

HOW TO CONTACT TECHNICAL STAFF MEMBERS WHEN YOU NEED ASSISTANCE

SHOP MATTERS: UNDERGRADUATE TEACHING LABS & COPIERS

Email: shop@ee.princeton.edu
Page: page.shop@ee.princeton.edu
Cell phone (John Bittner): 731-4627

FOR PRINTER PROBLEMS:

Email: print@ee.princeton.edu

EE WEB PAGES:

Email: www@ee.princeton.edu

ALL COMPUTING MATTERS EXCEPT PRINTER PROBLEMS AND WEB:

Email: eenet@ee.princeton.edu
Page: page.eenet@ee.princeton.edu
Cell phone (Jay Plett): 577-3616

POEM CLEANROOM:

Email: cleanroom-staff@ee.princeton.edu

JOHN BITTNER

Email: jmb@ee.princeton.edu
Page: page.jmb@ee.princeton.edu
Cell phone: 731-4627

GENE CONOVER

Email: epc@ee.princeton.edu
Phone: 8-4622

JAY PLETT

Email: jay@ee.princeton.edu
Page: page.jay@ee.Princeton.edu
Phone: 8-1262
Cell phone: 577-3616

CONRAD SILVESTRE

Email: conrad@ee.princeton.edu
Page: page.conrad@ee.princeton.edu
Phone: 8-6236

HELENA GLESKOVA

Email: gleskova@ee.princeton.edu
Pager: (888) 200-3481
Phone: 8-4626

JOE PALMER

Email: jpalmer@ee.princeton.edu
Page: page.jpalmer@ee.princeton.edu
Phone: 8-4706

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The best way to get help is by email. Requests sent by email are more likely to be received sooner and less likely to be forgotten than verbal or telephone/voicemail requests, and it helps the technical staff keep track of requests/problems.

Urgent Problems: Send a page message. Long messages will be truncated so avoid salutations and pleasantries; put the most important part first. The tech staff will also receive a copy of the complete message via regular email. **Please use pager messages only for urgent needs.**

Dire Emergencies: Cell phone. Please bear in mind that cell phone calls can disrupt meetings, so reserve these for bona fide emergencies. In most cases, a pager message is just as effective as a cell phone call, with the added benefit that it gives us an email copy of your request. Note: there are some locations on campus and elsewhere in Princeton where cell phones are out of range. If we are in one of those locations, you will get voice mail. We recommend that you send a page or try later rather than leave voice mail.

The worst way: Telephone or hallway encounters.