New 802.11 b/g Wireless Network…We’ve Got You Covered!

The School’s wireless network was completely redesigned over the summer to take advantage of the latest technology from Cisco, the world’s leader in advanced networking. Highlights of our new wireless network include:

**Faster performance** by upgrading to the latest 802.11 b/g standard (running at 54mb). Actual performance will be much less because bandwidth is spread across all users.

**Fewer “Dead Zones”** by increasing the number of access points from 60 to 91. Classrooms and main study areas were emphasized during the planning (site survey).

**More simultaneous connections** by increasing the number and reducing the “cell” size of access points. For example, the Kresge Library went from 3 access points that covered all floors to 3 access points per floor!

**Better encryption** through the use of the WPA (Wi-Fi Protected Access) standard, which provides for automatically changed and synchronized encryption keys. Encryption is required this year. This does require changes to your laptop configuration, even if you are a returning student with a configured laptop.

### Using Wireless…

Quick checklist – even for returning students:

- Check your wireless card vendor’s web site to make sure your card supports WPA.
- Download the wireless update for Windows XP from Microsoft (Knowledge base article KB826942).
- Configure your wireless card to include new SSID and encryption key.
- Have your UM uniqname and password ready because you will need to login each time you access the wireless network.

Complete information and instructions at: www.bus.umich.edu/technology/laptops/LaptopSupport.htm

iM pact Portal Improves Content Delivery and Reduces Email

A new portal page is coming soon to iM pact, the Business School’s exclusive intranet service. Computing Services worked with a BBA student team and various offices during the summer to design this new information service whose goals are to improve access to important information while reducing the number and amount of general iM pact email.

Each iM pact user customizes the portal page to contain the information and placement that is most relevant. Administrative offices, student clubs and others create “information panels” that contain news items, feature stories, significant events, important news, etc. that are targeted at very specific iM pact user types.

Changes are also being made to limit the overuse of iM pact global email. The majority of school news and information should flow through the new iM pact portal – not email.

Look for a mid-September launch of this new service.
You Asked – We Heard…

In response to last spring’s student computing survey, we are happy to announce the following changes this year:

• 802.11 b/g wireless network.
• Xerox print/copy/scan devices in all student areas with speeds of 55ppm.
• iMpact Portal that pushes content based on student interests and reduces email traffic.
• Photo scanning stations and advanced software available in the student lab (or Virtual Lab for the software).
• Lab software can now create PDFs.
• Communications Center in Davidson Hall provides web/email terminals and convenient student fax machines.
• Quiet and Group Lab distinction in the student labs.

Please don’t wait for the next survey to give us your feedback.

Faster, More Reliable Printing

New Xerox 55 page-per-minute multi-function devices combine printing, copying and scanning for your one-stop convenience. A pilot for this new print model ran for the entire winter 2004 semester on the 3rd floor of Kresge with very positive comments. This completely eliminates the need for Pharos laptop installations!

An allocation of $200 on your MCard provides up to 2,000 prints/copies (10¢ b/w; 50¢ color). Additional funds can be added at the UM Housing Office in order to meet personal print/copy preferences. Color units are available in the student lab, on the 2nd floor of Kresge and at Commerce Park. Coin-op units are available on the 2nd and 4th floor of Kresge. Please print responsibly!

Reduce Printing – Scan to PDF

Instead of printing, consider scanning documents to a PDF file for review on your laptop. The new Xerox devices are very easy to use. Complete instructions are available at each printer. Please observe copyright laws!

Need to Share Files?

The R:\Students network drive was removed last semester at the request of students. Your campus IFS space has a Shared and Public folder. You can set up access to subfolders within these areas for either public access or for specific individuals with uniqnames.

www.bus.umich.edu/Technology/Network/ FileAccess.htm#SharingFilesStudents

Student Support Corner:

Be sure to take advantage of the following technology resources:

Laptop Support

Having problems configuring your personal laptop for our environment? Need someplace to test your network connection? Need advice on next steps for more serious issues? Our team of student assistants is prepared to help 7 days a week. You will need to rely on your vendor warranty or a local service shop for any other issues (and all hardware issues) related to your laptop.

Stop by Laptop Support on the 2nd floor of the Kresge Library, email UMBSLaptopHelp@umich.edu or see:

www.bus.umich.edu/technology/laptops/ LaptopSupport.htm

Software Support — MS Office 2003 and Multimedia production

Our team of Microsoft certified experts offers courses covering a range of topics, including advanced Microsoft Office use and multimedia basics, such as How to Make a Movie and Photoshop. Some classes won’t be repeated, so be sure to sign up early. Send email to UMBSSoftHelp@umich.edu or see:

www.bus.umich.edu/Technology/Training/

Refer to our Core Knowledge site for answers to your most frequent questions

Students have a one-stop, 24-7 easy reference site for all of the various technology-related tools, services, and questions at www.bus.umich.edu/technology/coreknowledge. Topics cover your computing account, iMpact tools, Kresge Library electronic resources, laptop use, and much more.

Virtual Lab

Need to use special software for a course, but don’t want to go to the student lab? Our “Virtual Lab” allows lab software to run on your personal laptop or home computer by remote access over the Internet (Cable/DSL). Read more at:

www.bus.umich.edu/Technology/Software/ Downloads/VirtualLab.htm

Multimedia Production Lab

Our Multimedia Lab on the 4th floor of Kresge offers specialized video editing and production software for your team or class project. Read more at:

www.bus.umich.edu/Technology/Environment/ mmlabtraining/Default.htm or see the training schedule at:

www.bus.umich.edu/Technology/Training/

Campus Wireless Network

Don’t confine your personal or group study space to the Business School. Wireless network access is also available at the Shapiro and Harlan Hatcher Libraries. Our Virtual Lab can be accessed from either location in order to give you all of the benefits of the Business School environment.

For more information, email um.wireless@umich.edu or see their website at www.itcom.itd.umich.edu/wireless/