



Tuesday, September 9, 2003

Campus phone service to be interrupted

By **Jeff Samoray**, OU Web Writer

To facilitate repairs and upgrades to the campus telephone network, phone services will be disrupted Wednesday, Sept. 10, and from Friday, Sept. 26, to Sunday, Sept. 28.

Voice mail and phone services for the University Student Apartments, George T. Matthews Apartments and the Education and Human Services Building will be unavailable for about 15 to 30 minutes beginning at 7 a.m. and again around noon on Wednesday, Sept. 10. The outages are necessary to repair the uninterrupted power system (UPS).

"The UPS acts as a battery backup, which can maintain phone services for a short period of time, depending on the number of users," said Theresa Rowe, assistant vice president for University Technology Services. "The previous UPS was older and was damaged during the August 14 blackout."

Telephone services for the entire campus also will be unavailable from noon on Friday, Sept. 26, to 1 a.m. on Sunday, Sept. 28, to facilitate a system upgrade.

During this outage, **University Technology Services** will be migrating all main campus telephone services from the present system to the Siemens Hicom switch. This outage will affect nearly all campus phones, with the exception of pay phones and others with a prefix not starting with (248) 370 or (248) 364. You will not be able to make outgoing calls, take incoming calls or access voice mail. All phone moves, adds and changes will be postponed until after Sept. 30 in preparation for the migration.

During the Sept. 26 outage, the **Oakland University Police Department** will be accessible via cell phone at a special dispatch number: (248) 373-8546. This number should be used only when the regular phone system is not operational. At all other times, OU Police may be reached at its regular dispatch number: (248) 370-3331. You also may reach police at any time by dialing 911.

"Maintaining campus safety is our top priority," said Chief and Director of Police Sam Lucido. "We have anticipated this upcoming phone outage and have notified area agencies. 911 calls will go to an area agency, which will reach our campus dispatcher at the special number. People should know that the special number should be used only in the event of a phone outage."

Visit the **University Technology Services** home page for continued updates on the status of the phone service interruptions. A **frequently asked questions** page related to the phone switch migration also is available on the UTS Web site. To report a system problem, contact the UTS Helpdesk at (248) 370-HELP (4357), e-mail helpdesk@oakland.edu or fax a detailed description of your problem marked "ATTENTION: HELPDESK" to (248) 370-4209.

SUMMARY

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Created by CareTech Administrator (webservices@caretechsolutions.com) on Tuesday, September 9, 2003
Modified by CareTech Administrator (webservices@caretechsolutions.com) on Tuesday, September 9, 2003
Article Start Date: Friday, September 12, 2003