

## CAL Time-Sharing System

Status and Information, 13 August 1971

### Availability

CAL TSS is currently available weekdays from 2-6 PM. There are 8 teletypes available for general use during these hours in Rooms 225 and <sup>223</sup> ~~224~~ Campbell Hall. For information about connection of additional teletypes, contact Vance Vaughan (see below).

### Documentation

The fundamental document for users is the Introduction to CAL TSS, available from the Computer Center librarian. Other documentation is also available at the library, but it is spotty and users should consult with someone on the TSS staff before acquiring any.

### TSS Consultant

A member of the TSS staff is available in Room 225 Campbell Hall, ext. 2-5008, from 2-3 PM every weekday except Wednesday. He will answer questions, demonstrate the system, help new users through initial sessions, etc. Users unable to reach the consultant should contact Vance Vaughan, 207 Evans Hall, ext. 2-5823. He is there Thursdays from 1-2 PM, or by accident, or by appointment. Leave a message in the main Computer Center office, 239 Evans Hall, ext. 2-0851 to arrange an appointment.

### Getting help, reporting problems, etc.

Sections 1.7 and 1.9 of the Introduction to CAL TSS give procedures and information for diagnosing and understanding problems encountered when using the system. If the user's teletype is dead, or has gone crazy, he should first consult those sections. They may solve the problem, or be irrelevant, or give some such helpful advice as 'call a system programmer' or 'the teletype is down or the system is down'. If they are irrelevant, or say to contact a system programmer, or something like that, contact the TSS consultant (not the regular programming consultant). When the diagnosis is that the teletype is down or the system is down, the user should call the shift supervisor, (64)2-3043, and explain the problem. If the system is down, he will give information about when it will be up. If the system is up, there is some problem with the teletype or the line. The user should contact the person responsible for the maintenance of the teletype (Computer Center teletypes are maintained by Charles Cuffel, ext. 2-4403).

### Complaints and suggestions:

These should be made to the TSS consultant. The TSS staff is especially anxious to get feedback on the documentation. Corrections to content and suggested style modifications are both welcome.