

Introduction to the MiraMon User Forum (FUM)

Dear users of MiraMon,

Given the current number of users of the program, we have considered convenient to develop a **MiraMon User Forum (FUM)** into the Internet, idea that we certainly had in mind for a long time ago.

During several months we have been developing the Forum and we have tested it. Recently we have even shown the Forum on the right side of the program main website, which has enabled some users to spontaneously make questions and receive answers. Since everything seems to be working reasonably well, it is time to make it officially public.

Welcome, then, to the MiraMon User Forum, FUM:

<http://www.miramon.uab.cat/fum/>

Purpose: In this forum members can, for example:

- Read if someone has already asked a question similar to what you have now in hand.
- Read to simply learn from the experience of others.
- Ask others how to do this or that thing.

Organization: The forum is organized into several *big thematic groups*, among which you can perform queries. These are:

- MiraMon Professional and MiraMon Universal Map Reader
- MiraMon Support Applications (MSA)
- Internet Technologies
- MiraMon for mobile devices and operating systems
- Automation, mass processing and communication with other applications
- Miscellaneous

In the Forum you will find more detailed explanations about the contents of each of these thematic groups.

Each forum may contain as many topics as generated by user queries. These topics depend on the idiomatic group that raises the question, but comments can be viewed transversely in every language.

Free reading and user registration: Is not necessary to be registered to read or search on what other users have asked or answered in the Forum. However, to ask for a new question or to answer to one already proposed you must be *registered*. You can easily register as *users of the FUM* from the menu at the top right, just entering a name or alias and an email address.

Languages: According to the language in which MiraMon is currently distributed, there is a forum in English (<http://www.miramon.uab.cat/fum/viewforum.php?f=16>), in Catalan (<http://www.miramon.uab.cat/fum/viewforum.php?f=5>) and in Spanish

(<http://www.mirammon.uab.cat/fum/viewforum.php?f=10>). The same user can participate in any of these forums (it is not needed to register in each forum). As you can see by the menu system, the source of the FUM contains all 3 forums (one for each language) containing the same structure of each of the major thematic groups mentioned above.

The language of the environment can be chosen from the right top of the page (registered users have already set the default language in which they want to see the forum). This switch only changes the interface language of the FUM, not the contents. But for the latter purpose we have incorporated the Google translation bar (at the top left of the Forum, below the *Board index* text).

Search: When running a search from the top right box it is performed on all idiomatic forums, so you are more likely to find a discussion related to your interests. Therefore it is advisable to search using words that can be as more "multiidiomatic" as possible ("vector", "XLS", etc.). Note that there is also an "Advanced search" possibility.

How to translate the entries between languages? If you are users who do not understand Spanish much well and want to more comfortably read a discussing topic that has been discussed in Spanish, you can translate this discussion by selecting "English" from the top right selector of the page, and then indicating the Google translator to translate the text. "*Et voilà!*": The forum in Spanish (and in Catalan if necessary) is translated into English. The text that was originally in English is left untranslated. In case of other language combinations, you must proceed similarly. It may seem complicated but is very easy if you try:

1. Choose at the top right selector the language to what you want to translate.
2. Click where it says Translate at the top left.

Subscription to the forum: To avoid having to check if there are new questions or answers or if anyone has replied to your question, it is easy to subscribe and receive automatic email notifications from the Forum. Once in a topic, you can subscribe through the check button at the bottom of the page. Cancelling the subscription of an issue is as simple as pressing the check button again.

Moderator users: Apart from normal users, moderators are users that can decide issues in case of abuse, delete or move the forum if they consider that the question was made in an unsuitable forum. Obviously the person who submits the message will be informed of this change.

General rule: It is important to follow the normal rules of behavior in similar forums. You can read a version at <http://en.wikipedia.org/wiki/Netiquette>. If necessary, we will publish a document of rules later on. At the moment we just give some specific rules.

Specific rule 1: The forum is not a good place to post bugs of the program as most users are not currently using the module where the error was found. Please, send these errors to suport@miramon.uab.cat to be resolved and thus avoid unnecessary noise on the forum. Note that the log with the errors that are being corrected can be found in the MiraMon versions Diary on the Internet (http://miramon.uab.cat/vers_mm/index_eng.htm).

Specific rule 2: The forum supports attachments of files of moderate size when is necessary to illustrate a comment or a request with specific data. If a user has datasets

that exceed the size supported by the system, a message indicating where to download it may be included.

Final Note: The MiraMon forum is not a support list as a help line. The forum members (including you, if you want to subscribe) are the ones who reply and participate. Some members of the MiraMon development team are also members of the forum, as well as other members from the GRUMETS research group where is developed the software, but it is only this: they may or may not answer your questions. Remember that for technical issues related to the program (installation, etc.) you can address to suport@miramon.uab.cat.

Hopefully this initiative will be beneficial for all. Thank you in advance for your participation.

Best regards,

The MiraMon team.
October 2011