

# Tell the Technician

Before calling a technician to seek help or report a problem, be sure you know the following information. This data will streamline your conversation and possibly result in a speedier resolution of the problem.



**WOW! Now you can report technical difficulties to our website!**  
**Login to [www.bclsite.com](http://www.bclsite.com)**

- Write down the exact wording of any error messages you encounter. Try to reproduce the problem, and if you can, start to troubleshoot.
- If you are running several programs, close one and try to reproduce the problem.
- Before calling the technician, check online support services. You may be able to solve your own problem or discover that it is part of a known problem or bug.
- At the first sign of trouble, back up your crucial data files. Fixing some technical problems may require drastic solutions like reinstalling the operating system. This can put your data at risk. Technical problems are stressful enough without also gambling with your work.
- What looks like a catastrophic hardware failure may just be a loose cable. If the mouse, keyboard, printer or monitor stops working, first check the connectors on the computer. It is best to unplug the connectors and plug them back in to insure a tight connection.
- When on the phone jot down names of people you talk to and the steps you take to solve the problem.
- If you are calling a computer system manufacturer, have your serial number or invoice number ready. For other calls you need to know the computer's processor type, operating system, RAM and model name.
- Jot down the release and serial numbers of whatever software is involved, including the operating system.
- Get the name and direct telephone number of any technician you speak with. Write down your customer ID or case number. If the problem does not resolve on the first call, you can quote these in subsequent calls and save time.
- Let the technician walk you through the questions. It may be slow going if you have already tried to solve the problem, but being methodical saves time in the end.
- Do not conceal anything that you may have done to your computer!** Even if you think you did something stupid, your support representative needs to know about it.
- Fax or phone in problems to BCL.

(Information from a Plain Dealer Article 12/28/98)