

Bits and Bytes

May 2007

QCC Network and
Telecommunications Services

Volume 1, Issue 4

Upcoming and On-Going Projects

- *Conference Rooms Rewired for New Digital Conference Systems*
- *HLC Wireless Configuration—May 18th*

Visit us on the Web

Please check out our new format!

<http://www.qcc.mass.edu/networkservices>

When should you contact the Help Desk?

Please contact the Help Desk if you have a problem with anything related to the technology you use as part of your duties here at QCC. That includes:

- Computers
- Monitors
- Telephones
- Printers
- Your User Name and Password
- Software (Including CX)
- Network Resources (such as Group Drives, accessing the Internet, requesting a data restore from back-up, etc.)

Call the Help Desk at ext. 4427

Or

E-mail Help

When you send an e-mail to Help, please be sure to place all the pertinent information (name, office location, extension, description of the problem) in the **body** of the e-mail—**NOT** in the subject line.

Network and Telecommunications Services Staff

Ray BauwensDirector
Ray Wisniewski Help Desk Administration
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Patrick Printz Help Desk Services
Steve Wojnowski.....Desktop Administration
Christine Dorr User Administration
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Tip of the Month

Did You Know....

Audix has more features than **just** retrieving messages. When dialing into Audix (x4555) we select '2' to retrieve messages then select 'o' to listen. Most of us can dial this in our sleep. Well, that's not all you can do. The first menu that you listen to is called the "Activity Menu". The "Activity Menu" actually has **6** selections. The most familiar selection in this menu is '2', though there are other selections that you may not be aware of.



Such as....

- 1—Record and Send Messages (record, edit, address, deliver)
- 3—Create Personal Greetings (record, edit, activate)
- 4—Check Outgoing Messages (retrieve, sort/save, review/modify, resend)
- 5—Change Password/Create Lists/Personal Directories (create, review/modify, scan)
- 7—Scan Messages Quickly (and/or headers)

And the one we ALL use....

- 2— Get and Respond to Messages (retrieve, sort/save, respond)

Here are additional keypad features that may also be useful:

Basic Commands: Help = *4, Delete = *3

Play-Back Controls: Rewind = 2, Play/Pause = 3, Louder = 4, Back Up = 5, Softer = 7, Slower = 8, Faster = 9, Listen/Replay = o, Skip = #

If you have any inquiries about the Tip of the Month, please contact the Help Desk or visit our Network Services website (link located under 'Visit us on the Web') and select the Audix Instructions link.

Best Practices

Never Shut Off Your Computer

Never Save Data To Your Local Computer

QCC's Acceptable Use Policy

<http://www.qcc.mass.edu/IT/Policies/ISAcceptableUsePolicy.pdf>

User Name and Passwords

Your user name and password should never be shared with anyone. Doing so violates the QCC Acceptable Use Policy. Your password expires every 12 weeks and must be at least 8 characters. Also, you cannot use any of your three previous passwords.