

FIXYA INFO REQUEST

Just a couple of notes about your post.

DID YOU GIVE ENOUGH INFORMATION?

If you are not getting answers to your question, it may be that the information is not complete. "My phone doesn't work" or "How do you program speed dials" requires a make and model number. A lot of times, it gets posted in Generic questions and we have no way of knowing what you have unless we ask, or it gets posted in an area that still doesn't tell us what you have. In phone systems, you may be looking at the instrument, but the programming is in the system. In my area, Panasonic, you can plug an analog phone into one of 18 different cabinets and it will work. Even some of the versions of the same model program differently.

As a technician with 30+ years of experience in the phone business, sometimes it is difficult to convey complete information in a couple of sentences. Maybe you just need a hint, or maybe you really need step-by-step instructions. If you have a manual, please make a note of it. We have access to plenty of manuals, but sometimes those links are private and we have to send them out from a different website. This is most notable on phone systems, where the manuals are not widely distributed.

THIS IS NOT A HACKER'S FORUM

Some questions just don't have an answer that is able to be published in an open forum. You've locked up your cell phone and need the puk code, you forgot a password, you got a bill from the service provider, you don't have a credit card and want internet service.

These problems can't be solved over the internet. We can tell you how to reset your device, if you know how to reinstall it, but we can't know if it belongs to you to be able to tell you how to break into it. My cell phone is very important to me. I maintain my provider's number and visit their store at least once a month. If it doesn't work, I don't pry it open, I call repair, go to my backup cell, and take it to them. It's not free, but having a broken phone isn't making me any money.

YOU ARE NOT STUPID

Last, don't ever downgrade yourself. I can't draw, or sew, or farm, or fix a car, or play football or basketball. It doesn't make me stupid, it's not my ambition. It may be the simplest thing in the world...to me, but if you haven't been shown, it may be the hardest thing to you. Some things will make you laugh when you learn them, and I hope this may be one I can share with you.

So please, take a look at your post and ask yourself if you've given enough information for an "expert" to begin to solve your problem. Let's keep the lines of communication open so we have a fair chance to help you. Don't get frustrated by the time it takes to communicate. We do this in our spare time and, since we're doing it for free in most cases, it's not exactly the first priority.

Carl, a FixYa tech