

# **CRCTVN Communication Methods**

Version 1.1

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## 1. Revision History

<b>Version</b>	<b>Date</b>	<b>Revision Notes</b>
1.0	Aug 25, 2002	First Draft
1.1	Sep 17, 2002	Input from “How Should We Communicate” Chat Meeting Sep 14, 2002.

## 2. Overview

This document explains the chosen methods of communication for CRCTVN, its members and supporters as well as the general public.

The chosen methods should help us in achieving the following objectives (not in any particular order):

1. We do not want members and supporters to receive unnecessary amount of emails.
2. We want simple methods (and less things to remember) for all (CRCTVN admin, core members, members, and visitors).
3. We want to encourage and increase members' participation in on-going tasks.
4. Visitors can subscribe and unsubscribe to receive CRCTVN news by themselves via our website.
5. Allowing CRCTVN admin an easy way to broadcast news/announcements to the following audiences:
  - a) All members.
  - b) Core members only.
  - c) Supporters (non-members who want to receive CRCTVN news).
  - d) All members of a selected team (e.g. Content team, Tri Viet Development team, PR team, etc...)
  - e) Combination of any of the above – however, if a member belongs to more than one selected lists we want to make sure he/she does not receive duplicate email (for example announcement X to be sent to Core and Content teams, John Smith belongs to both teams, and we don't want John to receive announcement X twice).
6. Allowing member to join/leave a team. Joining a team will allow member to receive all team conversations.
7. Allowing any member of a team to send messages to all members of a specific team.
8. Allowing visitors and new members to browse through the history of all chit/chat (conversations within a forum) within a team or task team and hopefully to determine if the task or activities are interesting to join.

This objective provides two benefits:

- a) Attract helpers either from non-members or members to join a task team.
- b) New helpers can pickup speed fast without asking existing members too many questions (especially when original members are no longer active on a day-to-day basis).

One extra benefit of using the forum is, it shows visitors and non-active members that there are many members working on activities this would indicate the society is “alive”. Since no wants want to join or be part of an inactive / dead society.

Currently, we have the following communication tools:

- CRCTVN.COM website
- CRCTVN Forum Server
- CRCTVN Chat Server
- CRCTVN List Server (a.k.a. News Server)
- CRCTVN Email Server

The following section describes these tools briefly for those who are not familiar with some of them:

CRCTVN.COM website	Our “website” ( <a href="http://www.crctvn.com">www.crctvn.com</a> ). User needs a Web Browser to access the website.
CRCTVN Forum Server	Our “forum”, where active team members exchange ideas on tasks, all conversations are archived so other team members or the public can see review any time. User needs a Web Browser to access the forum.
CRCTVN Chat Server	Our “chat room”, where team members can hold live and interactive meeting to discuss issue. We have a monthly general meeting every first Saturday of each month, 6:30 pm California time, all members and non-members are welcome.
CRCTVN List Server	Our “list server”, also known as the “News Server”, this server allows us to conveniently broadcast news or announcements to different lists or groups (e.g. News, PRTeam, ContentTeam, TechTeam, etc...). Members, non-members can subscribe (add their names to one or more lists) and unsubscribe to the list by themselves. User needs an Email Client program (e.g. Outlook Express, HotMail

CRCTVN Email Server

web mail, etc...) to read messages broadcasted from the List Server.  
Provides CRCTVN point of contacts for members and non-members (e.g. [info@crctvn.com](mailto:info@crctvn.com), [webmaster@crctvn.com](mailto:webmaster@crctvn.com)).

### 3. The Chosen Communication Methods

#### 3.1. Forum Usage

Use the CRCTVN Forum as the foundation for all teams' discussions of on-going tasks, this way all discussions will be recorded for future references.

The Forum admin will create a new forum for each new important task or topic. All requests to create new forums should be sent to the Forum admin ([webmaster@crctvn.com](mailto:webmaster@crctvn.com)).

We highly recommend all members to register with the forum.

To save you time from checking for new postings on a regular basis, you can subscribe to the forum of interest. Once subscribed, the forum would send you email notification whenever new postings are created. To subscribe, from the Forum main screen, select and click on the forum of choice, once inside the selected forum, click on the option "Subscribe" of the option "Show:" in the upper left corner of the page.

You can post messages to as many forums as you wish.

Forum address: [www.crctvn.com/forum](http://www.crctvn.com/forum)

#### 3.2. Chat Usage

Use the CRCTVN Chat to attend CRCTVN General Meeting or team meetings.

Chat Setup:

**IRC Server:** [nguyendomain.com](http://nguyendomain.com)  
**Port:** 6667  
**Room:** #crctvn  
**Password:** crct0nly (note: 0 is the digit zero)

CRCTVN holds its monthly general meeting via Chat room on the first Saturday of each month at 6:30 pm California time. All members are invited.

It's up to each team to schedule its meetings. Please check with your team.

For information about how to use the CRCTVN Chat, please see Appendix A - How To Use The CRCTVN Chat.

#### 3.3. List Server Usage

Use the CRCTVN List Server to broadcast messages to members of selective lists.

We have the following lists:

- [members@crctvn.com](mailto:members@crctvn.com) Registered members
- [supporters@crctvn.com](mailto:supporters@crctvn.com) Supporters who are not member but are interested in receiving news about CRCTVN activities.
- [prteam@crctvn.com](mailto:prteam@crctvn.com) Members of the PR team.
- [contentteam@crctvn.com](mailto:contentteam@crctvn.com) Members of the Content team.
- [techteam@crctvn.com](mailto:techteam@crctvn.com) Members of the Technical team.

For our mutual benefits, we would like to keep the number of emails each member might receive to a minimum. Please use the Forum to exchange ideas with other members unless you specifically want to send your message to all members of a specific group. For now, we do not censor messages being broadcasted by members to team lists (xxxteam@crctvn.com), however we will turn on filtering mechanism if this communication method is abused.

### **3.4. Email Server Usage**

We have the following email address for the public:

- **info@crctvn.com** for people who wants more info from CRCTVN.
- **content@crctvn.com** for people wants to send us articles.
- **webmaster@crctvn.com** for web related stuff.

## Appendix A - How To Use The CRCTVN Chat

CRCTVN holds its monthly general meeting via Chat room on the first Saturday of each month at 6:30 pm California time. All members are invited.

**Date:** first Saturday of each month  
**Time:** 6:30 pm California time (PST)  
**IRC Server:** nguyendomain.com  
**Port:** 6667  
**Room:** #crctvn  
**Password:** crct0nly (note: 0 is the digit zero)

You can connect to the CRCTVN Chat room either via a web browser or via a chat client program. The web browser method is quite simple and convenient to use, users do not need to know much about Chat services. On the other hand, the chat client method offers more features and flexibilities, however chat client program could be hard to learn. If you intend to join the CRCTVN chat meeting on a monthly basis (first Sunday of each month at 6:30pm PST (California time)), then we recommend you use the chat client method.

### *Using the web browser:*

1. Open web browser and point to <http://www.crctvn.com/chat>.
2. Enter nickname and password. Nickname can be any thing (e.g. your initial) except nicknames current in use by others. Password is “crct0nly” (note: 0 is the digit zero)
3. If you only see a gray rectangle on the browser it means you need to install Java on your machine.
4. To install Java please download it from Sun: <http://java.sun.com/j2se/1.4/download.html>
5. You only need to download the JRE (Java Runtime Environment) which is the first item on the list.
6. Click on “DOWNLOAD” under “JRE” column. You will see the license Agreement, go down to the bottom of the page and click “Accept”.
7. Click on the link “Download j2re-1\_4\_0\_01-windows-i586.exe.” and download the file. It’s a 9.3MB so it will take a while if you have slow connection.
8. After download the file successfully you need to double click on the file to install JRE. Just follow the installing process and click “Yes” or “Next”. When asked which browser is your default browser, please check mark the one that you use or both if you have both “Internet Explorer” and “Netscape”. After this you can go back to step 1.a and try again.
9. Note: you will be automatically enter the room “#crctvn”
10. If you have any problem please post it on the CRCTVN forum at <http://www.crctvn.com/forum>

### *Using any chat client. (We suggest using Bersirc)*

The instruction below is for Bersirc chat client. However, you will find a similarity in all chat clients.

1. Download Bersirc chat client from: <http://www.bersirc.com/downloads.php>
2. Click on any link under “Bersirc v1.40”. The file is 1.85MB so it is less time to download than option 1.
3. After download the file successfully, double click it to install Bersirc.
4. It is very straightforward just follow the default option all you need is just click “Next”. At the last step there are two options which are “View Readme.txt” and “Run Bersirc” you are not interesting in reading the Readme.txt file then uncheck it and click “Finish”. The Bersirc program now runs.
5. To connect to the chat room do the followings:
6. Assuming that this is the first time you install Bersirc on your machine.
7. The “Bersirc Profile Wizard” pop-up. Please enter a profile name. It can be any name and click “Next”.
8. On the next screen there are four sections you need to fill out.
9. Please fill in your name and your email address under “User information”
10. Also pick two nicknames under “IRC information”. The first one will be used as your nickname when you enter the chat room unless some one already taken then the second one will be used.
11. Under “IRC Server” don’t click on the drop down menu but type in “nguyendomain.com”. Keep the port 6667 as the default

12. You can ignore the last section.
13. After you fill-out click "Next" and then "Finish".
14. Bersirc is now running and you will see the error message (Password Incorrect (464))
15. Click on "Tool" on the Menu and click "Options." (Short cut Alt+O)
16. In the "Category" window, under heading "General Settings" select "IRC Servers"
17. Under the "Default Server" you will see the "Password" field is empty
18. Fill in password which is "**cret0only**" (note: 0 is the digit zero)
19. Now click on the top left green icon.
20. The "Favorite Channel" panel will pop-up.
21. Click on "Add" and fill in "**#cretvn**" in the "Name" field. Remember the # sign is necessary. You can ignore the "Description" and "Network". However, if you want to you can fill out "Con Rong Chau Tien" in "Description" and "CRCTVN" in "Network" field.
22. Optional: if you wish you could delete all other channel that you don't use.
23. To join the chat room select the "#cretvn" channel and click "Join".
24. You need to close the "Favourite Channel" panel to start chatting.
25. If you have any problem please post it on the CRCTVN forum at <http://www.crectvn.com/forum>