID database keeps track of people who have been formally assigned Harvard ID numbers, their roles, directory contact information, privacy preferences, and ID card data. MIDAS is a user-friendly web application to view and/or update this data—Harvard's administrative tool for managing identity data. MIDAS users perform a range of business functions, including looking up people to verify affiliation, updating contact or privacy data, getting ID numbers for Library Borrowers or other persons with roles like consultant or contractor.

**M**IDAS was created to replace other applications that were used with the former ID system: WDU, HUID Data Server, HUID App web, HUPD App, HUID VB App, HUID Remote, Registrar Privacy App, PIN Letter Print, and Special Borrower. Most of these applications were consolidated into one to make it easier for users to perform all their ID system-related job functions in one place. MIDAS is a PIN-authenticated application. You also need to have permissions set within MIDAS to view and/or update records.

To learn more about MIDAS, you may visit the UIS website at: [http://www.uis.harvard.edu/harvard\\_directory/midas/](http://www.uis.harvard.edu/harvard_directory/midas/)

# UIS Telecommunications Functional Organization Chart Updated: 1/2008

Colored boxes are those Telecom groups who most frequently interact directly with customers. The white boxes refer to infrastructure groups and individuals.



**Cross-Organizational Efforts:**

- System Team - planning and oversight for applications & systems
- Group Representatives - customer communications and training, process oversight, data and process projects
- Audit Process - providing telecommunications audit information, oversight of audit process
- Equipment Team - oversight of equipment planning, testing, implementation, and review of order and billing processes
- Various project teams for service and product improvements

# DEAR ALEX Q & A's

Some of the information below may be utilized during a power shutdown.

Q: How do I reset the clock on a Fitjitsu 9924 telephone set?

A:

- Press the menu button
- Press the soft key under Options
- Select Option 2 (Calendar) by pressing the “2” key on the keypad
- Press Menu and the softkey under Enter and then Press Enter again—Display will read “Input Hour”.
- Enter EACH hour, minute and date, depressing the menu button followed by the software key under Enter after each entry until the display reads “complete”

Q: How do I reset the clock on a 8510 telephone set?

A:

- Press Menu
- Press the softkey Option
- Press the softkey Clock
- Press (-) or (+) a dial pad key to set the clock
- Press Next to go to the next field, such as “Sept” to “24”
- Press the softkey “Done” when the correct month, day, hour, and minute appears on the screen.

Q: How do I reset the speakerphone on a 8510 telephone set?

A:

- When you see the screen: **“Ready To Set The SPKR”**
- Press the softkey below **“Begin”**
- You hear a set of rising tones as the speakerphone adjusts itself to the surrounding acoustical environment.
- Press Menu Button twice to return to home screen.

Q: How do I set the date and time on a 6508 telephone set?

A:

- Press Program Button
- Press Transfer/Clock Button
- Press (\*) until the correct month appears
- Press (#) (save the month) & display date
- Press (\*) until the correct date appears
- Press (#) (save the date) & display year
- Press (\*) and then (#) to save the year, hours, and minutes.

Q: In the event of a power outage and the speaker light is flashing on my ISDN-10 telephone set, what do I do to extinguish the speaker light from flashing?

A:

- Depress Memory Button
- Depress Speaker Button

Q: Where can I find more information on telephone manuals ?

A: Visit [http://www.uis.harvard.edu/departamental\\_telecom/faculty\\_staff\\_phones/telephone\\_manuals.php](http://www.uis.harvard.edu/departamental_telecom/faculty_staff_phones/telephone_manuals.php)

Q: When I make a change to a line, is the directory listing also updated?

A: No—the directory listing is not automatically updated. Changes to name, job title, or office mailing address must be done through your local HR office. These changes are submitted to central payroll by the local department, where they are entered into the PeopleSoft HRMS. Expect 1-2 days for a local change to show. Changes to the data you see in the Faculty/Staff phonebook—official e-mail, office phone, fax number, and preferred listing name—are done through your local directory contact. Directory contacts are locally based in your School. To locate your contact: Call the UIS Help Desk (617-496-2001) **Email at [uis\\_helpdesk@harvard.edu](mailto:uis_helpdesk@harvard.edu)**  
Contact the UIS Telecom Group: 617-495-5457, or [telephone\\_directory@harvard.edu](mailto:telephone_directory@harvard.edu)



---

Telzette is available on our website://www.uis.harvard.edu/departmental\_telecom/. For additional copies call Customer Service at 5-8590.

Send suggestions or comments to [talk\\_to\\_us@harvard.edu](mailto:talk_to_us@harvard.edu)

---

University Information Systems Harvard University Telecommunications Department 1230 Soldiers Field Road Boston, MA 02135	US postage
<b>TELZETTE</b>	
Re-route to: Name: _____ Dept: _____ Bldg: _____ Floor: _____ Room: _____	mailing label