

To: The JCU Community

ICT Week in Review - Week ending 31st March, 2017

Topics in this Bulletin:

- JCU Phone System Upgrade –Scheduled for 1st and 2nd April 2017
- Software Update
- Completed Systems and Service Maintenance
- Planned Upgrades & Outages
- Unplanned Outages
- Helpdesk Contacts
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JCU Phone System Upgrade –Scheduled for 1st and 2nd April 2017

Kevin Lane | Senior Infrastructure Engineer | Infrastructure Services | Information & Communications Technology

JCU's Avaya Phone System is in the process of being upgraded to the latest version.

This upgrade will replace ageing hardware and bring it into line with the latest features and capabilities that are available in the Avaya Phone System. All current features and functions implemented in the existing version will remain unchanged; though there may be some cosmetic differences. The upgrade has already begun in stages and various components have already been completed. For example, the phone upgrade that occurred last month was a step in this direction to prepare the phones and minimise disruption in the final upgrade.

This final upgrade is currently scheduled for the 1st and 2nd of April, but will only occur if ICT and our vendor are confident that Monday morning on the 3rd, the system will be fully functional without error.

In order to achieve this, over the weekend of the 1st of April, there will be interruptions to telephone services across both Townsville & Cairns campuses as the new version becomes operational. While these interruptions are expected to be minor, during the testing phase, any issues that arise may require further interruptions to resolve.

On the Monday after the switch over to the upgraded system, there will be very little difference to your desk handsets. Our testing has shown the phones reboot and relogin to their prior extension and we expect this to be the experience during the cutover.

In the following weeks, as time allows additional improved features will be implemented and introduced to the JCU community.

Post Weekend Information – PIN code reset

As part of the upgrade being done this weekend, all phone extensions will have their pin codes reset to the extension. While this is not expected to impact many users, it is important to be aware that if you have changed your pin code in the past, you will need to make sure you sign into your extension using the extension number as your pin code. This is an unfortunate side effect of the upgrade process. If your phone has signed in automatically, you will likely not be impacted by this change. If your phone signed in automatically and you believe you had reset your pin previously, please contact [the ITHelpdesk](#) after the weekend to make sure that we assist you in changing it once again.

ICT encourage changing this pin code, and will be working on a process to make it easier to do so without requiring our assistance in future. This upgrade is important to allow us to implement additional features and capabilities going forward.

For more information about outages, please see the [ICT Stay Informed](#) page and follow [ICT Twitter](#) for updates about Service Outages and Planned Maintenance events.

Software Update

1. New Feature available in Microsoft Word

Learning Tools for Word Online

- Learning Tools are now available in Word Online by going to the View menu and clicking Immersive Reader. Learning Tools includes a modified reader view that utilizes techniques proven to help people read more effectively, such as:
 - Read Aloud—Reads text aloud with simultaneous highlighting that improves decoding, fluency and comprehension while sustaining the reader’s focus and attention.
 - Spacing—Optimizes font spacing in a narrow column view to improve reading fluency for users who suffer from visual crowding issues.
 - Syllables—Shows the breaks between syllables to enhance word recognition and decoding.
 - Parts of Speech—Supports writing instruction and grammar comprehension by identifying verbs, nouns and adjectives.

Learning Tools for Word Desktop Application

Word 2016 has Learning Tools built into Read Mode.

Learning Tools includes a modified reader view that utilizes techniques proven to help people read more effectively, such as:

- Read Aloud—Reads text aloud with simultaneous highlighting that improves decoding, fluency and comprehension while sustaining the reader’s focus and attention.
 - Spacing—Optimizes font spacing in a narrow column view to improve reading fluency for users who suffer from visual crowding issues.
 - Syllables—Shows the breaks between syllables to enhance word recognition and decoding.
2. **Office 365.** All JCU staff and students have an O365 account, providing email, calendar, OneDrive for Business storage, Skype for Business desktop/Mobile video conferencing, Office Online and a range of other applications. Your JCU O365 subscription also provides you will access to Office 2016 for iOS and Android devices + the application to install on your personally owned PC or Mac. See the [ICT Web Site](#) for information on how to access these resources.

Completed Systems and Service Maintenance

N/A

Planned Upgrades & Outages Unplanned Outages

N/A

Helpdesk Contacts

[JCU Singapore Campus](#)

Staff IT enquiries:

Phone: MIS +65 6709 3681-685

8:30am-6pm Mon-Fri

Email: ITHelpdesk@jcu.edu.au

Web Page: Log a call via the [ServiceNow Web Self Service Page](#)

Student IT enquiries:

Web Site: [IT on Campus](#)

Email: itr-singapore@jcu.edu.au

[JCU Brisbane Campus](#)

Student IT and support enquiries:

JCUB Learning and Support Team

Level 2, 349 Queen St

Phone: 07 3001 7813

8am-6pm Mon-Fri

Staff IT enquiries:

IT Helpdesk

Phone: 07 3001 8001

7am-7pm Mon-Fri

Email: ITHelpdesk@jcu.edu.au

Web Page: Log a call via the [ServiceNow Web Self Service Page](#)

[Other JCU Campuses and Study Centres - Cairns , Townsville , Thursday Island , Mt Isa , Mackay](#)

Student IT Enquiries:

Email: ITHelpdesk@jcu.edu.au

Phone: 15500 (on Townsville Campus) 21777 (on Cairns Campus and select Option 2)

Web Page: Log a call via the [ServiceNow Web Self Service Page](#)

On Campus: Infohelp Desk in Townsville & Cairns Library during Library Open Hours

Staff IT Enquiries:

Email: ITHelpdesk@jcu.edu.au

Phone: 15500 (on Townsville Campus) 21777 (on Cairns Campus) and select Option 1

4781 5500 (external) +61 7 4781 5500 (International)

8am-6pm Mon-Fri

Web Page: Log a call via the [ServiceNow Web Self Service Page](#)

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