

The dumbest thing I have ever heard as a computer technician.

After nearly 20 years of fixing other people's computers, I have heard some ridiculous stuff. We have all heard stories of people using the CD-ROM as a drink holder and people looking for the "any" key, but how about a man I once took a call from who was mad at me because his computer had called him an "invalid", or next time you are in the shop, ask me about the "Fart" virus. All of these are pretty funny, and not meant to be insulting to the customers who have brought them up. None of these funny tech issues are as dumb as this line I hear all the time.

"You guys fixed my computer about 3 months ago and I haven't turned it on since then, I just turned it on for the first time yesterday and it is still doing the same thing it was doing before"

Ha Ha! Either these folks are disillusioned, or they must think I am. I get this call at least 4 times a year. Who are these people, The Vanderbilt's? Do they have money for \$99.00 virus removal service just lying around with nothing better to do?

"Jeeves, take the old family computer down to The Computer Doctors and spend \$99.00 on virus removal. We never use the old girl, and will probably just store it for the next three months, but I have run out of things to spend my money on!"

Let's cover a few details that will keep you from being tempted to make this call and becoming our latest office joke.

1st – Everything that happens on the computer gets logged in a file.

2nd – I know where that file is!!!

3rd – I am going to pull up that file and show you all the days prior to yesterday that the computer was used, including the day after I did the repair!

4th – I am going to pull up and show you every free music, and porn site you visited since we last parted.

5th – You will be embarrassed.

Don't let this happen to you. Fixing a computer is complicated, and it is possible to miss things while we are repairing it. Remember, every computer is different in its setup. It is very personalized to you. Take the computer home and set it up. If you are unsure about the cords that plug in, set aside a time to talk with us on the phone to help you connect everything correctly. After it is hooked up, go over everything you like to do and make sure it works. Here is a short list of stuff to look for.

1. Anti virus is installed
2. Internet works
3. you can get your e-mail

Also, we have stations at our office and will gladly hook up your computer there and let you test it out there. It can save you some driving time and gas.

If you find an issue, call that day. Don't put it off. Your computer will be fresh in our minds, and we will be able to help you the sooner you call.

So, don't be that person. We love a good laugh at the office; don't let it be at your expense!