Synopsis

This Note is intended for anyone who is considering purchasing a microcomputer. It does not assume any knowledge of computers or computing.

Keywords

Microcomputers

A. Before placing an order

1. If you wish to discuss your computing requirements and the relevance of microcomputer systems to them, consultancy-advice can be obtained from the Microcomputer Support Unit, 59 George Square. Please phone 031-667 1011 ext. 2300 and ask for Kathleen McMenamin, Micro Support to make an appointment.

2. Demonstrations of the UCSD p-System and the currently recommended microcomputer systems can be arranged by contacting Kathleen McMenamin, M.S.U.

3. Details of the supported microcomputers and recommended software and peripherals is available in Viewdata format on EMAS.

   > Type View
   >> and select topic 4 for Distributed Computing
   >> then topic 1 for Microaid

4. Technical Approval for computer equipment has to be granted by the University Computer Equipment Panel. We can help you apply for this.

5. It is advisable to pass orders for microcomputers and printers to Mr J. Robertson, ERCC, KB, 031-667 1081 ext. 2613. He will then ensure that where possible bulk orders are placed and that the best discounts are obtained. For advice on choosing a printer see ERCC User Note 44 'Printers for Microcomputers in the Edinburgh University Environment'.

6. At the time of ordering your equipment you should also consider ordering any consumables that may be necessary.

7. If you are considering installing a network connection, you should contact the Service Support Unit, ERCC, KB, 031-667 1081 ext. 2641, who will assess the technical requirements and provide a detailed quote. Installation can take many weeks to happen, so indicate your likely requirements as early as possible.

B. Post-delivery support

8. It is recommended that all microcomputers and peripherals are put on a maintenance contract. The ERCC has arranged a University contract for maintenance, the Service Support will give you details when your system is installed.

9. The equipment and software ordered via the ERCC will be delivered and commissioned by the Service Support Unit, ERCC, KB.

10. The Training Unit, ERCC runs training courses on Microcomputers and the UCSD p-System; for details contact the Receptionist, 59 George Square 031-667 1011 ext. 2300. The schedule is announced regularly in the ERCC Newsletter.

11. The Personnel Office provide user support for OffLoad – the UCSD based office workstation. Once the microcomputer system has been installed they will arrange a tutorial for first-time users. They also run regular training courses on the OffLoad system for Secretarial and Clerical staff. Contact Janette Heggie on 031-667 1011 ext. 4510 for details.

12. If you have any problems with operating the micro or with the associated software contact the Microcomputer Support Unit (031-667 1011 ext. 2300).

13. If you have definite hardware faults phone ERCC operations staff, KB, 031-667 1081 ext. 2737.