

Tip for July 2004
Courtesy of Wyvern Technology
0418 421 202
www.wyverntech.com



Keep on praying for rain

Help desks are only as good as the people on the phones and the standard of service is not standard, if you know what I mean.

The other day I had cause to ring a client's ISP and it took me five calls before I found someone who not only knew what he was talking about but transferred me to another company where he thought the problem originated. This person gave me his name, a case number and a number where I could ring him again if what he suggested didn't fix the problem. Hallelujah!

It is about time all of us consumers started complaining about the level of service because if we all complain then something is done. One person complaining gets absolutely nowhere.

So this month's tip is more of a call to arms.

A couple of reminders

1. When you download a program onto your computer always save it to the desktop, never open it. This way, you get to keep the original program and if it stops working, then you don't have to get on to the internet to get it back. It is also easier to install it from the desktop and then you can move it to a folder called downloads, to be located easily next time.
2. Get rid of Kazaa immediately if not before – it can cause heaps of problems.
3. If in doubt about something, ring me. I would rather we prevented the problem.
4. If the date and time on your computer continues needing adjustment, then your CMOS battery needs replacing - \$3.50 at your local supermarket, jeweller's or chemist's.

All I have space for at the moment.

Oh, kill the next person who uses the word momentarily as in "I shall be back momentarily"