

Re: DTV antennas?

Source: <http://sci.tech-archive.net/Archive/sci.electronics.design/2008-07/msg02924.html>

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 - *Date:* Thu, 17 Jul 2008 09:36:22 -0700
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"Jeff Liebermann" <jeffl@xxxxxxxx> wrote in message
news:idjt74lqkr1amea1kpgsolm8cit15ro5c2@xxxxxxxx

Incidentally, I've been told that about 90% of tech support questions are answered in the documentation or web pages. That implies the 90% of the customer base has some form of written or on-screen learning or communications problems.

I don't think that necessarily follows. Plenty of times people have problems because...

- 1) They don't **think** to read the documentation/web pages
- 2) They don't **want** to read the documentation/web pages
- 3) The documentation/web pages are so poorly arranged that it's difficult to find the information

I've listed these in what I think is the order of frequency.

That being said, we've still come a long way where, today, pretty much anyone can sit down at a PC and create a document with various fonts, typefaces, colors, margins, graphics, etc. in on time flat compared to the old days of, e.g., DOS WordPefect 5.1.