

**For enquiries or mailing list  
amendments, contact:**

Client Service Counter  
Room 207, Ground floor  
Prentice Building  
Telephone (07) 3365 4400  
Facsimile (07) 3365 4477  
Email [help@cc.uq.edu.au](mailto:help@cc.uq.edu.au)

NUMBER 62 April 1996

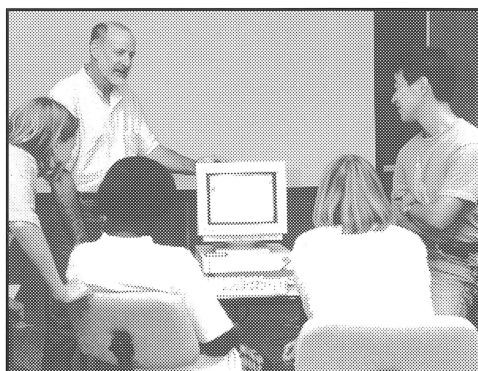
## Modem in a muddle?

**Free modem clinics have been organised by Prentice to help people who are having trouble connecting to the 'net via modems.**

The exponential increase in network traffic and new accounts posed some big problems for the Prentice Centre.

Support staff were unable to keep up with all dial-in modem help requests on an individual basis.

Currently, there are about 8800 modem accounts held by students and about 3500 accounts held by University staff. Of these clients, about 4500 dial in by modem on a regular basis. Client Service staff have been creating accounts at a rate of about 200 per day for most of February and March.



*cont. on back page*

*Alan Langdon assisting clients at one of the  
free slip clinics held by Prentice*

## ... from the Director's Chair

### **QRNO agreement**

The sale of AARNet to Telstra in July 1995 involved only the national links and services. One of the outcomes of the sale is that it became necessary for each 'region' to become more autonomous and provide for its own network management, development and eventually full financial responsibility.

The Queensland Regional Network Organisation (QRNO) has formed a facilities management agreement with The University of Queensland to look after the day to day operation and manage network facilities for:

**Australian Institute of Marine Science  
Bond University  
Central Queensland University  
CSIRO  
Griffith University  
James Cook University  
Queensland University of Technology  
Southern Cross University  
University of Southern Queensland  
The University of Queensland**

Prentice will manage connections to internet services, monitor network traffic and the performance of links. We will also monitor hub equipment and provide reports to members on network status and event notifications.

### **Equipment Upgrade for VideoVision**

The University's video production unit - VideoVision - will upgrade and consolidate its equipment base to include another non-linear edit suite. Avid Media Composer 900 has been ordered along with an array of SVHS-based equipment. Digital technologies provide expanded format options.

The equipment integration program will reduce the operating costs of the Unit and provide equipment and facilities best suited to the production needs of the University. VideoVision plans to conduct all editing in the non-linear environment by mid 1996.

### **Network Upgrade Update**

There are now 34Mb links to QUT, Griffith and the Queensland Manufacturing Industry. These links allow faster transmission of data over the network which is good news for the Web, M-Bone broadcasts, video conferencing and other data-hungry communication processes. Gatton Campus and University of Southern Queensland plan to upgrade to 34Mb links in 1996. Griffith is planning a 34Mb link (and is considering a 155 Mb link!) to the Gold Coast campus by the end of the year.

**Graham Rees**

# Internet Resources for Architecture Students

Architecture students will benefit from innovations in computing technology with a Virtual Design Studio and an image library on the Web.

These projects, set up with computing expertise from Prentice, are the brainchild of Architecture Department Lecturer, Michael Docherty.

Michael had the idea but was unsure what was technically feasible. He approached Stephen Atherton, manager of the University Technology Shop for advice.

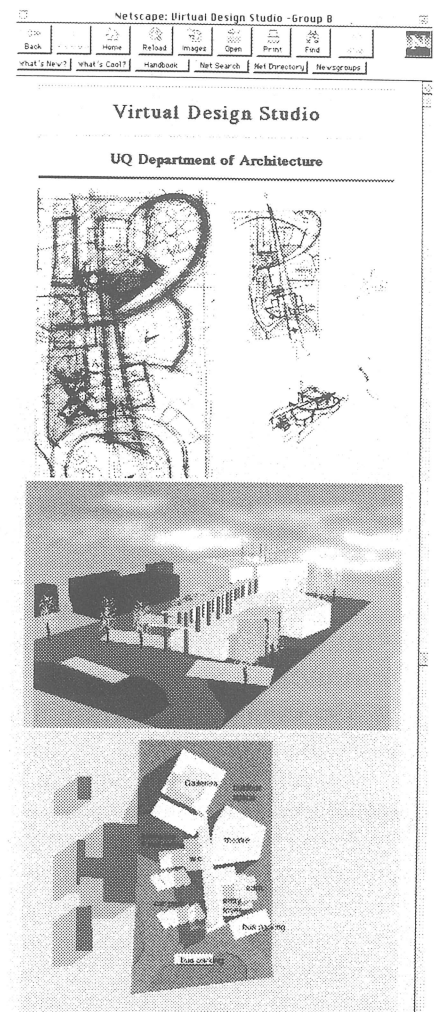
"Because the technology is changing so fast, unless you talk to someone whose job it is to keep up with it, you don't know what is possible," Michael said.

The University Technology Shop also provided advice in the

design phase of Architecture's Virtual Design Studio and supervised installation and testing of the software. This system uses Apple Media Conferencing software. It is easy to use, has full colour and a shared whiteboard so all users can contribute. Stephen said, "You don't need to be a computer wizard to operate it so it's very accessible."

The Virtual Design Studio enables interstate and international collaborative research on projects. Later in the year Architecture students will be involved in an international project to design a building for the 2000 Olympics.

You can see what is happening for yourself at <http://www.architect.uq.edu.au/VD S/VDS.html>



## Modem in a muddle?

... from front page

To address this problem, the Centre has initiated free dial-in modem connect clinics. The clinics show clients how to install the software and configure modems to work correctly with their computers.

The level of difficulty in net connection from your home depends on a number of factors—the type of computer, software and modem and their level of interaction.

The clinics have been running for about a month and have proven to be an effective way to assist clients who are having trouble connecting.

They also provide valuable feedback which helps the Centre publish instructional material and how-to guides.

Three clinics are offered during the working week—Monday, Wednesday and Friday from 1 - 3pm. To keep pace with demand, the Centre also runs a clinic on Saturday mornings from 10 - 12noon.

At the moment there is no need to book, however, the Friday session seems to be popular. If you prefer a smaller group (with more opportunities to ask questions) come along to the Monday, Wednesday or Saturday session. Bring your modem and modem manual and slip disk, or bring your whole PC along with your operating system disks. These are hands-on sessions.

For more information about the clinics, please contact Alan Langdon on ext 53940.

## WEB SITES FOR EDIFICATION & ENJOYMENT

The Dinner Co-op Home Page  
for cooks and food lovers:

<http://gs216.sp.cs.cmu.edu/dinnercoop/home-page.html>

Search the Web

<http://www.altavista.digital.com/>

Want to get away from it all?

<http://www.cnet.com/Content/Features/Dlife/Travel/>