



# the Union Technologist

Local 795



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## Email Update

The district has been updating the network and e-mail system to handle the requirements of our new phone system. This will have an impact on the way many people access their district e-mail. Improvements to technology systems can be positive and some glitches along the way are to be expected. Because decisions are still being made — and changed — there may be some differences between what is communicated and what is finally implemented in your building.

## Unified Messaging

The district has chosen to implement a phone feature called unified messaging. This combines voice messages from a missed phone call with your e-mail. While this allows you to check for both types of messages in one place, it has a couple of drawbacks. Voice messages are recorded in an audio format called .wav. It is not converted to text you can read. A typical voice mail message takes 200-500K of space, while a typical e-mail messages might take 8-16K of space.

These are the issues related to unified messaging and my recommendations based my understanding of changing policies. If you have access to an up-to-date computer and do not have advanced e-mail needs, you will probably find the changes positive.

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**1. You will need to download the voice mail wav file to your computer in order to listen to it via your computer.** Depending on how new your computer is and the version and configuration of your software, this could be simple or confusing to do.

**2. If you are checking your mail from a slower internet connection (such as at home), it will take a while for the voice message to download.** If you use Internet Explorer and email.chuh.org (OWA - Outlook Web Access) the .wav file will not be downloaded unless you want to listen to it. Other e-mail programs (using the POP3 protocol) automatically download the .wav file when you check your mail.

**3. Because voice messages are only saved with your e-mail (even when accessing them from your phone), if you delete a message from your e-mail, the voice mail message will be deleted from the phone system as well.**

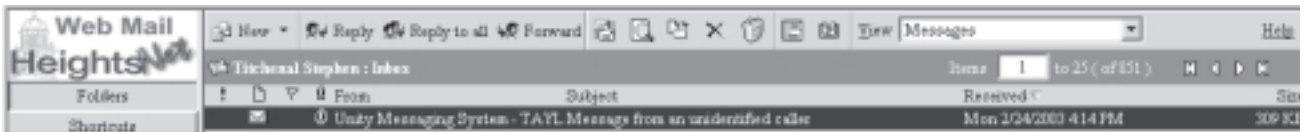
**4. You may not want to save voice mail messages (at least the attached .wav files),** the way you might archive e-mail messages.

## What you can do:

**1. If you do not get a lot of district e-mail and have access to a computer using Internet Explorer 5.5 or newer, you can check your mail using Internet Explorer.** After your computer is connected to the internet, open Internet Explorer (*not* Netscape). Go to <http://email.chuh.org> or click on the e-mail icon in the blue menu bar at the top of the main [www.chuh.org](http://www.chuh.org) web pages. You can do this from any computer connected to the Internet. You do not have to be on the ch-uh network. If you have a slow internet connection you do not have download and listen to your voice mail messages. As long as you do not delete the voice messages, you will still be able to listen to them from a phone.

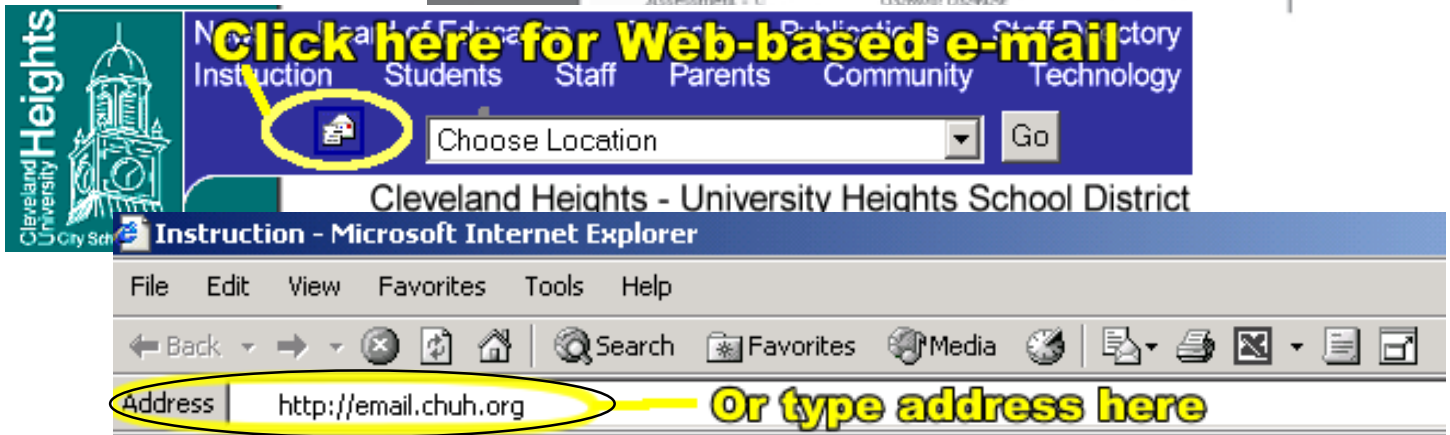
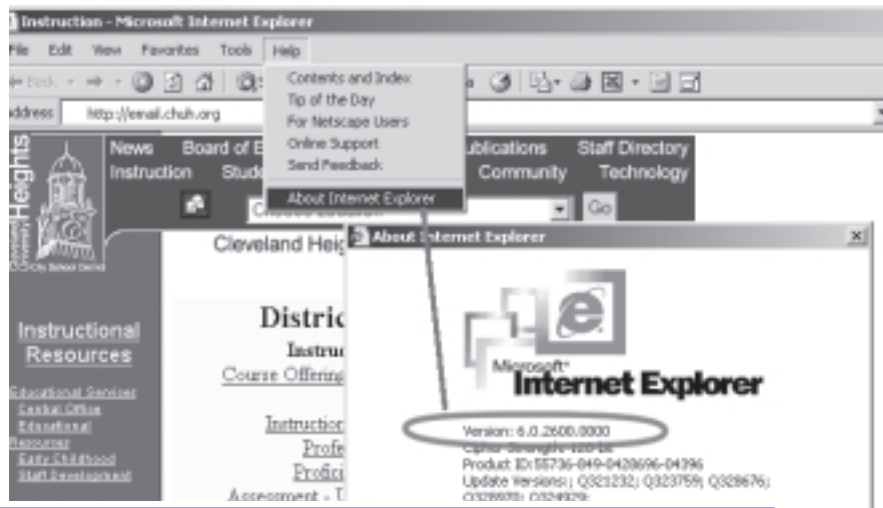
**2. If you do not have convenient access to a recent version of Internet Explorer that is configured properly, you can choose to ignore (or check infrequently) district e-mail until your computer is upgraded.** Contact the MIS department to see if upgrading is possible. Voice mail messages can still be listened to by phone, if you do not delete them from your e-mail.

**3. If you get a lot of mail in your district account and need some of the advanced e-mail functions (filtering, archiving, searching) you can still use your current POP3 e-mail program for the time being.** Just be aware of the issues listed above. The MIS department does not currently have a recommended solution for the advanced user - unless you check your mail at the Board of Education building.



## To use the district's Web-based e-mail (Outlook Web Access) you should be using Internet Explorer 5.5 or higher....

To check the version of Internet Explorer you are using, Select **About Internet Explorer** from the **Help** menu.



*There is online help for using OWA or call MIS (397-5910) for printed instruction manual. Also check the October Union Technologist for more information on e-mail options.*

### E-mail Forwarding

Some staff had their district e-mail forwarded to their personal e-mail account so they only had to check one place. This made sense when you did not get much district mail. Now that the district is using e-mail for more and more purposes, it is best not to mix district and personal e-mail. If you are currently forwarding your district e-mail to another account, it will probably be discontinued once your building gets new phones. You can request that forwarding be stopped earlier by contacting MIS.

### Personal Use of District E-mail Account

I urge you to get a separate account for your personal e-mail. You can get a free account from yahoo.com or hotmail.com (msn). If you rely heavily on e-mail, you may want to consider purchasing your own e-mail account name. For example, I purchased the domain name "titchenal.com" and have my e-mail at Stephen@Titchenal.com. Although my mail may be forwarded to another location, this address will stay the same as long as I pay for it. Cost can be as little as \$10 a year.

### Union Contact

If you would like to get occasional e-mail updates from the Union, send me your name, building and e-mail address and it will be added to our mailing list. E-mail: [S\\_Titchenal@chtu.org](mailto:S_Titchenal@chtu.org).

**For more information contact Steve Titchenal at the Union Office or on the Internet:  
[S\\_Titchenal@chtu.org](mailto:S_Titchenal@chtu.org)**



**CLEVELAND HEIGHTS TEACHERS UNION**  
Local 795 — american federation of teachers  
democracy in education • education for democracy

Fairmount Office Building  
3473 Fairmount Boulevard  
Cleveland Heights, Ohio 44118

2155 Miramar Boulevard  
University Heights, Ohio 44118

Telephone  
216-321-0020  
Fax  
216-321-0786

[www.chtu.org](http://www.chtu.org)