

Re: It was only a matter of time

Re: It was only a matter of time

Source: <http://sci.tech-archive.net/Archive/sci.med.transcription/2007-04/msg00603.html>

- *From:* "Chris" <chrispetersen2@xxxxxxx>
 - *Date:* 16 Apr 2007 09:48:31 -0700
-

On Apr 15, 8:20ŷpm, "Ed Chait" <edchait4rem...@xxxxxxxxxxxxxxxx> wrote:

"RaeMorrill" <RaeMorrill.2p3...@xxxxxxxxxxx> wrote in message

news:RaeMorrill.2p3vv9@xxxxxxxxxxxxxxxx

Marsha Wrote:

<http://tinyurl.com/2axadh>

Always try to blame the consumer for believing them. I hope they pay out good on this one. Friend of mine just bought a Vista machine. Oops, only thing is it has the 500ish RAM instead of the 4 GB required to run it optimally. This really pisses me off. Make the end user responsible for understanding all the technology and if they can't, blame them.

--
RaeMorrill

Ummmmm, the end user **should** be responsible for knowing enough about the technology to know what their needs are and what they need to buy to fill those needs.

Buying a computer isn't like buying a toaster. Computers and computing are highly technical things. Buyers need to be educated or to ask someone who is educated to help them with their purchase.

I guess Microsoft should hold free classes in every community in the world and make it mandatory that everyone attend so they won't sue them when they buy the wrong pc.

ed

Re: It was only a matter of time

I have to disagree with this here a tad too. I just went off via e-mail on Microsoft on Friday. I am soooo sick of THEIR software performing functions or asking me if I WANT to accept functions that I can't even understand; thereby completely expecting me to add five hours a week onto my work schedule just to figure it out with searches and more searches to figure out definitions of the results of those searches, etc. Would it really be so difficult to put updates in terms the average user can understand with a "The NIT framework update is something that does this and users who have that should download this update because....." rather than "Someone can gain control over your system." ??? When my Update page showed me that there are three failed updates, dated August 2007 no less, I went on a quest to figure it out by attempting to follow their instructions. Then I opted to try the tech support for the two questions they allow, only to be greeted with a "We show that Dell has to help you." response. If they think Dell supports software issues after 30 days, they are insane. While I agree that to understand the actual computer innard workings, one does need to take a course of sorts to get a grip on it, the instruction manuals required to keep software running smoothly should be a given. Anybody care to explain how Windows still costs the same, and yet there is not even a quick-reference book you can grab hold of? Instead you have to sit there and try to figure out the magic word combinations listed in their index to find your answer, and with the \$30 manual that used to be provided being pocketed by them. I do not believe for one second that after paying \$212 for Windows XP that I should be required to spend even \$1 more on a class to help me figure it out, let alone a \$1200 course and 10 hours per week. I let them have it with my opinions, which aren't listed as they are here at all. If Macros are a part of MSWord, then there should be a way to learn macros, macro editing, and all aspects of them, via the clear reference materials they SHOULD be providing. Hell, my new and first dishwasher came with a manual, including troubleshooting guides, and lessons on how to use it, AND a warranty option no less. I realize there is the help option, but again, not a complete reference AND it also requires I use my paper and my toner at my expense to print off any lengthy instructional situation. I might as well just give MS my house and all my money, because it seems that is all they after anyway. At any rate, after my rant, I did get a response from a tech, but again, completely lengthy and I have to make time to figure out what they want from me so they can help, if they can at all. Anybody else know of many products or services where the consumer has no rights to contact them regarding said service or product? My computer has what it needs to run, but the software doesn't. Big different to me as far as technicality. JMO.

.

Re: It was only a matter of time