



THE LITTLE BOOK OF

RGEisms

Little Lessons. Big Ideas.

Practical Wisdom from Red Glen Electronics



Dedication

This little book is dedicated with heartfelt gratitude to those who have encouraged, challenged, inspired, and patiently traveled this journey with me.

To my wife, Diane, for her unwavering love, encouragement, and belief in this adventure.

To Bailey, our faithful Chief Biscuit Officer (CBO), whose daily reminders to take a break, smile, and enjoy the moment have been invaluable.

To my beloved children, Brendan and Cathy, whose love and support have meant more than they know.

To my dear friend, Nancy Rubino, whose thoughtful feedback, encouragement, and willingness to test just about anything have helped shape Red Glen Electronics from the very beginning.

To Olivia Lespier and Candice Fontaine, whose dedication and enthusiasm at the Cromwell Senior Center helped create a welcoming place where learning, laughter, and technology could comfortably share the same room.

To the many family members, friends, neighbors, and early RGE testers who generously offered their time, suggestions, patience, and honest opinions. Your fingerprints are on every page.

And finally...

To every Seminar attendee and Tech Tuesday participant who asked a question, shared a challenge, smiled at a joke, or reminded me that the best teachers are always learning from their students.

This little book belongs to all of you.

Happy Trails... and Computing.

Jim

***“The little book is almost like the owner’s manual
for the soul of RGE.”***

— Nancy R., Meriden, Connecticut

Foreword

Technology changes every day.

People don't.

After more than four decades in information technology, I've discovered that the biggest computer problems usually aren't caused by computers at all. They're caused by confusion, fear, poor communication, and the mistaken belief that everyone else somehow understands this stuff.

They don't.

This little book isn't really about technology. It's about learning, teaching, patience, solving problems without making people feel foolish, and remembering that computers exist to serve people — not the other way around.

Welcome to the philosophy behind Red Glen Electronics.

— **Jim Kallaugh**

Preface

What is an RGEism?

It's a short, memorable lesson that turns years of technical experience into practical wisdom anyone can use.

Where did they come from?

From Red Glen Electronics (RGE), my home-based technology support venture was created to help people feel less frustrated and more confident using today's technology.

While building the RGE website, writing learning guides, developing seminars, and helping customers in their homes, I noticed something unexpected.

Simple ideas stuck.

A little humor eased frustration.

A memorable phrase often teaches a lesson better than a page of instructions.

Before long, those sayings became known as RGEisms.

Why this little book?

Some RGEisms make you think.

Some make you smile.

A few may even save you a service call.

But all of them share one purpose:

To help you spend less time fighting technology and more time enjoying it.

So pour yourself a cup of coffee, settle in, and enjoy the journey.

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Happy Trails... and Computing.

There's No Place Like RGE.

Follow the Red Glen Road.

Teaching Before Troubleshooting

A Good Technician Fixes Today's Problem. A Good Teacher Prevents Tomorrow's.

Support shouldn't end when the computer starts working again. If someone leaves with an understanding of what happened, they're less likely to need help next time.

Teacher First. Technician Second. People Always.

Computers matter. People matter more. Never forget which one is sitting in front of you.

Technology Is Simply the Classroom. Teaching Was Always the Subject.

People may arrive with a computer problem, but they leave with something far more valuable: greater confidence.

People Come Because of Technology. They Stay Because Someone Took the Time to Teach Them.

Repairs solve today's problem. Teaching helps prevent tomorrow's.

When the Student Is Ready, the Teacher Will Be There.

Nobody learns technology on someone else's schedule. Patience always wins.

Knowledge Today Is Abundant. Wisdom Isn't.

Information is everywhere. Judgment is earned.

A Candle Loses Nothing by Lighting Another Candle.

Knowledge grows when it is shared.

Solving Problems

Hope for the Best. Inspect for the Worst.

Verify. Test. Confirm. Trust — but verify.

Follow the Evidence.

Assumptions fail. Facts solve problems.

Fly Swatter Before Bazooka.

Start with the simplest fix before reaching for the biggest solution.

Occam's Razor Belongs in Every Toolbox.

The simplest explanation is often the correct one.

Not Every Glitch Is a Problem. Sometimes It's Just a Ripple in the Force.

*Patience often solves what panic makes worse.
And never underestimate the healing power of turning it off and on again.*

Good Philosophy Writes Good Procedures.

When you understand why something should be done, the how usually becomes much easier.

Progress Over Perfection. But Never Stop Progressing Toward Perfection.

Keep improving. Progress today makes perfection tomorrow a little more attainable.

Technology & Life

The Smartest Computer Users Don't Remember Everything. They Know Where to Find It.

Good notes beat a great memory.

Knowledge Is Never Free.

Someone has always paid to learn it. Learn from others when you can.

Retirement Isn't the End of Learning.

It's often the beginning of learning what you've always wanted to know.

I'll Be at the Airport When My Ship Comes In.

Life doesn't always deliver opportunities the way we expect. Stay ready anyway.

A Good Website Answers Questions. A Great Website Answers the Next Question Before You Ask It.

Great design anticipates the user's needs.

We Don't Just Solve Today's Problems. We Build Tomorrow's Confidence.

Confidence lasts longer than a repair.

Design & Simplicity

A Building Is Finished When Everything That's Left Belongs There.

Good design removes distractions until only what matters remains.

The Best Designs Look Obvious in Hindsight.

Simple is usually the result of hard work.

One Page. One Topic. One Takeaway.

Complex ideas become approachable one step at a time.

Spend Words Like They're Dollars.

Every word should earn its place on the page.

Around the Campfire

May Your Wi-Fi Be Strong, Your Backups Be Current, and May Windows Update Never Arrive Five Minutes Before Supper.

An Irish blessing for the digital age.

Happy Trails... and Computing.

A friendly farewell ending for every RGE lesson.

There's No Place Like RGE.

Technology should feel comfortable, approachable, and even a little fun.

Follow the Red Glen Road.

Every Yellow Brick Road starts somewhere. Ours starts on Red Glen Road.

Epilogue

Technology will continue to change. Good teaching, patience, curiosity, and kindness never go out of style.

If this little book helps even one person feel more confident using technology, it has accomplished exactly what it was meant to do.

Happy Trails... and Computing.



Jim Kallaugher

Founder, Teacher, and Chief Technology Translator
Red Glen Electronics