

LRDC Computing Services

Computing Services Newsletter

Summer 2000

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New Resources at LRDC

by Karen Bassett and Gary Wilde

LRDC Computing Services would like to announce the purchase of several new resources:

- An HP Color LaserJet 4500 DN printer
- Four black and white HP LaserJet 8100 printers
- A Sharp AR-286 Digital Imager (copier/network scanner/network printer)
- A Polycom Sound Station Premier Conference Phone

The new HP Color LaserJet 4500 DN and our existing Tektronix 740 (which was purchased last year) are both high-quality, high-speed color laser printers that work with all versions of Windows, Macintosh, and Unix systems. Each has a duplexing unit for double-sided printing and can print on a variety of media including transparencies and glossy paper, with sizes up to 8.5-by 14-inch (legal). Although the quality and speed of both printers are comparable, it depends on personal preference and the media used to determine which is "better." Feel free to stop by room 506 to see sample printouts.



HP Color LaserJet 4500

Having two color laser printers will allow us to provide better color printing services by decreasing wait time when several jobs need to be printed at once and will provide a backup in the case of a printer repair. Pricing for the use of the new HP Color LaserJet will be the same as for the Tektronix 740 color laser printer (25¢-50¢ per page for standard paper and 60¢-85¢ per page for transparencies and glossy paper, depending on the amount of ink used). To prevent accidental printing and to ensure proper operation, all color printing must be done in room 506.

Four HP LaserJet 8100's were purchased to replace the building printers that were in the worst condition. One of the old printers has been moved to the 4th floor to provide printing services to 4th floor lab users. Another will be set up as a working spare. The remaining two will be used for parts. In fact, we were able to upgrade the memory of the remaining HP LaserJet 4si's and add duplex units. Now, all LRDC building printers on floors 4 through 8 have duplex capability.



HP LaserJet 8100

These new high-performance printers are capable of printing 32 pages per minute at 1200-dpi quality and are designed for high volume—up to 150,000 pages per month. If you have any questions on the use of the new printers or need special assistance printing (such as using media other than plain paper or letterhead) please call x4-7033. Although these high-performance printers are designed for high volume, they are sensitive pieces of equipment and can be damaged easily by improper use. Common examples of printer misuse include using the wrong type of paper or other media, feeding special media incorrectly, and clearing paper jams without proper experience. As with all of the building printers, please contact Computing Services in the case of a printer jam. Proper use will minimize repairs and downtime.



Sharp Digital Imager

The 5th floor copier has been replaced by a Sharp Digital Imager, which also has network scanning and printing capabilities. The network scanner allows you to scan documents directly to your e-mail account as a tiff image. If your document is in good condition, the document feeder can be used as if you were making hard copies. Using this feature requires your e-mail account to be entered into the system and a valid copy code (from your project leader). If you would like to use the network scanner, please contact Computing Services at x4-7033. We will enter your e-mail account into the system and help you scan your first document.

The network printing capability allows you to print, sort, and staple documents directly from your desktop computer. If you would like to use this feature, please contact Computing Services. We will install and configure the proper print driver on your computer and help you print your first document, showing you how to use the various features. This machine is perfect for making a quick on-demand article for a visitor or to print several copies of a document. Please keep in mind that this is not a replacement for the Copy Cat; it is the sole copier for the 5th floor.

LRDC also has a very high-quality conference phone which can be used as a two-way speaker phone in a conference room. There are two extension microphones to allow this phone to be used even on a long conference table. This phone has very high fidelity and full duplex, which means voice goes both ways at the same time. This is in contrast to regular speaker phones which are half duplex; that is, when one side talks, it will cut off input at the other end. To reserve this phone, contact Eric Fussenegger at x4-7060.



Polycom Sound Station Premier Conference Phone

Adjusting to the IMAP Mail Service

by Shari Kubitz

You probably have already noticed that there are both advantages and disadvantages to using Pitt's IMAP e-mail service. With IMAP, e-mail delivery is almost instantaneous, even when accompanied by an attachment. This is a significant improvement over the previous POP server. Also, mail remains on the IMAP server, allowing you to access your account from any computer with an IMAP-compatible mail program (e.g. Eudora, Outlook, Netscape, Mulberry, or Pine). While it is often helpful to have all of your mail in one place, this can pose a problem at times. If the IMAP server is down or you do not have an Internet connection, you can not access any of your mail—unless you have transferred it to your local machine. Additionally, there is a quota limit; if you exceed your quota, you will be unable to receive any e-mail. See below for instructions on checking your IMAP quota.

If you are a former POP user, you may be frustrated by some of the changes in your e-mail program. All programs handle POP and IMAP mail differently. There are, however, configuration changes that can make life easier. Please contact Shari Kubitz at x4-2881 to discuss your options.

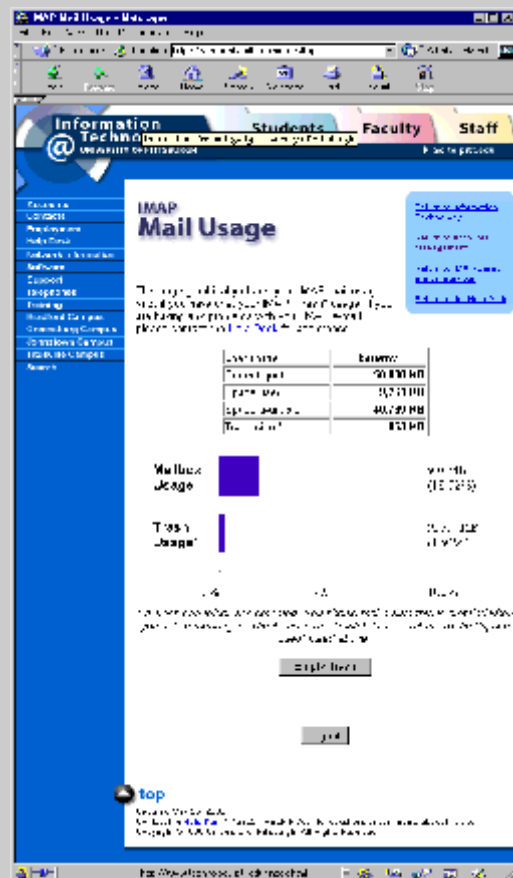
Remember to check your IMAP quota periodically. Once you reach your quota, you will no longer receive e-mail. You may not realize this problem as many IMAP clients, including Eudora Pro, do not warn you when your quota limit is reached.

To check your IMAP quota from a web browser, enter the following address:

<https://accounts.pitt.edu/imap/>

You will be prompted to enter your e-mail username and password. Then your quota and usage will be displayed, as shown on the right. If you have trash stored on the IMAP server, not only will you see your trash usage listed, but you will also be given the option to empty it.

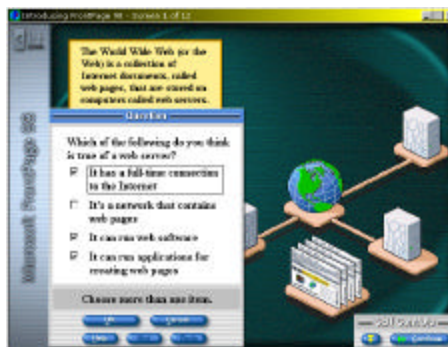
Note: Be sure to use "**https**" for "secure sockets layer."



Free Web-Based Software Training

by Tim Cooper

As previously announced in our January 2000 Newsletter, Computing Services and Systems Development (CSSD) offers free web-based training to faculty, staff, and students. These online tutorials were designed for those who either don't have time to go to formal CSSD QuickStart classes or prefer to learn at their own pace. The site is located at: <http://www.technology.pitt.edu/support/web.html>



Sample Screen from Beginning FrontPage 98

There are more than 60 tutorials available in 12 categories, including **Computing for Beginners**, **Microsoft Web Development** (FrontPage), **Microsoft Office 2000** (Word, Excel, PowerPoint, Access, and Outlook), **Microsoft Windows 2000**, **Microsoft Operating Systems Essentials** (Windows NT), and **UNIX**. A complete list of titles can be found at: <http://cbt.cssd.pitt.edu/cbtweb/curricula/custom.htm>

Before you can begin the training, a plug-in must be downloaded and installed. This plug-in, available from <http://cbt.cssd.pitt.edu/cbtweb/cbtutil/plyplg32.exe>, is only for PCs running Windows 95/98/NT and is not currently available for the Macintosh or UNIX platforms. If you need help installing this plug-in, please contact Computing Services at x4-7033. Also, to access the web tutorials, you must be connected directly to Pitt, either by modem dial-up or campus network connection.

Computing Services Staff Roster

Karen Bassett, Manager	Room 508A, x4-7037
Gary Wilde, Manager	Room 506A, x4-7042
Tim Cooper, Systems Analyst	Room 507, x4-7060
Eric Fussenegger, Systems Analyst	Room 507, x4-7060
Shari Kubitz, Systems Analyst	Room 504, x4-2881
Kim Flotta, Head Student Operator	Room 506, x4-7033
Chris Huber, Student Operator	Room 506, x4-7033
Katie Lawrence, Student Operator	Room 506, x4-7033
Johnny Ng, Student Operator	Room 506, x4-7033

