



News about Information Services and Technology throughout MIT

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With Exhibit, You Too Can Publish Interactive Web Pages

• Robyn Fizz

Remember how simple web publishing used to be? You grabbed the code of a web page you liked and replaced the text and images with your own. True, the pages were basic, but if you knew hypertext markup language (HTML) and did some tweaking, you could make information available to Internet users around the world.

Then came Web 2.0 and a huge leap in sophistication. Many web sites today rely on back-end databases and a slew of programs with acronyms – SQL, ASP, PHP, CGI – to publish data that can be searched and sorted in multiple ways. Just recall the last e-commerce site you visited and its flexible features for comparing products and honing your search.

What if publishing interactive, data-rich pages were made simple, so that all you needed was HTML savvy, a few tutorials, and sample pages from which you could copy and paste – just like in the pioneer days of web publishing? Even better, what if you could mash data from other pages with your own or make your data available for others to reuse?

These are the premises behind Exhibit, a lightweight web framework for publishing structured data – from tables and timelines to maps studded with information icons. To quote David Karger, the Computer Science and Artificial Intelligence Laboratory (CSAIL)

professor who has overseen Exhibit’s development, the software “reduces the friction of working with data.”

Exhibit is the brainchild of researcher David Huynh, who was a doctoral student of Karger and Rob Miller when he began working on the prototype for this application programming interface (API). Exhibit sprang from research in CSAIL’s Haystack and User Interface Design groups, and now falls under the umbrella of Simile, a joint project of the MIT Libraries, World Wide Web Consortium, and CSAIL. Simile focuses on developing robust, open-source tools that empower users to access, manage, visualize, and reuse digital assets.

Roll Up Those Sleeves

To publish with Exhibit, you provide a simple data file and an HTML file in which you specify how the data should be shown. Exhibit relies on the JSON format for its data files, but if you have a file in another format – an Excel spreadsheet, for example – you can convert it using a web service called Babel. JSON itself is a simplified form of the Research Description Framework (RDF), a metadata model from the World Wide Web Consortium.

While Exhibit gives ordinary mortals the tools to publish interactive web pages (“exhibits”) – and also saves programmers a lot of time – it promises to deliver even more. By default, data in Exhibit-authored pages is publicly available and can be copied and customized by other Exhibit users. This “open data”

continued on page 2 ▶

▼
EXHIBIT

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concept is similar to that of open-source software, in which source code is made available for others to copy and modify. Exhibit itself is open-source software.

While it may sound scary to let public data into the wild, the benefits are clear. The availability of open, structured data makes it easy to create mash-ups – web sites with multiple sources of data and flexible options for searching and sorting. Recombining data in innovative ways benefits everyone.

Exhibit needs data that's machine readable, but a lot of data that's pulled from the web is not. This data needs to be "scraped," that is, extracted from web pages and coded with metadata. Huynh has developed a set of tools – with names like Solvent and Crowbar – to help automate the scraping process. It's still no fun. But scraping isn't required if you're supplying your own data or pulling it from other exhibits.

Huynh offers one other caution for now. Because web browsers, rather than backroom servers, tabulate the data in exhibits, Exhibit works best with data sets of a few hundred items. The larger the data set, the longer an exhibit may take to load.

A Prime-Time Example

Exhibit is no ivory-tower project. It has already been used to build several pages, including an innovative web service that benefits MIT students. That exhibit, the MIT Course Picker, helps students make informed decisions during preregistration. CSAIL and Information Services and Technology (IS&T) launched an improved beta version of this service on January 29.

Course Picker provides a compelling, interactive format that lets students sort and filter subjects based on their own preferences. For example, students can

- Browse and sort information by subject, semester, and date/time
- Add core subjects first, then see what elective subjects fit their schedule
- Filter by criteria, such as subject or instructor ratings from the *Underground Guide to Course VI*, or subjects that fulfill the HASS-D requirement
- View official catalog data sourced from IS&T's Data Warehouse
- See when recitation and lab sections have been scheduled and add choices to a planning schedule
- Check official information posted on the Online Subject Listing and Schedule from within Course Picker

IS&T Offers Limited Support for the Apple iPhone

IS&T now provides limited support for MIT email and MIT's Wi-Fi setup on Apple iPhones. IS&T recommends that mobile-device users be aware of the issues surrounding the iPhone in the MIT environment, and that potential buyers consider how they plan to use the iPhone before making a purchase. For more information, see the Apple iPhone at MIT page at

itinfo.mit.edu/product.php?vid=780

iPhone Features

The iPhone offers several breakthrough technologies that will interest many mobile device users at MIT. These include

- Extensive web browsing capability
- A robust email client
- A multi-touch user interface

For the full scoop on iPhone, visit www.apple.com/iphone



Known Issues

As is true for most first-generation devices, the iPhone needs improvement in several areas. At this time, Apple does not support the following MIT-critical features for the iPhone:

- Personal certificates (to access secured MIT web sites)
- Over-the-air synchronization of calendar data (expected to be addressed soon with the availability of the iPhone software development kit)

In addition, because the iPhone is available only through AT&T, iPhone network coverage at MIT is limited.

You can find a full list of known issues at

itinfo.mit.edu/article.php?id=8740

Questions?

If you have questions about using the iPhone in the MIT environment, contact the iPhone Release Project Team at mobile-release@mit.edu. ☺

- See and print a calendar view of their proposed weekly schedule before signing up for courses through WebSIS, MIT's student information system

Note: The calendar students create with Course Picker serves as an aid only. Students' official schedules are created by WebSIS.

Behind the Scenes

Course Picker began in January 2007 as a proof of concept by Huynh. He built a prototype in about a week – mostly spent scraping the HTML of MIT's online subject listings. This summer, Huynh and four UROP students – Margaret Leibovic, Gabriel Durazo, Nina Guo, and Mason Tang – spent another week updating that prototype. This fall, after IS&T provided Huynh's group with the official feed for catalog data, Huynh and Leibovic took another week to complete the integration.

Building this sophisticated exhibit in three weeks' time attests to the power of Exhibit and open, structured data.

Exhibit-ionist Tendencies?

To learn more about Exhibit, visit simile.mit.edu/exhibit

This page offers examples, tutorials, and a wiki with documentation. For more examples, see Surf Sites on page 8. ☺



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AERodynamic Look, Enhanced Security Define Windows Vista

• Jeff Pankin and Robyn Fizz

Information Services and Technology (IS&T) announced full support for the Windows Vista operating system at the end of 2007. Several departments and groups on campus have been making the transition from Windows XP to Vista, and that number is likely to grow after Microsoft releases its first Service Pack for Vista later this quarter.

Version Control

Microsoft distributes several versions of Windows Vista; support at MIT varies depending on the version.

IS&T offers full support for business-class versions of Vista including

- *Business Edition (32-bit only)*
- *Enterprise Edition (32-bit only)*
Available for free download through the Microsoft Campus Agreement (MSCA) at MIT
- *Ultimate Edition (32-bit only)*
Support excludes the Media Center components

IS&T provides support for core functionality of Vista Home Basic and Home Premium editions on a best-effort basis only. IS&T does not support 64-bit versions of Vista because some critical applications, such as Cisco VPN, do not work on these versions.

The Microsoft Vista Update page at itinfo.mit.edu/article.php?id=8713 links to comparisons of the different editions of Vista.

Note: IS&T continues to support the Windows XP operating system.

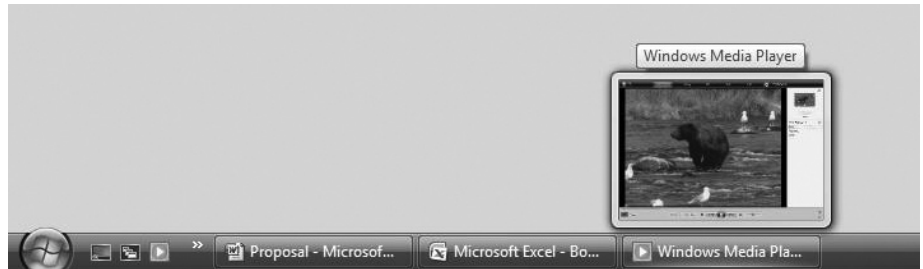
Making the Transition

Moving to Vista requires careful planning. The Vista Update page noted above outlines factors to consider before migration, as well as recommended migration paths. For a full set of migration guidelines, see

itinfo.mit.edu/article.php?id=8697

One key point for Windows XP users to keep in mind: IS&T does not recommend a direct upgrade to Vista. Instead, you should perform a clean install on existing XP systems.

Once Vista has been installed, most users face a learning curve. Vista's graphical user interface is significantly different than that of Windows XP,



Vista can display a thumbnail image of a window that's minimized in the taskbar.

and some menus have been moved. Read on to find out about Vista's new look and feel, User Account Control feature, and speedy Instant Search.

New Graphical User Interface

Microsoft has named Vista's user interface AERO (for Authentic, Energetic, Reflective, Open). AERO features 3D icons, translucent window borders, and animations when minimizing, maximizing, or closing windows.

You can now personalize your computer's desktop appearance by adjusting the translucency and color of windows. When you have multiple windows open, Windows Flip 3D arranges them in a stack that you can scan quickly. AERO will also display a live thumbnail as you hover the mouse over a window tile in the taskbar.

The vertical Windows Sidebar on the right contains mini-programs called gadgets. These give you easy access to tools and to information that updates dynamically. There are, for example, gadgets for checking the weather, viewing news headlines, or monitoring the speed of your computer. To browse a library of gadgets, go to the Windows Live Gallery at

gallery.live.com

The revamped Windows Start menu is now divided into three parts:

1. The large left pane shows a short list of recently used programs. Clicking All Programs displays a complete list of programs.
2. The search box in the lower left lets you look for programs and files on your computer.
3. The right pane provides access to commonly used folders, files, settings, and features. It's also where you go to log off from Windows or turn off your computer. Shutdown options include locking your computer or putting it into sleep or hibernation modes to save energy.

The Windows Control Panel has been redesigned in Vista. If you prefer, you can switch to Classic View.

Enhanced Security

Windows Vista offers enhanced security through the new User Account Control (UAC). The UAC enables Vista users to operate at the lowest privilege level needed to perform their current task, and prompts when higher privileges are needed. Even if you are the administrator of a computer, for most of the time that you're working on the machine you're actually operating as a limited user. This makes it harder for malware or viruses to be installed.

Instant Search

Vista's extremely fast Instant Search feature let's you search in three ways:

- Type into the search box in the Start menu (searches files, email, contacts, calendar, and web bookmarks)
- Type into the search box in a folder window (searches from the current folder through all subfolders)
- Use the Search folder to refine a search (searches using multiple criteria)

Vista also lets you save search results. This is useful if you regularly perform the same search to find a certain group of files.

Support

For an overview of obtaining, installing, and using Vista at MIT, go to the Windows Vista page at

itinfo.mit.edu/product.php?vid=735

On the training front, IS&T offers both a Vista Quick Start class and a Windows Vista: New Features class at no charge. For more information, go to web.mit.edu/sapwebss/PS1/training_home.shtml

If you need help installing or using Vista, contact the Help Desk at 253-1101 or computing-help@mit.edu. ☉

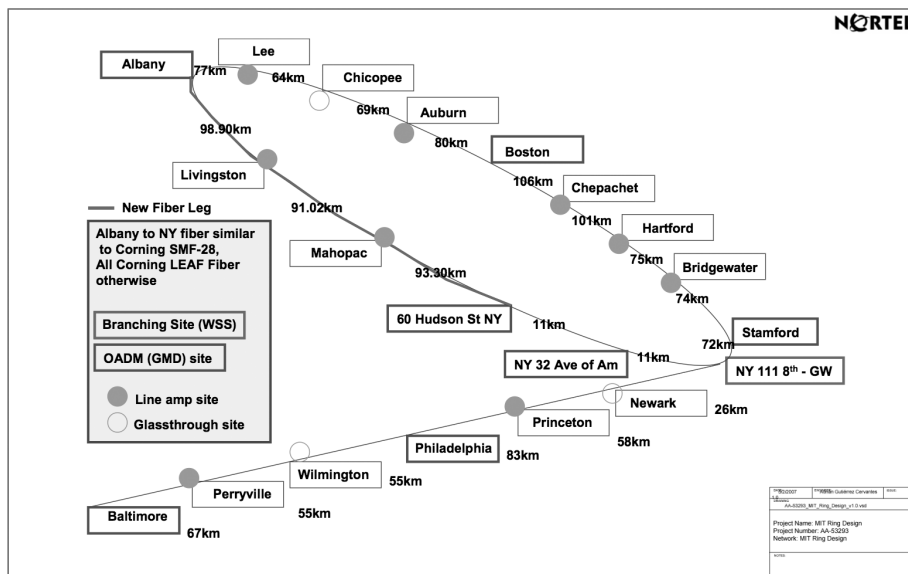
MIT Launches Regional Optical Network

• Mark Silis

It's huge and it's fast and it's just been unleashed. The new MIT Regional Optical Network provides connectivity to key Internet exchange points with speeds beyond 10 Gbps, the equivalent of transmitting 10 full-length, high-definition movies in 30 seconds. This all-optical intelligent network is one of the world's largest institutional networks for research and collaboration.

IS&T partnered with Nortel to create this next-generation network, acquiring already-laid fiber-optic lines ("dark fiber") from Level 3 Communications and Vermont Telephone. The network is designed to accommodate faster technologies and upgrades as they become available.

Initially, it is being deployed across the northeast United States, connecting MIT's main campus to New York, Washington, D.C., and Baltimore via 1500 miles of fiber, with optical equipment at seventeen locations across seven states. Plans include linking to LHCnet; the research network maintained by the European Organization for Nuclear Research (CERN); the Energy Sciences Network (ESnet); and the National LambdaRail. All are comprised of millions of network elements.



MIT Ring Design for the Optical Network

Looking Ahead

The ultimate objective – according to Jerrold Grochow, Vice President for Information Services and Technology – is to help create the fastest and most flexible network possible, one with the potential to revolutionize education and research. He notes, "With the Regional Optical Network as a resource, educators and researchers at MIT will be able to collaborate with peers in new ways. The network's abundant bandwidth supports the dynamic exchange of data, whether for cancer research or explorations of string theory."

Tech Specs

The MIT Regional Optical Network is built on Nortel's Common Photonic Layer (CPL). CPL provides for rapid, automatic provisioning of changing service and traffic patterns across the network. In addition, it consumes significantly less power than other network technologies.

The photonic layer is combined with the Nortel Optical Multiservice Edge 6500. This optical convergence solution enables MIT to provide both established services and optical broadband services across the 10G infrastructure.

Find Out More

If your computationally intensive project or research might benefit from the speed and power of MIT's new optical network, contact IS&T's Infrastructure and Services Team at <network@mit.edu> for more information. ☺



This column presents announcements about IS&T-supported software. For more information about recent releases, see web.mit.edu/swrt

VMware Licensed for Use at MIT

IS&T has signed an agreement with VMware Inc. to license its virtualization software for use at MIT. The agreement covers VMware Lab Manager, VMware Infrastructure Enterprise, and VMware desktop products.



Virtualization software enables the creation of multiple independent operating systems ("virtual machines") running simultaneously on a single physical machine. Through virtualization, professors can deliver specialized software to students in a course, or individuals can run a second operating system on their computers. Virtualization software can also be used in data centers for server consolidation and effective management of IT resources.

Use at MIT/Support Challenges

The VMware desktop products (Fusion for Macintosh and Workstation for Windows/Linux) are available to early adopters for download at web.mit.edu/vmware

These products can be installed and used by all MIT faculty, staff, and students on MIT and personally owned computers. IS&T recommends that only early adopters who are able to support themselves and their users should download and use VMware Fusion or Workstation.

For VMware Infrastructure Enterprise and VMware Lab Manager, send your requests to <ist-vmware@mit.edu>.

IS&T is launching a team this month to work with interested members of the community to identify and address the complex challenges of supporting virtualization at MIT. IS&T's goal is to offer support for VMware products in the first quarter of FY09.

Stay tuned for further updates on this exciting technology. ☺



Data Incident Response Team Established at MIT

• Monique Yeaton and Tim McGovern

In the previous issue of *is&t*, this column described the new Massachusetts Data Security Breach Notification Law and how it impacts MIT and the residents of this state.

MIT must comply with this law and a variety of other laws and regulations regarding data used at the Institute. In addition, MIT policy requires that individuals and offices protect sensitive information from unauthorized modification, disclosure, and destruction. This is challenging in MIT's open computing environment.

In order to respond to and recover from possible data security breaches, MIT established a Data Incident Response Team (DIRT) last fall.

What DIRT Does

DIRT's response role involves four key actions.

- **Alert:** Immediately notify all of its team members when a possible

data incident has occurred, then keep them apprised of the status of the incident

- **Respond:** Get in touch with the contact person for the machine in question to remove it from the network (if the incident involves electronic data)
- **Investigate:** Determine the full scope of the incident – what was stored, the cause of the problem, and whether sensitive data has been exposed
- **Notify the public:** If data has been exposed or misused in any way, notify the appropriate persons and offices so that they can take countermeasures to protect against fraud and identity theft

Prevention

While a good incident response process is essential, the cornerstone of any information security program is prevention. If you store sensitive data on paper or electronically and share it with other individuals and offices, you need to take all possible precautions to prevent its exposure.

Keeping computers at current patch levels remains the best protection against an intrusion that might result in unauthorized access to sensitive data. All MIT computers – but especially those that store or process sensitive information – should be running up-to-date operating systems, applications, and security software.

The next best thing is to stay aware, day to day, of how you handle and share data. Don't do anything that can lead to "walk-away data." Lost or stolen laptops, mobile devices, or flash drives can put MIT at risk, as can using email to share files.

For its part, IS&T continues to explore and recommend products and services that help the MIT community store and share files safely.

Resources

To learn more about protecting sensitive information, go to

web.mit.edu/infoprotect

If you have questions or want to report a data incident, send email to the Data Incident Response Team at [<infoprotect@mit.edu>](mailto:infoprotect@mit.edu).

Options for Reuse or Recycling of Unwanted Cell Phones

• Lee Ridgway

Many options are available for reuse or disposal of cell phones that are old or that you no longer need.

If your phone is from one of MIT's preferred vendors, Sprint/Nextel or Verizon Wireless, find out if anyone else in your department can use a cell phone from that vendor. If so, you can have your phone number removed from the device and the service provider can assign a new one. If you don't find a taker, your administrative officer may want to hold onto the deactivated phone to serve as backup for a lost or broken phone, or to give to a staff member in the future.

If you can't identify a business need for your unwanted cell phone, consider donating it. There are several donation programs that are linked to charities or that recycle mobile devices in an environmentally responsible way.



Choices include

- *Community Giving at MIT*
- *Sprint/Nextel Buyback Program (some phones are eligible for a Sprint account credit)*
- *Sprint Project Connect*
- *Verizon Wireless HopeLine*
- *CollectiveGood Mobile Phone Recycling*

To learn more about these programs, go to the Disposal of Cellular Telephones page at

web.mit.edu/ist/topics/telecommunications/disposal.html

Erase Cell Phone Data!

Before you dispose of your old cell phone, be sure to remove all of your personal information. Wipe it clean of contact names and phone numbers, notes, calendars, documents, and so on.

For instructions, check the device's user guide or the web site of the manufacturer or the operating system. Terminology will differ, but look for phrases such as "clear storage" (Windows Mobile), "hard reset" (Palm OS), and "data wipe" (BlackBerry).

Another option is to visit Recellular's web site, with its free Data Eraser tool, at

www.recellular.com/recycling/data_eraser/default.asp

The Data Eraser provides instructions for erasing data from most makes and models of cell phones.



This column presents tips about computing. For more information technology Q&As, check the IS&T Stock Answers database at itinfo.mit.edu/answer

Q I removed programs from launching on startup on my Windows Vista machine and now I get this message: **Windows has blocked some startup programs**. How can I stop the message from appearing each time I turn on my Vista machine?

A Here's what to do. Right-click the **Blocked startup program** icon in the system tray, select **Run blocked program**, and then **System Configuration Utility**. After the **User Account Control** prompt, you'll see a **System Configuration** dialog box. Check the box for **Don't show this message or start System Configuration when Windows starts**. This will stop the message balloon from appearing on startup.

Q My new Vista machine doesn't seem any faster than my old XP computer. Can I tweak it somehow?

A A default power setting limits CPU performance to save energy. To opt for better performance, open the **Power Options** control panel and click the **High performance** radio button.

Q Is there a way to capture screen shots in Vista?

A The PrnScr key served this function in the past and still does, but Vista has a new option that offers more control over what you select. With the integrated Snipping Tool, you can capture any object on your screen and then annotate, save, or share the image.

To access the Snipping Tool, click the **Start** button, type **snip** in the search box, and press **Enter**. You can then use the mouse to capture a freeform shape, rectangle, window, or the full screen.

The screen shot is automatically copied to the **Snipping Tool** window, which offers a small set of commands and tools for working with the image.

The Snipping Tool lets you capture error messages, which you can send to the Computing Help Desk via email when you need assistance.

Q I like to have quick access to my drives via the **My Computer** icon and also to folders I use a lot. Can I add them to my Windows Vista taskbar?

A Yes, you can add the **My Computer** icon (called **Computer** in Vista) as a folder on the taskbar and also create shortcuts to any other folders you use frequently.

To add a folder to the taskbar, right-click on the taskbar, choose the **Toolbars** menu, then click on **New Toolbar**. Browse to find the folder that you want and click on **Select Folder**. You will now see an icon in your taskbar. ☺



Publishing Pointers

Requirements Gathering: The Key to Successful Web Sites

• Lisa Mayer

One of the roles played by consultants in IS&T's Departmental Consulting and Application Development (DCAD) group is to take an MIT client's big-picture web site goals and help them drill down to the details needed for the project to succeed. This process is referred to as requirements gathering. Experience shows that this effort pays off considerably, not just by saving time and money, but also by ensuring all stakeholders' needs are met.

The Planning Process

Requirements gathering begins by identifying the business needs the web site hopes to resolve or enhance, as well as how success will be measured. The DCAD consultant learns who all the users and stakeholders are, and gets a general idea of what tasks they will want to perform on the site.

Next, the consultant and client break down tasks into scenarios called use cases: these outline step by step the actions taken to complete each scenario.

While the consultant is documenting use cases, he or she is also keeping track of the functional requirements for each scenario. These are the options available for the user on the page (e.g., clicking email addresses that are active links, sorting a table's contents). With this input, the consultant builds interactive wireframes: clickable HTML pages that contain most of the information that should appear on any given web page. Wireframes are very helpful in flushing out the finer data points.

Next, the team evaluates what is needed to implement the new site, and examines any assumptions and constraints that could potentially affect the project's success. For example, there could be a set deadline for the project's completion, or a need for pages to be redirected from an existing site to the new one.

Another important consideration is the management of the site, from both an editorial and viewing standpoint. Who will be responsible for updating web pages, and how? Will the client need a web-based interface to edit pages, or will someone on staff be able to script with PHP? How about view-

ing pages – is the whole site public or does the client need to restrict access to a certain group? These requirements can affect the technology used to build the site and where it's hosted.

Benefits

No requirements gathering process nails down every last detail. There will always be additions or revisions. But the most important thing is to get that first pass down in writing.

With a thorough planning process, the client team receives more accurate estimates from vendors on site development, and it will take less time to launch the web site. Perhaps most important, all members of the client team will have the same expectations of what the web site will do when it's complete. It's a great way to get buy-in, as well as to make sure everyone's voice has been heard.

Moving Ahead

To learn more about DCAD's services, visit

web.mit.edu/ist/dcad

or send mail to web-consult@mit.edu to find out how DCAD can help you with your next web project. ☺



A New Era for Telephones on Campus: MITvoip Rollout Begins

• Lisa Gay

Voice over Internet Protocol (VoIP) technology enables telephones to use networks such as MITnet to transmit calls. VoIP supports standard telephone features while providing advanced, web-based functionality. To bring the benefits of this technology to campus, Information Services and Technology (IS&T) has created the MITvoip service.

IS&T engaged the MIT community in both the design and transition planning process for MITvoip. This past fall, IS&T offered a series of outreach events and demonstrations to communicate the MITvoip service and transition strategy. IS&T also created a VoIP Advisory Board to provide input on the service and the campus deployment.

IS&T will transition the community to MITvoip in a phased rollout that will include faculty, administration, and staff. The transition began this winter with the Sloan School of Management and MIT Resource Development.

Benefits

By converging voice and data, VoIP enables advanced web interface features that enhance productivity. With VoIP you can

- Receive email notification when you get a voice mail message
- Receive voice mail as an email attachment
- Forward your number to another number
- Have your calls ring at multiple phones at the same time
- Route your calls to different numbers in sequence
- Create conference calls for up to six people
- Place and receive calls from a remote location as if you were at your desk

Transition Timing

The MITvoip transition strategy includes a set of criteria for identifying when a department, lab, or center (DLC) is ready for transition:

- New campus buildings will not have traditional phone wiring; telephone service will rely on MITvoip service.

- IS&T will seek to minimize disruption by coordinating infrastructure updates with events such as group moves or major building renovations.
- Buildings must have adequate infrastructure to support MITvoip (e.g., wiring, data closets).
- VoIP Pilot Program participants are already using MITvoip. Their DLCs will be transitioned fairly soon so entire groups will be on the same service.
- DLC business readiness is important. IS&T will work collaboratively with each DLC to schedule transitions with minimal impact.

Transition Process

IS&T has designed a process to ensure an efficient, smooth transition with little or no service interruptions. Each DLC will partner with IS&T to create its own transition plan. This will ensure that the implementation meets both

business and technical requirements. As part of the transition process, IS&T will survey the telephones and infrastructure that are in place and create a detailed plan for review. IS&T will work collaboratively with each DLC to address any concerns and finalize the plan.

Just-in-time training and on-site support will be available to each DLC as part of the transition. IS&T will also provide online documentation and MITvoip Telephone Quick Start Guides.

Additional training sessions can be scheduled as necessary.

Want to Learn More?

IS&T would be happy to answer questions or schedule a demo of the MITvoip service. You can contact the MITvoip Transition Team at <voip-transition-team@mit.edu>.

For more information, visit the VoIP Services page at

web.mit.edu/ist/topics/voip

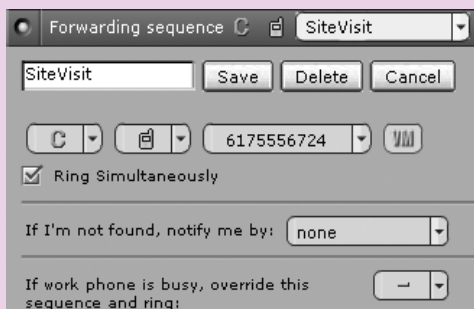
MITvoip Web Interface

Voice over Internet Protocol (VoIP) technology connects your phone to the Internet, which means you can use a browser to check your messages, set call forwarding, change your PIN, and more – from almost anywhere in the world.

Below are examples of just two of MITvoip's online capabilities: Remote Office and Forwarding Sequences. When you have an MITvoip account, you can access the web interface from sylvantro.mit.edu.

Remote Office

This feature allows you to use any telephone as if it were your MIT number. Suppose you're at a conference in Paris. On the web interface, you can forward your calls to your hotel room. To place calls, enter your hotel phone number and the number you want to dial. MITvoip calls your hotel room. When you answer, it dials the other number and connects you to the call. With Remote Office, it appears to the other party as if you're calling from your desk at MIT.



Forwarding Sequences

As with traditional telephony, you can forward all of your calls to a single number. But with MITvoip, you can have your calls ring multiple numbers, either in sequence or simultaneously. Simply define a sequence of numbers in the **Forwarding sequence** pane and give it a name. The next time you want to use it, select it from the pull-down list and click the radio button.

You can specify different forwarding sequences for different groups of people. Assign group labels to your contacts in the web interface's phone book, so MITvoip can distinguish calls from VIPs, family, and friends. Make it easy for your family to find you by having their calls ring at your desk and cell phone simultaneously, or avoid interruptions at work by forwarding your friends' calls to your home phone.



If you don't know where to get help for your computer, network, or telephone problems, dial one of the help lines listed to the right.

If you prefer to use email, you can send your questions to the corresponding email addresses on the far right. (When logged into Athena, you can also use the `olc` command to send questions to Athena's online consultants.)

You can also submit a question online via the Request Tracker link on the Getting Help page at

web.mit.edu/ist/help

For help with...

Dial...

Or send a message to...

| | | |
|--|----------|--|
| General computing questions Macintosh, Windows, network/ connectivity, business applications, computer buying advice, repairs | 253-1101 | computing-help@mit.edu |
| Athena computing environment | 253-4435 | olc@mit.edu |
| Disabilities and computing | 253-7808 | atic@mit.edu |
| Telephone support and repairs Traditional and MITvoip phones | 253-4357 | telephone-help@mit.edu |
| Traditional phone moves/changes For use by AOs/DLC Administrators | 253-3670 | telecom-csr@mit.edu |
| Unix/Linux | 253-1103 | unix-linux-help@mit.edu |



Surf Sites: Examples of Exhibits

You don't need to be a database engineer or web programmer to create an interactive web page. CSAIL's Exhibit (see lead article) gives anyone who knows HTML the framework for building web pages with data that viewers can search, sort, and view in different ways.

Several exhibits have already been built: for a sampling, check out the web sites on the right. If you'd like to try your hand at creating an exhibit, explore the tutorials at

simile.mit.edu/wiki/Exhibit

Flags of the World

simile.mit.edu/exhibit/examples/flags/flags.html

MIT CSAIL Faculty

simile.mit.edu/exhibit/examples/CSAIL-PIs/CSAIL-PIs.html

MIT CSAIL News Archive

www.csail.mit.edu/events/news/exhibit/csail-news.html

MIT Language Learning and Resource Center: Materials for Learning Chinese

llarc.mit.edu/materials/catalogue/Chinese

Music Composer Research Database

www.musicedmagic.com/Exhibit/composers.html

U.S. Presidents

simile.mit.edu/exhibit/examples/presidents/presidents.html



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