
Subject: Re: How to contact IDL ?

Posted by [James Adams](#) on Fri, 07 Dec 2001 17:10:15 GMT

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trouble wrote:

> Anyone know an email address for contacting IDL ?

Maybe you should try support@rsinc.com

-James

Subject: Re: How to contact IDL ?

Posted by [the_cacc](#) on Wed, 12 Dec 2001 11:04:22 GMT

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OK - tried it. Got 2 automated responses telling me that my message won't be read unless I have a maintenance contract. Well whoopee, please can I buy one of those so I can make suggestions about your language!

Ya boo, anyone know a different email address ?

Subject: Re: How to contact IDL ?

Posted by [Marcus O'Brien](#) on Wed, 12 Dec 2001 15:04:07 GMT

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Wow, your lucky, I've got a support contract but I didn't get any reply :)

Marc O'Brien

trouble wrote:

>

> OK - tried it. Got 2 automated responses telling me that my message
> won't be read unless I have a maintenance contract. Well whoopee,
> please can I buy one of those so I can make suggestions about your
> language!

>

> Ya boo, anyone know a different email address ?

--

Tel: 0208 725 2857

Fax: 0208 725 2992

St George's Hospital Medical School
Department of Biochemistry and Immunology
Cranmer Terrace
Tooting
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Subject: Re: How to contact IDL ?
Posted by [the_cacc](#) on Thu, 20 Dec 2001 13:58:24 GMT
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Someone sent me a different email address to try:
info@ResearchSystems.com. So I tried sending a message there.

First time - no response.
Second time - no response.
Currently attempting a third time.

I'm astounded that in three weeks I can't even get a single comment.
Compare this with Matlab, who I have also written to, who (i) have
loads of contact address and (ii) replied on the same day each time I
wrote.

Anyone else have a similar story or is it *just me* ?

Ciao.
