

Re: DTV antennas?

Source: <http://sci.tech--archive.net/Archive/sci.electronics.design/2008-07/msg02985.html>

- *From:* Jeff Liebermann <jeffl@xxxxxxxxxx>
 - *Date:* Thu, 17 Jul 2008 15:59:44 -0700
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On Thu, 17 Jul 2008 09:36:22 -0700, "Joel Koltner"
<zapwireDASHgroups@xxxxxxxxxx> wrote:

"Jeff Liebermann" <jeffl@xxxxxxxxxx> wrote in message
news:idjt74lqkr1amea1kpgsolm8cit15ro5c2@xxxxxxxxxx

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

How about they can't find the documentation to read? Ever try to actually read the help files? I mean linearly start at one end and read to the other end. It's not easy, rough reading, totally disjointed, and fairly difficult. Yet, the few users that actually tried the built in help did exactly that. They expected it to read exactly like the printed documentation and were instantly lost when confronted with something different. Similarly, the documentation on disk is often difficult to find and use. I recently installed some wireless card that had the docs on disk. The problem was that I had to slog my way through 2 splash screen, several "click here to do something obvious", and a list of obscure menu choices on a garish page, in order to get to the docs. To insure failure, the search feature would only work on single words.

My guess(tm) is that most of the called did try to find or use the help, but failed.

- 2) They don't **want** to read the documentation/web pages

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Well, I don't want to read the docs either. In fact, I don't.