



i/s

News about information systems throughout

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At the Computer Clubhouse, Boston Youth Direct Their Own Learning

Janet Littell

Two ten-year-old girls put together a computer animation of blue and red human figures, dancing to upbeat music. A high school junior creates artwork grieving for the victims of street violence, and it's displayed on the P.O.V. Interactive Web site sponsored by PBS. Two other youths create a 40-foot-square, computer-controlled LEGO city that has the lights and sounds of a real city – including a train depot and a power plant.

Kids today, so computer savvy... But what makes these projects even more remarkable is that these young artists and builders don't have much access to computers at home or in school. What they do have, though, is a clubhouse.

The Computer Clubhouse was established in 1993 by The Computer Museum and Media Lab Professor Mitchel Resnick. It's an environment where kids have the support they need to become confident learners who direct their own projects on computers.

The Clubhouse was first envisioned as a place for inner-city youth to get their hands on powerful computing tools, and as a model learning environment for how technology can support learning and community development. The Museum lined up sponsors to get

the project started, with Intel providing the largest donation of seed money. Initially, groups of children from underserved communities were brought to the Clubhouse in vans. Now boys and girls in target communities learn about the Clubhouse mostly from their friends.

Several satellite clubhouses – each tailored to its community and host organization – have been established. There are Computer Clubhouses at the Harriet Tubman House, the Roxbury Boys & Girls Club, the Patriots' Trail Girl Scout Council, and the Brooklyn (NY) Children's Museum. There's even a Clubhouse in Esslingen, Germany, outside Stuttgart.

Life in the Clubhouse

Clubhouse members range in age from 8 to 18. They drop by the Clubhouse after school and on Saturdays to design and create with up-to-date computer technology in a casual but high-energy atmosphere. Mentors give feedback and encourage the kids to search their imaginations for follow-on ideas and new possibilities.

Members work singly and in groups for days, weeks, or months to implement their ideas on the computer – creating art and animation, game designs, simulations, video clips, musical creations, newsletters, and robotic constructions. There's a high priority on developing a culture of respect and trust. In the often crowded Clubhouse, members also learn how to share – not just equipment, but skills.

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COMPUTER CLUBHOUSE
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Instead of educational software, the Clubhouse provides hardware and software for the professional designer – color scanners and software for image processing, animation, multimedia, and 3-D rendering. The Clubhouse has a music and sound-editing studio, and a video studio that's under renovation.

One member, Katie Acosta said, "I am getting experience with all kinds of software and computers that I can't get my hands on yet at school." Katie wrote an article about her experience at the Clubhouse for *New Moon*, a national magazine for girls.

Mike Lee, a member with comic book design skills who had lost interest in school, quickly became a mentor for other members. A talented artist who had never used computers before coming to the Clubhouse, Mike developed such expertise that he landed a job creating graphics for a prominent consulting firm. His clubhouse experience made him "more aware of my world."

To see some of the collages, self-portraits, and fantastic scenes created by Clubhouse members, go to

<http://www.tcm.org/resources/clubhouse/pictures.html>

Ties with MIT

The Clubhouse continues to collaborate with the Media Lab, serving as a test bed for new ideas about learning. The Beyond Black Boxes project at the Patriots' Trail Girl Scouts satellite clubhouse introduces inner-city girls to scientific inquiry and experimentation. This summer, a group of the girls developed instruments using Cricket robots to measure, transmit, and graph temperature changes on weather balloons at varying altitudes. The Crickets, developed at the Media Lab through an NSF grant, are LEGO bricks with tiny computers embedded inside. For more information about Crickets and the Beyond Black Boxes project, go to the MIT Epistemology and Learning Group's Projects page at

<http://el.www.media.mit.edu/groups/el/elprojects.html>

Looking Ahead

Gail Breslow, Computer Clubhouse Director, has even more initiatives in the works. With Computer Museum and sponsor support, the Clubhouse plans to go global, using the practices that have worked best in the Clubhouse and its satellites. Closer to home, the Clubhouse recently launched the Clubhouse-to-College/Clubhouse-to-Career

project. This project supports members in planning for the future and realizing their potential.

The Clubhouse also intends to expand its online presence. Right now, the Web site at

<http://www.tcm.org/clubhouse/>

explains the Clubhouse philosophy, showcases members' artwork and Web pages, and provides links to satellite clubhouses. In the future, the Clubhouse hopes to provide an online setting where members around the world can collaborate, participate in online simulations, and work in virtual animation labs. A newsletter and member chat room are also planned.

Mentors

Clubhouse members receive support and guidance from their mentors. Mentors are key to the Clubhouse, and the goal is a ratio of one mentor for every four members. Mentors can be professionals, college students, retirees, or anyone interested in young people and art, animation, music, robotics, or the Web.

If you would be willing to share your experiences, serve as a role model, and support member explorations, contact Marlon Orozco at 426-2800 x347 or <orozco@tcm.org>. ☺

MIT Sets up Mirror Site for Apple Software Updates

MIT recently became a mirror site for Apple Software Updates. These free online updates are for customers who have purchased Apple software – from operating systems and utilities to networking and printing software. When you want a Mac OS update or the latest version of Open Transport or a printer driver, Apple Software Updates is the place to go.

While you can get these updates from Apple's ftp servers, traffic on the Apple site is often heavy. Having a mirror site at MIT should make it much easier and faster to get the updates.

Mirror, Mirror

Apple has established many mirror sites from which the same software may be downloaded. In the case of MIT, the mirror site is on net-dist,

a network software server, and is available only to members of the MIT community.

You can get to MIT's Apple mirror site using Fetch or your Web browser. The address is

<ftp://net-dist.mit.edu/mirrors/Apple.Software.Updates/>

To find out more about the mirror site and what you need to download updates, see

<http://web/is/help/macOS/mirror.html>

This Web page includes a link to an alphabetical index of the updates. Each update entry is followed by the path to its location.

A Caveat

Be aware that IS doesn't support every piece of software in the Apple mirrors directory. If you aren't sure about a particular piece of software, contact the Computing Help Desk at x3-1101 or <mac-help@mit.edu>. ☺



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Mac OS 8 Leaps Forward with a New Look and Finder

Albert Willis

In January, Apple announced a dual-operating system strategy. One track of that strategy is the evolution of the current Mac OS through three upgrades, code-named Tempo, Allegro, and Sonata. The first of these, now known as Mac OS 8, is due for release by the end of July. Beta testers report that the new operating system represents a big leap forward, and is stable to boot.

A Brand New Finder

The most noticeable feature of Mac OS 8 is the brand new Finder. It sports a 3-D grayscale look and feel, called the platinum appearance. Beneath the surface, the Finder has been completely rewritten. PowerPC native, it runs noticeably faster on PowerPC-based Macintoshes. It is also *multithreaded*, meaning that it can perform several operations at once. It can now empty the trash, copy files from a server, and launch an application at the same time.

Other new Finder features include pop-up windows, spring-loaded folders, and contextual menus. When you drag a window to the bottom of the screen, it leaves a tab that you can click on to pop up the window. The window also pops up automatically if you drag something to it.

Spring-loaded folders make it easy to navigate your folder hierarchy. When you drag and hold a file on top of a folder, the folder opens automatically. You can do this through a series of nested folders until you get to the folder where you want to drop the file. Once you do that and release the mouse button, all of the windows close.

When you hold down the control key while clicking the mouse button to select a file or folder, you get a menu of commands that fit the context. Applications that are Mac OS 8 savvy can support these contextual menus. Developers can also extend an application's contextual menus by creating plug-ins. For example, there are already plug-ins that extend the Finder's menus.

Two new options work well for novice users. Simple Finder shortens the Finder menus to essential commands. View by Button turns icons in a window into large, single-click buttons.



The contextual menu for a file

The Desktop now supports view options like other Finder windows do. For example, you can have all of the icons on the desktop in small icon format or in button format. Each folder retains its own view options.

Networking Updates

Less noticeable, but still important, are improvements made to networking. Mac OS 8 comes with Open Transport (OT) 1.2 and OT PPP 1.0.1. Two important fixes include those for the Ping of Death, which caused previous versions of OT to crash the operating system when under attack, and denial-of-service attacks, known as SYN-attacks. OT PPP 1.0.1 fixes a bug that erroneously reports the modem port as being busy.

Complete Internet Support

Mac OS 8 offers full Internet support. The Apple Internet Connection Kit includes, among other applications, NCSA Telnet and the ftp client Fetch, both of which are supported at MIT. Mac OS 8 also comes with a choice of three Web browsers: Netscape Navigator 3.0.1, CyberDog, and Microsoft Internet Explorer 3.0.1. The default browser is Netscape, the browser that IS supports. (You can install one of the others by doing a custom install.)

Claris EMailer Lite, also bundled with Mac OS 8, doesn't operate in the MIT environment. However, an application called Internet Config lets you designate Eudora as the e-mail program of choice in Mac OS 8.

The new operating system also includes two "push" clients: PointCast Network and Marimba's Castanet Tuner. These applications let you select and customize Internet news channels (e.g., *CNN*, *The Wall Street Journal*, *The Boston Globe*) that send fresh news to you throughout the day.

Castanet Tuner is written in Java. Mac OS 8 comes with full Java support in the form of Macintosh Runtime for Java. This "virtual machine" environment lets you run Java applets without a browser.

To round out the Internet offerings, Mac OS 8 comes with Web Sharing, a built-in Web server. By selecting a folder and clicking one button, you can publish the HTML files in that folder on the Web. As with file sharing, you use a control panel to set access. For security reasons, it's best to keep these shared folders inside the default folder – Web Pages – on the top level of the hard drive.

Other New Things

Mac OS 8 has yet other goodies. The Mac Information Center, an HTML-based help system, includes live links to Apple's Web site. The Mac OS Setup Assistant configures various control panels, based on your answers to a series of questions. The Internet Setup Assistant steps you through configuring a PPP or network connection. However, in the MIT environment, IS recommends that you configure PPP or network connections via the PPP and TCP/IP control panels.

System Requirements

Mac OS 8 runs on 68040 and PowerPC-based Macintoshes. A base installation requires about 95MB of free hard disk space. You can get away with less hard disk space if you do a pared-down custom install.

The minimum RAM requirement is 16MB, of which 8MB must be physical RAM (the rest can be virtual memory). With this configuration, you can run most common applications. However, to run Netscape Navigator 3.0.1, you need 20MB of RAM, 16 of which must be physical RAM. IS recommends that Macintoshes used for administrative computing have at least 24MB of RAM.

Availability

Institute faculty, staff, and students can get Mac OS 8 for free, courtesy of MIT's site license with Claris. By the time you read this, the new operating system should be available at

<http://web.mit.edu/is/help/macos/>

For in-depth coverage of Mac OS 8, see

<http://www.macos.apple.com/macos8/>

Use Kerberized Telnet When Logging onto Remote Hosts

Joanne Costello

If you use telnet or tn3270 programs to log onto remote hosts, you should be concerned about protecting your password and sensitive data. The usual telnet commands transmit these items in the clear.

To protect your password, use a telnet program that has Kerberos authentication (i.e., Kerberized telnet). Authentication proves to a remote host that you really are you, without sending your password over the network.

A Kerberized telnet session is secure only when both the client and server support Kerberos authentication. MITVMA/C, EREQ, and Athena are all Kerberized. If you telnet to other machines, check with the system administrator to find out whether the server supports Kerberos.

In addition to protecting your password, Kerberized telnet lets you encrypt the data you send during a session.

HostExplorer for Windows

Telnet clients have been available for UNIX (telnet on Athena) and Macintosh (NCSA Telnet) for some time. Now there's Kerberized telnet for Windows. MIT recently signed a site license with Hummingbird Communications Ltd. for HostExplorer, which includes telnet and tn3270. Tn3270 provides secure access to MITVMA/C over MITnet.

HostExplorer is available to MIT community members at no charge. To learn more about HostExplorer, NCSA Telnet, and Kerberized telnet in general, go to

<http://web.mit.edu/is/help/ktelnet>

You can also download the software from this site.

Additional Security Measures

While Kerberized telnet can ensure that your password and data are not compromised in telnet sessions, there are security risks when you send your password or data over the network via FTP (File Transfer Protocol) or e-mail.

There is no standard for Kerberized FTP. If you connect via FTP to a machine that requires a password, your password travels over the network in the clear.

Eudora and TechMail use Kerberos authentication, so your password can't be compromised when you use one of these e-mail programs. However, if you use both FTP and e-mail *and* have the same username and password for both, then your e-mail password can be compromised through your use of FTP.

For these reasons, it's important that you choose good passwords, change them often, and never write them down.

In addition, any data you send via FTP or e-mail are sent in the clear. The best way to protect data against network eavesdropping is encryption. MIT has a license to distribute the encryption program Pretty Good Privacy (PGP). You can download clients for Macintosh, DOS/Windows, and UNIX at

<http://web.mit.edu/network/pgp.html>

Questions?

If you have questions about Kerberized telnet or computer security, send e-mail to <net-security@mit.edu>. ☺

Windows 95 and NT Users Need Minimum Kerberos (minK)

Windows 95 and NT users need to install a minimum number of Kerberos files in order to use Kerberos. An installation program called minK (minimum Kerberos) installs the files you need on Windows 95 and NT machines. It determines whether you're installing on Windows 95 or NT and puts the required files in the appropriate directories.

While these files come bundled in the installation for HostExplorer and other network applications (in the same way that KClient is bundled with Macintosh network applications), there may be times when you need to reinstall just the minK files. You can get them at

<http://web.mit.edu/installers/win.combined/mink>

Once minK is installed on your PC, programs that require Kerberos authentication, such as e-mail, telnet, and printing to Athena, will be ready to use.



This column presents news and tips from the consultants who staff the Computing Help Desk, x3-1104. Check out their Web home page at <http://web.mit.edu/helpdesk/>

Q Can I use Microsoft Internet Explorer instead of Netscape Navigator to get Web certificates for secure MIT services?

A No! While Internet Explorer provides access to the World Wide Web, it doesn't currently support the certificate technology used at MIT to provide secure access to many MIT-specific Web services. Netscape Navigator 3.0 or higher *does* support this technology. For more information on obtaining certificates, or to download Netscape Navigator 3.0, go to

<http://web.mit.edu/is/help/cert/>

Q Does Information Systems support and recommend the Windows NT operating system?

A As of July 1997, IS provides partial support for MIT users running Windows NT, including connecting to MITnet with the built-in TCP/IP network protocol. In general, programs supported by IS in earlier versions of Windows will receive the same level of support under NT.

However, support does not imply a recommendation that you move to Windows NT now. While most commercial applications have Windows NT versions, several of MIT's business applications do not work well under NT. For specifics, see

<http://web.mit.edu/winnt/software.html>

You should also consider hardware requirements before upgrading. Windows NT requires a lot of power, memory, and hard disk space. IS recommends a 100MHz or higher Pentium processor, with at least 32MB of RAM and between 80 and 120MB of free hard disk space.

For more information about Windows NT at MIT, see

<http://web.mit.edu/winnt/>

If you still have questions, call the Computing Help Desk at x3-1102 or send e-mail to <pc-help@mit.edu>. ☺



Apple Introduces a New Line of Color StyleWriters

Joanne Hallisey

Apple Computer introduced three Color StyleWriters in June. These compact, affordable inkjet printers are based on printing engine technologies from Hewlett-Packard. All three models are easy to set up and use, and include printer driver software, black and color ink cartridges, and a serial cable. These StyleWriters also come with bundled software, including Apple's ColorSync, which provides the best possible match between on-screen colors and colors on the printed page.

Apple Color StyleWriter 4100

M5793 \$225

The Color StyleWriter 4100 is designed for use with Mac OS-based computers. It offers resolutions of up to 600 x 600 dots per inch (dpi) in black and white, and up to 600 x 300 dpi in color. It prints at speeds of up to 4 pages per minute (ppm) in black and white, and up to 1.5 ppm in color. A dual-cartridge system eliminates the need to switch ink cartridges.

Bundled software includes Mindscape's PrintMaster Gold, Nova's Art Explosion Sampler, and Bitstream TrueType Fonts.

Apple Color StyleWriter 4500

M5663 \$320

The Color StyleWriter 4500 is distinguished by its photo-realistic color and versatile paper handling. Like the StyleWriter 4100, it is intended for use with Mac OS-based computers.

This model prints up to 600 x 600 dpi and 5 ppm in black and white; in color, up to 600 x 300 dpi and 1.7 ppm. With its six-ink Photograde cartridge, the StyleWriter 4500 can print millions of colors on plain paper.

It can also print on a variety of media, including envelopes, labels, transparencies, index cards, and continuous-feed banner paper.

Bundled software includes PictureWork's PhotoEnhancer Plus, Mindscape's PrintMaster Gold, Nova's Art Explosion Sampler, Kaetron's Stencil-It! and Web-It!, and Bitstream TrueType Fonts.

Note: The serial port on the Color StyleWriter 4100 and 4500 is also a LocalTalk port, so you can connect these printers to a LocalTalk (EtherTalk) network. However, Apple does not recommend using these printers as shared workgroup printers in classrooms or labs.



Apple Color StyleWriter 6500

M5656 \$440

The Color StyleWriter 6500 is a high-performance model that is compatible with Mac OS-based systems and PCs running Windows 95 and Windows 3.1. It prints up to 600 x 600 dpi and 8 ppm in black and white, and up to 600 x 300 dpi and 4 ppm in color.

The StyleWriter 6500 has been constructed to withstand rigorous daily demands. It uses large-capacity ink

tanks for an economical cost per page, and can print on a variety of media sizes and types.

This model supports LocalTalk or high-speed serial connections to a Mac OS computer, and has an IEEE 1284B port for parallel connections to a Windows computer. It can be shared over a network, and can support EtherTalk through an optional Apple StyleWriter EtherTalk Adapter II.

Bundled software includes Now Up-to-Date and Contact, Nolo's Personal Record Keeper, Mindscape's PrintMaster Gold, Kaetron's Stencil-It! Special Edition and Web-It!, Nova's Art Explosion Sampler, and Bitstream TrueType Fonts.

Note: Apple does not recommend simultaneously connecting the Color StyleWriter 6500 to computers on both ports. Unlike LaserWriter printers, it does not auto-switch between ports.

More Information

For more information about the Color StyleWriters, including data sheets, visit the Apple Web site at

<http://imaging.apple.com/printers/pr-main.html>

Summer Hours at the MIT Computer Connection

Due to limited staffing and decreased sales activity in the summer months, over-the-counter sales for personal purchases at the MCC will be processed during restricted hours. Individual cash, check, and credit card walk-in sales will be accepted at the following times only:

Tuesdays from 2 to 4pm

Fridays from 10am to noon

These hours will be in effect through August 25.

Another option for personal purchases is to use the order form at

<http://www-mcc.mit.edu/Pages/Form.html>

After you submit this order form, an MCC consultant will call to arrange payment and pickup.

Regular Hours in Effect for Consulting and Departmental Orders

The MCC showroom is still open for consulting and processing requisitions during its regular hours:

Monday, noon to 4:30pm

Tuesday-Friday, 10am to 4:30pm

Consultants will continue to answer walk-in, e-mail <mcc@mit.edu>, and phone inquiries (x3-7686) during these hours.

There is no change in the processing of departmental orders. Departments may submit requisitions by campus mail, EREQ, or hand delivery. These orders are set up for next-day delivery for in-stock items.



Copyright Issues for Web Publishers

Robyn Fizz

It's a snap to copy text, images, or videos from a Web page and incorporate them into your own Web pages. And in the fast-paced digital arena, this may seem like a natural thing to do. However, just because online text or artwork is easy to copy doesn't mean that you have a right to use it without the copyright owner's permission.

Many Web publishers aren't clear about how copyright applies to works that are distributed electronically. This article offers some guidelines and lists a few Web sites where you can get more information on copyright issues, especially as they apply to the Web.

The Same Rules Apply

You may have heard rumors about copyright reform, intended to address the issues raised by Internet technology. Indeed, a government committee, the Working Group on Intellectual Property, produced a somewhat infamous White Paper on the topic in 1995. (In one of its recommendations on copyright, copying would occur as soon as computer users download HTML code onto their computers.)

However, things have not changed substantially since the U.S. Copyright Act of 1976. Copyright protects the tangible expression of a creative work; in this respect, content on the Web is no different than the content of traditional publications. Online text, photos, graphics, videos, music, and software are all protected by copyright.

Ownership, Registration, Duration

The author of a work is not always the owner of the copyright: it might belong, for example, to an employer or a publisher. While an author (or owner) can register his or her work with the U.S. Copyright Office, registration isn't required. Protection exists even in the absence of a copyright notice, which typically looks something like this:

Copyright © 1997 Massachusetts Institute of Technology

The copyright holder has exclusive control over a work's use, reproduction, distribution, display, performance, and the creation of derivative works.

For works created since 1978, copyright held by an employer lasts 75 years from the date of publication or 100 years from the date of creation, whichever occurs first. If the author holds the copyright, the term of copyright is the life of the author, plus 50 years.

Practical Guidelines

That's copyright in a nutshell, stripped of its legal complexities. The guidelines that follow are also very simple: they are meant as basic rules of the road and do not address all the copyright issues a Web publisher may encounter. Sources for these guidelines were the Copyright FAQs page at

<http://web.mit.edu/cwis/faq/guidelines.html>

and a presentation made by staff from the Lemelson-MIT Prize Program who maintain the Invention Dimension site at

<http://web.mit.edu/invent/>

- *Copyrighted Materials.* Assume that materials you find on the Web are copyrighted unless a disclaimer or waiver is expressly stated.

You should not place any copyrighted works on your Web page without the express permission of the copyright owner. If you want to include something from another Web page in one of your Web pages, link to it rather than copy it.

You may include quotations of a few words provided you identify the author and the work from which the quotation is taken.

- *Licensed Materials.* Materials licensed to MIT by their owner – for example, *Dilbert* cartoons, *Encyclopaedia Britannica* entries, or articles from *The Washington*

Post – are restricted to use within MIT. No one has the right to place these materials on Web pages or redistribute them.

- *Original Materials.* If you plan to hire a writer, designer, or photographer to create material for your Web site, have them sign a contract assigning you copyright of the material, or at least spelling out your rights to its use. You can get sample contracts from the Office of Intellectual Property Counsel in NE25-230.

- *Pictures and Video.* Don't place any pictures or videos of people on a Web page without the permission of the people in the picture or video. Every person has a right of privacy which includes some right to restrict certain uses of his or her own image. In addition, the picture or video will most likely be protected by copyright.

If someone provides you with a photograph, find out if that person has the rights to it. For example, a portrait may be the physical property of the subject, but the copyright may be owned by the photographer.

- *Works in the Public Domain.* To avoid the effort involved in tracking down copyrights and getting permissions, or the expense of paying for original work, you can use material from the public domain. For more information about works in the public domain, see

<http://www.benedict.com/webiss.htm#public>

Resources on Campus

If you're a Web publisher and have questions about copyright, contact the CWIS team at x3-0101 or the Office of Intellectual Property Counsel at x3-1606. ☐

Resources on the Web about Copyright Issues

Copyright Information (compiled for MIT's Copyright Working Group)

<http://web.mit.edu/cwis/copyright/>

The Copyright Website (Be sure to check out the link on Web issues.)

<http://www.benedict.com/>

An Intellectual Property Law Primer for Multimedia and Web Developers

<http://www.eff.org/pub/CAF/law/ip-primer>

Internet Law Simplified: Helpful Articles for Writers and Publishers

<http://home.earthlink.net/~ivanlove/helpful.html>

Multimedia Law Repositories and Related Links

<http://www.oikoumene.com/oikoumene/mmlinks.html>

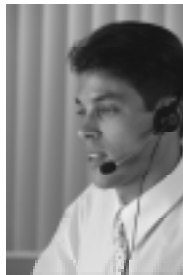


Heavy Phone Use? Headsets Reduce Risk of a Sore Neck

Valerie Hartt and Lee Ridgway

If your job requires that you carry on phone conversations while simultaneously operating your computer or other equipment, you may be a good candidate for a headset. Cradling a telephone handset between your ear and shoulder is usually uncomfortable, even with a shoulder rest. Tension and soreness can build up in your neck, shoulder, and upper back. If prolonged, this tension and soreness may result in repetitive strain injuries.

Telephone headsets can help ease upper-body tension by as much as 41%, according to studies conducted at Santa Clara Valley Medical Center, in California. An additional benefit, according to the same study, is that headset use can improve workplace efficiency by as much as 43%.



Types

Headsets are either the headband type that goes over the top of the head, or a type that hangs on the ear. Headbands can be monaural (sound in one ear) or binaural (sound

in both ears); on-the-ear models are monaural only. Most models come with a quick-disconnect button.

If your work area is noisy, you may want to consider a headset with a noise-cancelling microphone. These microphones can block out as much as 75% of background noise.

All headsets require an adapter, whether you use an analog or ISDN telephone.

Testing and Recommendations

IS Telecommunications has tested several headsets from different vendors to find the best products for MIT

clients. Criteria were comfort, durability, clarity in voice transmission, and a fair price. In general, IS recommends the headband type over the type that hangs on the ear: it offers more support and helps the user to hear better.

A list of recommended headsets is available in the Telecommunications Customer Service Center in E19-741.

Advice and Purchase

IS Telecommunications can help you evaluate your situation and advise you on the kind of headset best suited to your needs. You can even visit with the MIT Operators, who use a variety of headsets, to check out different models. You can also borrow a loaner for a 30-day trial period.

When you are ready to buy, you can order headsets and adapters from the Telecommunications Customer Service Center. Prices of recommended headsets (with adapter) start at \$175.

For more information about headsets, stop by E19-741 or call x3-3690. ☐

i/s NewsLink Web Site Targets MIT Computer Users

Jeanne Cavanaugh

On September 1, Information Systems officially launches i/s NewsLink, a Web site that publishes timely news of interest to computer users in the MIT community. By frequenting this Web page, IS customers will be able keep pace with changes in technology on campus. The site will offer several features that a print publication like *i/s* cannot: frequent updates, hypertext links, a search mechanism, and multimedia capabilities.

So if you're an IS customer who likes to keep in the swim of things, open your browser and create a bookmark:

<http://web.mit.edu/is/newslink/>

News and Links

As suggested by its name, the i/s NewsLink site serves two functions: it provides technology *news* and useful *links* to other resources on the Web. You get to news items and links by selecting the category you're interested in from the site's navigation bar.



Featured topics include:

- IS Highlights (new services and special offers)
- Courses and Events
- Software Spotlight (recommended systems and software; updates and patches; licensing information)
- Virus and Security Issues

The site also provides platform-oriented news and links for Macintosh, PC, UNIX, and Athena users.

Presentation on the Page

In each category, news is presented as short bulleted items that have links to more detailed information. The items are dated, and as they are replaced by fresher news, they are moved to an online, searchable archive.

Underneath the news items for each category is a list of 6 to 10 related hypertext links. While some of these

links take you to MIT-specific information, most connect to resources outside the Institute.

Other Features

The site's navigation bar has a feedback option. If you have a comment, question, or suggestion while you're browsing the site, just fill out the feedback form and click on Send. Your comments will be sent via e-mail to the editor of the site, Robyn Fizz. You can fill out the feedback form anonymously if you wish.

The navigation bar also provides a link to the *i/s* newsletter home page and to assorted search engines that focus on technology news.

Site Evolution

After evaluating customer feedback, IS may add new topics to the NewsLink navigation bar. Another option being considered is the creation of a mailing list, open to anyone in the community who wants to sign up. Members of the mailing list would receive a weekly e-mail message, with one or two news items and a reminder to visit the NewsLink site. ☐



Getting Help

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

For a complete list of services offered by Information Systems, see the Web page at

<http://web.mit.edu/is/>

For help with...	Dial...	Or send a message to...
Athena Computing Environment	3-4435	olc@mit.edu
Athena hardware repairs	3-1410	hotline@athena.mit.edu
Computer and printer repairs	3-0815	pcservice@mit.edu
Computer sales	3-7686	mcc@mit.edu
Disabilities and computing	3-7808	atic@mit.edu
IS mainframe (VM server)	3-1104	mithelp@mit.edu
Macintosh computers	3-1101	mac-help@mit.edu
Networks/Other	3-1104	computing-help@mit.edu
PC computers	3-1102	pc-help@mit.edu
Telephone repairs	3-4357	5help@mit.edu
UNIX/VMS (by subscription)	3-1103	unix-vms-help@mit.edu
Voice mail	3-3677	vmail@mit.edu



Surf Sites: SAP Resources

Selected lookup and reporting functions of the SAP financial system are being rolled out to MIT departments, labs, and centers on August 1. New users will probably want to check out the many SAP resources available online – from documentation and training information to software and a users forum. You can get to these resources via the MIT SAP Online Support page at

<http://web.mit.edu/sapr3/>

or by using the URLs listed to the right.

Another useful Web resource is the SAPweb page at

<http://web.mit.edu/sapweb/>

This online interface lets SAP users do lookups on purchase order information.

How to Get Help with SAP

<http://web.mit.edu/sapr3/sapsteps.html>

Installing the Secure SAPgui for Macintosh

http://tute.mit.edu/sapr3/sw_dist/macstruct.html

Installing the Secure SAPgui for Windows

http://tute.mit.edu/sapr3/sw_dist/winstruct.html

MIT SAP Documents

<http://web.mit.edu/sapr3/docus.html>

SAP System Status

<http://windsurf.mit.edu/SAP-Status.html>

SAP Training

<http://web.mit.edu/sapr3/training/>

SAP Users Forum (MIT only)

<http://tute.mit.edu/sapr3/sapusers-mit/>

