

[1.1] Discussion Group etiquette

TI maintains several discussion groups on their web site. These are like Usenet newsgroups in that you can ask questions or post comments, but unlike newsgroups, they are moderated by TI.

The discussion groups are organized in two categories, Calculators at

<http://www-s.ti.com/cgi-bin/discuss/sdbmessage.cgi?databasetoopen=calculators>

and Education and Curriculum at

<http://www-s.ti.com/cgi-bin/discuss/sdbmessage.cgi?databasetoopen=educationandcurriculum>

Ray Kremer developed these suggestions for etiquette on the discussion groups. If you follow the suggestions, you are more likely to get good, fast answers to your questions.

Groups:

- Try to choose the applicable group for your question. Graph Link problems in the Graph Link group, no TI-89 questions in the Comments and Suggestions group, etc.
- It is not necessary to post a question in multiple groups, the people likely to answer it frequent most of the groups and only need one post to respond to.

Before you ask:

- Check the manual for an answer to your question.
- Check tifaq.calc.org for an answer to your question.
- Check the FAQs at <http://education.ti.com/product/tech/89/faqs/faqs.html> and <http://education.ti.com/product/tech/92p/faqs/faqs.html> for an answer to your question.
- Look over the old subject headings for a question similar to yours, an answer to your question may already be in the group.

Subject heading:

- Put something in the Subject field, it's hard to get to the post otherwise.
- Use something short but descriptive of your question/comment. Do not just put "TI-89", or "HELP!!!".
- Do not say "please read", the people likely to have an answer read all the posts anyway.
- If you absolutely must make a very long subject heading, put a quotation mark " after the fourth word or so or else the whole thing will carry over in replies.

Author heading:

- Put something in the Author field, even a made up name. This makes it easier to tell who's talking if a back and forth exchange results.

Post body:

- If it is not a calculator specific group, specify the calculator you are using.
- Capital letters is considered shouting, turn that caps lock off.
- Do not say "please reply", if somebody can answer your question rest assured they will reply.
- If nobody answers your question it is usually safe to say nobody knows or there is no way to do what you ask.
- If you request that a reply also be e-mailed to you, do not say outright that you do not intend to return to the group.

- If you typed your address into the E-mail field, the person replying can see your address and send the response there by checking a box. So if you neglected to give your address in the body of your original post there's no need to post again just to give your address.
- Be as specific as possible. Give examples.
- Hit Submit only once. If you don't think it went through, open a view of the group in a new window and hit Reload just to make sure it isn't there.
- If English is your first language, even a half-hearted attempt at proper grammar, spelling, and punctuation is appreciated.

Threads:

- Do not start a new thread if your message is in response to another message. That's what the "Reply" button is for.
- If you hit "Submit Message" but don't get the "The following entry has been made:" screen, do not resend the message right away. Open the group page in a new window, hit the reload button on your browser, and check for the post you tried to make. Only if it's not there should you hit "Submit Message" again.

In addition to Ray's good suggestions, consider these:

Replies:

- Remember that people all over the world use the TI discussion groups. English is not the native language of many users, so please be tolerant of grammar, punctuation and spelling mistakes.
- Please be considerate in your replies. Flaming doesn't help anyone. Remember that you are responding to a real person. You might ask yourself "would I really say this, in person?"
- The newsgroups are limited to 300 posts, and old posts are not cached. Please try to avoid the temptation to respond to a post with just an insult, as this pushes older, useful posts off the group.
- Posts using profanity, vulgarity and obscenity will be deleted by the TI moderators.

(Credit to Ray Kremer)