



Member Handbook

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Introduction.

Welcome. You have joined a network of transmission rebuilders just like you who are at the forefront of our trade. This guide is intended to help you get the most from the network and to explain the rules and procedures that help us all to help you.

The network idea works because of the input of the members so it is important that you take an active part in the network. You will find that as you read the messages you will come to feel that you actually know the other members and you can learn from their experiences. There are a few simple rules that make the network work smoothly and if these are followed, you will quickly find that this is the most useful technical resource that you have.

The purpose of this guide is to help you get the best out of TRNi and show you the basic ways that you can get information from the site. We will also cover the procedures for posting a problem and posting the fix. Another great resource is the web site, which has copies of all the problems and fixes that have been accumulated over the years of TRNi. There is also a large database of tips and information posted to the site by members just like you.

There are many different ways to set up your computer and the software on it to access the Internet and E-mail; this guide is not intended to cover the different ways although there may be a tip from time to time. We will also assume that you have a basic understanding of computer use and are familiar with the Internet.

What is TRNi?

TRNi: The Transmission Rebuilders Network International, is a world-wide network of over 1,000 actual transmission technicians, interacting on problems, fixes, diagnosis, hydraulics, functions, bench techniques, part locating/reviewing, homemade tools, assembly tips, and installation tips for the transmission repair industry. TRNi members share knowledge, experience, and advice on the science of rebuilding automatic transmissions, and the art of managing a transmission shop. It is also a forum for direct contact with aftermarket and equipment suppliers to the industry. Many times a manufacturer is able to answer a question that a member has on a product or the availability of a product. TRNi is not intended to take the place of any technical service or trade organization that you currently belong to; it is purely a forum for the free exchange of information. This will often result in many different ideas to fix a particular problem and you should remember that the ultimate choice as to the correct fix is made by the technician doing the job.

TRNi also has a website that has a database of previous fixes along with a large library of technical tips sent in by members. We encourage you to research the fix database and the technical tips before you post a problem. A chat room is also available to allow real-time interaction with other TRNi members.

TRNi, a History

TRNi had its beginnings in November of 1996 when Bill Fuller had the idea that the Internet was a great place to make contact with other transmission rebuilders. He searched the web for other transmission rebuilders to try to start conversation about rebuilding techniques. In his travels, he found a site called "Patio Transmissions" created by Tod Chretien and sent Tod an e-mail.

Within a few weeks, Bill had collected around 30 e-mail addresses and the forum was started under the title "MEATBIN" standing for 'Most Excellent Automatic Transmission Builder's International Network'. In the beginning, there was no mailer so everybody would send their messages to Bill and he would forward them on to every address on his list. This was ok in the early days but obviously could not continue if the membership was to grow. With the membership starting to become more international, there was a need for a professional sounding name and soon Bill whilst working at the bench rebuilding one day came up with "TRNi" standing for "Transmission Rebuilders Network International"

In January of 1997, Tod approached Bill with the idea of starting a web site for TRNi and the partnership was formed. 1997 saw the growth of TRNi to over 600 members with advertisements in Transmission Digest and Gears magazines helping to attract members. During this time the website went from strength to strength and the mailer was used more and more by the members. During 1998, growth slowed with only around 100 new members that year. 1999 saw the growth pick up somewhat and 2000 is showing the same trend. The 1,000th member signed on around July of 2000. In 2001 through 2004 membership totals leveled off at just over 1,000 transmission professionals. TRNi now looks to the future for additional members to join.

TRNi Staff Member Contact Information

All questions and/or problems related to billing, membership renewals, and TRNi Super Store sales should be addressed to:

Bill Fuller
(Founder / CEO)
bill@transbuilder.com
(602) 404-0299

All questions and/or problems related to the use of the TRNi website and the e-mail forums should be addressed to:

Tod Chretien
(President / Webmaster)
tod@transbuilder.com
(209) 551-0599

The Member Services Page

The *Member Services* page is the first page that you should visit when you join. The address of this page is: <http://www.transbuilder.com/services/> . From this page you can manage your TRNi account by selecting from the following available options;

1. ***Change your primary e-mail address.*** Since all communication between members and TRNi staff is made through e-mail, it is very important that we have your correct e-mail address. If you ever change your e-mail address in any way, please be sure to update it in our databases by visiting this webpage.
2. ***Add a second e-mail address.*** If you would like the forum mail to be sent to another e-mail address rather than your primary address, then you can setup an additional address and website login by visiting this webpage.
3. ***Change your name, hometown, or company name.*** If your name is spelled incorrectly, or if you move to another location, this is the place to update your account information. The Technical Problem Forum automatically adds a signature for you on your posts, so this is the place to change how your signature will appear.
4. ***Subscribe and/or un-subscribe from an e-mail forum.*** This is the place to go to manage your forum subscriptions. TRNi has 4 e-mail forums, and you must be subscribed to a desired forum before you can post a message to it. You should also be sure to un-subscribe from the e-mail forums before you go on vacation.
5. ***Change Password.*** If you want to change your username and/or your password (login) for access to the TRNi website, then this is the place to go.
6. ***Recover Lost Password.*** If you forgot your username and/or password, or you are unable to enter the members-only section for whatever reason, you can recover your login information here.
7. ***Request Membership Expiration Date.*** If you are unsure when your TRNi membership will expire, then you can easily find out by visiting this webpage.
8. ***Renew Your Membership.*** Quick access to the membership renewal page can be obtained from this location.
9. ***Post an Image or a Picture to either E-Mail Forum.*** The TRNi e-mail forums have post-size restrictions, so if you would like to post a picture, be sure to visit this webpage. All image posts must be technical in nature.
10. ***Perform a Test Post of either E-Mail Forum.*** If you are having problems posting to an e-mail forum, you can test your forum subscription by sending a test post from our server. If the test post goes through, the problem is with your ISP.
11. ***Add or Remove an Advertisement from our Bulletin Board.*** The TRNi Bulletin Board is a good place to advertise stuff you are selling, or employment opportunities. This is the place to go to add or remove an advertisement.

E-Mail Forum Subscription Management

TRNi currently has 4 e-mail forums that you may use to exchange information with other members. It is very important that you understand the rules and guidelines of each e-mail forum before you attempt to post a message to it. If you are going on vacation or do not wish to receive the mail for any reason, please un-subscribe from the desired forum(s), thus putting a hold on your network mail. This is important as a full mailbox may lead to the suspension of your TRNi membership.

IMPORTANT NOTE: You cannot post a message to an e-mail forum unless your e-mail address is subscribed to that forum. You will not be automatically subscribed to either forum, so if you want to receive the e-mail messages and/or post a message, you will need to subscribe yourself by visiting Member Services.

FORUM NAME: Trni1 - Technical Problem Forum

GUIDELINES PAGE: <http://www.transbuilder.com/trni/guidelines1.html>

SUBSCRIBE HERE: <http://www.transbuilder.com/trni/forum1.html#2>

POST A PROBLEM: http://www.transbuilder.com/forum_intro.html

FORUM OPERATION: Direct e-mail posting to trni1 is NOT allowed. You must use the forms provided on the website to post a problem. You can however reply to another member's problem directly without going to the website. Simply click the 'Reply' button on your e-mail program and type your reply. The direct-reply address should be reply@transbuilder.com. Please note that any member who posts a problem directly to trni1 by using the direct-reply address may have his/her membership privileges suspended or revoked.

FORUM DESCRIPTION: This forum is for technical transmission related problems that have been thoroughly diagnosed, and a fix attempted only. If your problem will never contain a fix, or you have not thoroughly diagnosed it, then you should post your message to the Technical Discussion Forum. In addition, please do not post material containing management issues, personnel problems, parts queries, or shop locations on this forum. There is a Non Tech Forum available for these types of posts. When posting a problem, please provide as much information as possible, so that other members can make an accurate recommendation to a possible remedy. Posts that contain little or no information, are less likely to get multiple replies. Therefore, it is in your best interest to provide as much information as you can.

FORUM NAME: Trni2 - Technical Discussion Forum

GUIDELINES PAGE: <http://www.transbuilder.com/trni/guidelines2.html>

SUBSCRIBE HERE: <http://www.transbuilder.com/trni/forum2.html#2>

POST A MESSAGE: trni2@transbuilder.com

FORUM OPERATION: Direct e-mail posting to trni2 is allowed. Simply send all messages to trni2@transbuilder.com. When replying to another message, please do not alter the subject line. In order for your message to be archived on the website correctly, the subject line must match the original post. Please note that you must be subscribed to the mail list before you can post a message to it.

FORUM DESCRIPTION: This forum is for technical transmission related issues that either have not been thoroughly diagnosed, or a fix will not be possible. Technical discussions belong here such as a conversation about the different types of ATF for example. Or the pros and cons of sanding your steel plates. If your problem will probably contain a fix, and you have thoroughly diagnosed it, then you should post your message to the Technical Problem Forum instead.

FORUM NAME: Trni3 - Non-Tech Forum

GUIDELINES PAGE: <http://www.transbuilder.com/trni/guidelines3.html>

SUBSCRIBE HERE: <http://www.transbuilder.com/trni/forum3.html#2>

POST A MESSAGE: trni3@transbuilder.com

FORUM OPERATION: Direct e-mail posting to trni3 is allowed. Simply send all messages to trni3@transbuilder.com. When replying to another message, please do not alter the subject line. In order for your message to be archived on the website correctly, the subject line must match the original post. Please note that you must be subscribed to the mail list before you can post a message to it.

FORUM DESCRIPTION: This forum is for sales, advertising, personnel, legal issues, profitability concerns, market trends, professional development ideas, warranty concepts, inter shop warranty possibilities, and everything else that worries a shop owner or manager. Please DO NOT post jokes or general conversation on this mailer. This forum is to remain strictly on a professional level. There is a Shop-Talk Forum available for general conversation and shop talk.

FORUM NAME: Trni4 - Shop-Talk Forum

GUIDELINES PAGE: <http://www.transbuilder.com/trni/guidelines4.html>

SUBSCRIBE HERE: <http://www.transbuilder.com/trni/forum4.html#2>

POST A MESSAGE: trni4@transbuilder.com

FORUM OPERATION: Direct e-mail posting to trni4 is allowed. Simply send all messages to trni4@transbuilder.com. Please note that you must be subscribed to the mail list before you can post a message to it.

FORUM DESCRIPTION: The TRNi Shop-Talk Forum was introduced in order to eliminate the general discussion posts from our Tech and Management forums. If your message does not contain any technical value, and it doesn't relate to a management or parts issue, then you should post it on the Shop-Talk Forum.

IMPORTANT NOTE: Due to the fact that shop-talk among transmission technicians often results in the use of slang interpretations, please do not subscribe to the Shop-Talk Forum if you are easily offended by vulgarity. TRNi does not agree with, nor support the views and/or opinions of the members or discussions of this forum. Please do not direct any complaints to the TRNi staff members. If you have a complaint relating to the Shop-Talk Forum, address it to the Shop-Talk mail list itself.

Surfing the website

The TRNi website has many pages of information and tips, and it is a great place to start researching a problem. It is also a great place to just browse around. Often times you will find a tip or a short cut that you can use to save yourself time and money. We encourage everybody to research their problem before posting it to the network, and the TRNi website is a great place to start.

As a member, you should have book-marked or added the TRNi website to your favorites list. If not, then we suggest that you do this now. We suggest that you bookmark the member's home page, which is the page that you arrive at when you select the "*Members Only*" entrance. For the purposes of this manual, we will assume that you are using the "High Impact" version of the site and have logged into the member's page. The URL of this page is: <http://transbuilder.com/trni/index.html>

4. Fix Database

Here you will find all of the fixes that have been sent in over the years of TRNi. There is usually some confusion as to the difference between the Feedback Database and the Fix Database. The Feedback Database contains every thread that was posted in the current year, while the Fix Database only contains the threads that had a legitimate fix posted. The Feedback Database is cleaned out at the end of every year, and previous years are sold on CD. The Fix Database contains every fix that was ever posted on TRNi since it was introduced in 1997. This is a great place to research a problem before you post a question as often the fix is right there and you can get that job done without waiting for replies from the e-mail forum. All of the threads in the Fix Database are indexed by transmission type, and they are divided into 6 categories;

1. *Slips, Flares & Binds*
2. *Shift Timing / Missing Gears*
3. *Harsh engagement / Won't Move*
4. *Trouble Codes / Incorrect PSI*
5. *Leaks, Vibrations & Noises*
6. *TCC Operation / Miscellaneous*

Each section contains a list of the problems and a brief description of the fix. Clicking on a problem will take you to the original message, all of the replies, and the final fix.

5. Tech Tips

This one will pay your subscription many times over! Select a vehicle make and then the transmission model. You will then be directed to a page of tech tips that have been sent in by other members. The pages can be printed out as a reference when rebuilding an unfamiliar unit. This site always has new information arriving on it so be sure to check back often. Also be sure to scroll to the bottom of the page and take a look at the TRNi Pic Tips. You will find additional information here like where to drill line to lube, special instructions, and sprag rotations. Most of the pictures that were posted to our e-mail forums are eventually moved here for later reference. If you have some information or a fix that you think will benefit other members then we would love to hear from you. Additions to this database are always gratefully received.

6. ATC Bulletins

This link points to the technical service bulletins that were written by Paul Yaklin, which ATC kindly allowed us to use. There is lots of good information here so be sure to check it out. Just click on the bulletin you wish to view.

7. TEST Tech™ Lessons

This link points to some technical lessons and TSB's that were supplied by Stevie Lavalee from the technical department of the T.E.S.T. Research Center. They are well worth a look and have some good stuff on electronic test procedures.

8. R&R Tips

A link for the R&R guys (and gals) out there. This is relatively a new section of the TRNi website, so there isn't too much information here yet. If you have any R&R tips that would be beneficial to the group, please send them to the webmaster. (tod@transbuilder.com).

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9. Part Number Database

Here we have a database of hard to find part numbers indexed by transmission type. If you have any part numbers that are difficult to locate, please send them to (tod@transbuilder.com).

10. Image Post Database

The Image Post Database is the place where all of the pictures are stored that were sent into our e-mail forums. Most of them are snapshots from a scan tool, or a lab scope. There is a wealth of good information here, so be sure to check it out. Please note that some of the pictures are eventually moved to the Tech Tips Database. We try to reserve this area for scan tool and lab scope screen shots only.

11. Codes and Diagnosis

Commonly referred to as the 'Diagnostic Help Database', this is the newest section of the TRNi website which is currently under construction. Most of the Chrysler transmissions have been finished with Ford and GM to follow. This is the place to go if you need help diagnosing a fault code relating to an electronic transmission system. Wiring diagrams and connector pinouts are available, as well as a generic OBD II DTC list.

The Non-Tech Area;

The Non-Tech Section of the TRNi website once again has various navigation choices. We will summarize the list, and cover each choice.

1. Member Services

As mentioned previously, this is the page to change your address, hold your mail, or change information about the status of your account. This page also contains links to the e-mail forums on the site so you can subscribe and/or unsubscribe yourself. Every member should make it a point to become familiar with this page.

2. Non-Tech Forum

This is the place for those non-technical but still transmission shop related subjects. You may post management issues here as well as equipment questions and parts inquiries. Please do not post any technical subjects here. Use the relevant technical forum instead. If you want to post a joke or some sort of sarcasm, please use the Shop-Talk Forum. This forum is to remain at a professional level at all times.

3. Shop Talk Forum

A no rules forum that is not intended for the faint of heart. This can be used for jokes and any discussion that does not belong on the more serious mailers. There are no rules for this forum as to content or language so please be aware of this. You should also note that TRNi does not necessarily agree with any of the views or comments on this forum so please do not direct any complaints to TRNi staff. If you are offended by vulgarity or bad language then do not subscribe to this forum.

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4. Forum Rules & Guidelines

This link will take you to a page that will allow you to read the rules and guidelines for all four e-mail forums. Please familiarize yourself with the rules for each forum *before you try to use it*. It is very important that the guidelines for each forum are followed, as failing to abide by the guidelines can result in the suspension of your membership privileges.

5. Download Area

This area is devoted to files that you can download. Here you will find certificates, business cards, forms, brochures, and some other cool links to help you run your business smoothly. You can also find pictures of past ATRA events that TRNi participated in.

6. Member List

This is a list of all members who joined TRNi at one time or another. The list contains each person's e-mail address, company name, location, and years of experience in the transmission industry. Any comments that the person may have made when joining the network is also listed here. This is a great place to look for a member that may be able to help you with an out of town warranty concern, or even to visit a fellow member when you are in the area.

7. Member Stats

This section of the website was added in 2001. You can view the statistics for yourself, or of a fellow member. Here you can see how long members have been with TRNi, also how many posts they have answered and posted to the *Technical Problem Forum*. There is also the facility to enter a positive or negative comment into a member's stats file. Please note that TRNi staff will review all negative comments before they are added to a member's file. Negative comments may also remain anonymous.

8. Disclaimer

This is a link to the disclaimer that you accepted when you joined TRNi. Every member must agree to the statements on this page in order to participate in this network.

9. Manufacturer Info

This is a short list of well-known manufactures in the transmission industry, and contact information for a staff member of each company.

10. Network Newsletter

The TRNi newsletter is published 3-4 times a year. The newsletter is intended to help you get the most out of your TRNi membership by keeping you informed of the additions, problems, and promotions of this network. There is usually a contest attached to the newsletter in some way that awards the 10 (or so) winning members some cool transmission industry related prizes.

11. Transmission ID

Use this page to correctly identify the transmission in a particular vehicle. Please refer to this page before you make a post, as it is very important that the transmission is correctly identified. Here you will find many pan identifications and a comprehensive vehicle/ transmission index.

The Free Area

The Free Area is the section that is available to everyone whether he or she is a TRNi member or not. Here you will find the TRNi Store, industry links and the entrance to the chat-room. There is also a bulletin board here to post that unwanted piece of equipment, buy something someone else doesn't want, find a new position or employee, or even buy a business. Please note that if you post something onto the bulletin board we would appreciate it if you remove it once the request is fulfilled or the item is sold. This will help to keep the board as current as possible. Available navigation choices of the Free Area are as follows;

1. **TRNi Homepage**
2. **TRNi Super Store**
3. **Chat-Room**
4. **Bulletin Board**
5. **Industry Links**
6. **Website Design**
7. **Company Profile**
8. **Website Tour**
9. **Contact Information**
10. **Website Map**

You Have a Problem

Well, you now have a problem that you need some fresh ideas on. You have thought about it, lost some hair over it and still can't find the solution. First off, before you post the problem to the network, organize your thoughts and record any test results that you may have. You will find that the more information that you provide, the better results you will have in the way of replies from other members. Log in to the Technical Problem Forum on the TRNi website and enter your user name and password on the first page. The address for the forum is <http://www.transbuilder.com/forum-intro.html>

After you log in, you will be taken to a page where you select the type of post that you wish to send. The choices are as follows;

1. ***New Transmission Problem***
Choose this option if you want to post a new transmission problem where you hope to receive help from other TRNi members.
2. ***Reply to a Previous Transmission Problem***
Choose this option if you wish to reply to a problem that has been previously posted to the Technical Problem Forum.
3. ***Update to a Previous Transmission Problem***
Choose this option if you want to update a problem that you have previously posted, and now you need to add some more information that you have found out, or that has been requested.

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4. *Fix to a Previous Transmission Problem*

This is the one we all like. The problem is gone and now we can post the fix. Please remember that the fix is the most important part of the whole process. We are all interested in the fix, even if the cause was the most obvious mistake that anybody could make. It is very important to post the fix in a reasonable amount of time. The thread will not be closed until the fix is posted, and each member is only allowed two open threads. Also, please remember to be as specific as you can when you post the fix. Your fix will be added to the website, so please provide as much information as possible so that other members can benefit from reading it.

5. *Information Only. Post a Story*

This option allows you to post that bit of technical information you have discovered which you think may be of interest to other members. This is a great way to tell about those short cuts that you have discovered. Alternatively, use it to post a problem that you have sorted out yourself. Remember that these posts cannot be replied to, so if you think it is a subject for discussion then post it as a *New Transmission Problem* and allow some discussion before you close the post, or alternatively post it on the Technical Discussion Forum.

6. *Read Open Threads*

If you are unsure of how many open threads you have, or if you don't remember their topics, you can read them by choosing this option. Please note that each member can only have 2 open threads at any given time. To close your open threads, choose the '*Fix to a Previous Transmission Problem*' option as described earlier.

7. *Technical Discussion Post*

Choose this option if you want to send a message to the Technical Discussion Forum. This Forum allows members to discuss issues that are related to transmission rebuilding, but are not directly related to a specific transmission problem. Use this forum to discuss tools, equipment, test procedures, etc. Selecting this choice will open your e-mail program rather than a website form as in the previous choices. Please note that you must be subscribed to this forum before you can post a message to it.

8. *Non-Tech Post and Management Issue*

These two options once again will open your e-mail program. Here you can post non-technical posts and management issues. Once again you will have to subscribe to the forum before you can post a message to it. Please ensure that these choices are only used for issues that are related to the management of a transmission shop. The Shop-Talk Forum should be used for jokes and other off-topic threads.

9. *Test Post*

This option will send a test post to any of the 4 e-mail forums to verify if you are subscribed correctly. Please note that the test will be sent to everybody that is subscribed to the forum so do not use this option unless absolutely necessary.

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10. Image Post

The Image post option allows you to upload a picture to the TRNi website so that you can send it to an e-mail forum. Follow the instructions to post your image making sure that you select the correct file to send. Once the file is uploaded you will be given the option to select the forum you want the post to appear in. Select the correct forum for the type of image that you have posted. Please note that spaces in the file name are not allowed.

11. Help.

Use this option if you need help from a TRNi staff member. Remember that you can easily manage your own membership details through the website by visiting Member Services. <http://www.transbuilder.com/services/>

Posting a Transmission Problem

Once you have selected “*New Transmission Problem*” and clicked the “Next” button, you will be presented with a page that sets out the requirements for posting on this forum. Please read and follow these requirements exactly. To continue press the button at the bottom and you will then see a form, which will format your post and send it to the mailer. It is important that all fields are filled out correctly as this allows the information in the fix database will be accurate and complete. We will go through the form field by field making suggestions along the way.

1. Year of Vehicle

Please enter the correct year of the vehicle in this field if you are not sure then please be as accurate as possible.

2. Vehicle Make

Please use the actual make of the vehicle here rather than a model name. For example use “Ford” rather than “Mustang”

3. Vehicle Model

This field is to enter the specific model of the vehicle. Please once again be as specific as possible

4. Transmission Type

This field is a drop down list of all the transmission types that are currently indexed on the web site. It is important that you choose the correct transmission type at this point because the mailer will store the information in the database under the heading you choose here. Remember that the information that other members respond to will be based on what you have given here. Take particular care with transmissions with similar model codes such as the Nissan types. A question that is for a front drive unit will not make much sense if you select a rear drive unit. If you are unsure which transmission model to select, you can click the ‘*Transmission ID*’ button and a new browser window will open up to help you identify your transmission. When you have completed your research, simply close the new browser window to return to the *New Transmission Problem* form.

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5. Engine Size

Please enter the engine size here. Please state the unit that you are using i.e.: Liters or cubic inches.

6. Mileage

Once again state the unit of measurement kilometers or miles. Remember that TRNi is an international organization so what may be obvious to you, may not be to a rebuilder in another country.

7. Original Customer Complaint

The customers' original complaint before any work was completed at your shop.

8. Diagnostic Codes - Before Repairs

List all diagnostic codes that were recorded before you attempted any repairs. Please provide the code numbers, as well as the definition of the code.

9. Previous Repairs

Enter here any work that you have done or that you know that has been done to this transmission. If you are not sure then "*None Known*" is acceptable. This field is designed for work that has been done before the current visit.

10. Brief Description of Problem

This field will appear in the subject line of the post so an accurate description will assist other members to identify a post they wish to read quickly. With the large amount of mail that members have to read an accurate note here will ensure that the post is read and not deleted. Note that the maximum number of characters in this field is 40.

11. Current Customer Complaint

Enter here the customer's current complaint for this particular visit.

12. Diagnostic Codes - Currently Present

Enter any diagnostic codes here that you have recorded on this visit. Please remember to put both the code and the definition; it is also useful to know the make and version of the scanner you are using.

13. Work Completed This Visit

This field is to enter the tests and/or work that has been carried out during the current repair. Use this field to enter any pressure test results and diagnostic testing that you have completed.

14. Summary

This is the field that you use to post the question that you have. Please give as much information as you can to the group. The more information that you give here the better the group will understand the symptoms of the problem.

Remember that there is a big difference in diagnosing a fault when you can feel it yourself than from another person describing it.

Other hints and tips

Here we will give some hints and tips for you to get the best experience from your TRNi browsing and posting. Although there are many types of browser and E-mail programs, some things are universal.

1. *Browser Settings*

For the best results when viewing the website we recommend using a screen resolution of 800x600 and that you use Microsoft Internet Explorer version 6 or later.

2. *The underscore (_) character*

Often this character will appear in web page addresses and links. To type the character hold down the *Shift* key and hit the *minus* key on the top row of number keys.

3. *Other useful characters*

You will find some other characters useful in your posts. Push the *Alt* key and type the listed numbers on the number keypad. (Not the numbers at the top of the keyboard). When you release the *Alt* key, the character will appear.

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4. *Posting in plain text*

For the direct mailers (Technical Discussion, Non-Tech and Shop-Talk) it is a requirement that you post in plain text rather than formatted text. To set this up you can set your e-mail program to default to plain text for all mail sent. In some e-mail programs, you can select the particular address in your address book and set it to post only in plain text to that address. If you are not sure then a note on the non-tech mailer will often bring help.

5. *Spell Checking*

With the form based posting to the technical web it is not possible to spell check your post before you send it. An easy way is to use your mail program or word processor to type your reply, spell check it, and then cut and paste it into the form.

6. *Saving on On-Line Time*

If your connection is time based rather than unlimited you may prefer to fill the mailer form in off-line and only connect when you have finished filling it in. To do this load the form as normal then close your connection. Fill the form in at you leisure then when you are ready click the *Send* button. This should bring up your dialer and you can then connect as normal. Please do not click the *Send* button more than once.

7. *Help with your computer*

If you are not sure on how to use a program or cannot understand a technical term then the program or computer help files are a great way to learn. As with any piece of equipment the more you learn about the computer the better the results will be that you get. So, take the time to learn the program.

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8. *Netiquette*

This quaint word is used to describe the rules that govern the Internet. Take some time to do a search on this word and pick some tips up from the experts on the do's and don'ts of cyberspace. You will learn such things as why typing all CAPITALS is not considered good netiquette also many other hints and tips.

9. *Downloads*

Often you will want to download a file rather than read it on-line (such as this manual). To do this right click on the link and select "Save target as" or "Save Link As". Choose a location and name that you are going to remember and the file will download rather than open, this is convenient when you want to read a file off-line.