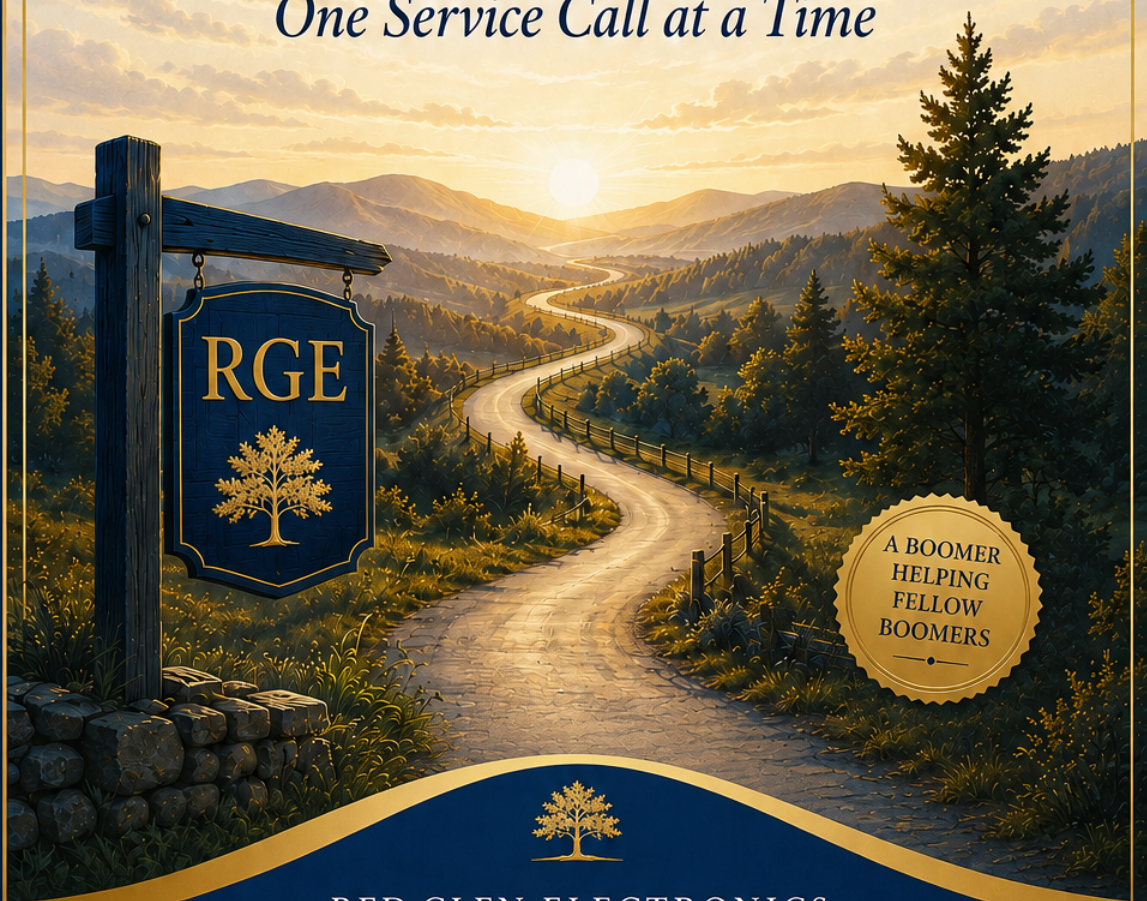


— THE —
LITTLE BOOK OF
RGEisms

*Lessons Learned
One Service Call at a Time*



RED GLEN ELECTRONICS

Jim Kallauger



THE LITTLE BOOK OF

RGEisms

Little Lessons. Big Ideas.

Practical Wisdom from Red Glen Electronics



Edition Notes

Gold Master Online Edition.

Prepared for review prior to the First Printing.

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*The little book is almost like the owner's manual for the soul of
RGE."*

— Nancy R., Meriden, Connecticut

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

Welcome

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 Red Glen Road.

— Jim Kallaugher

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 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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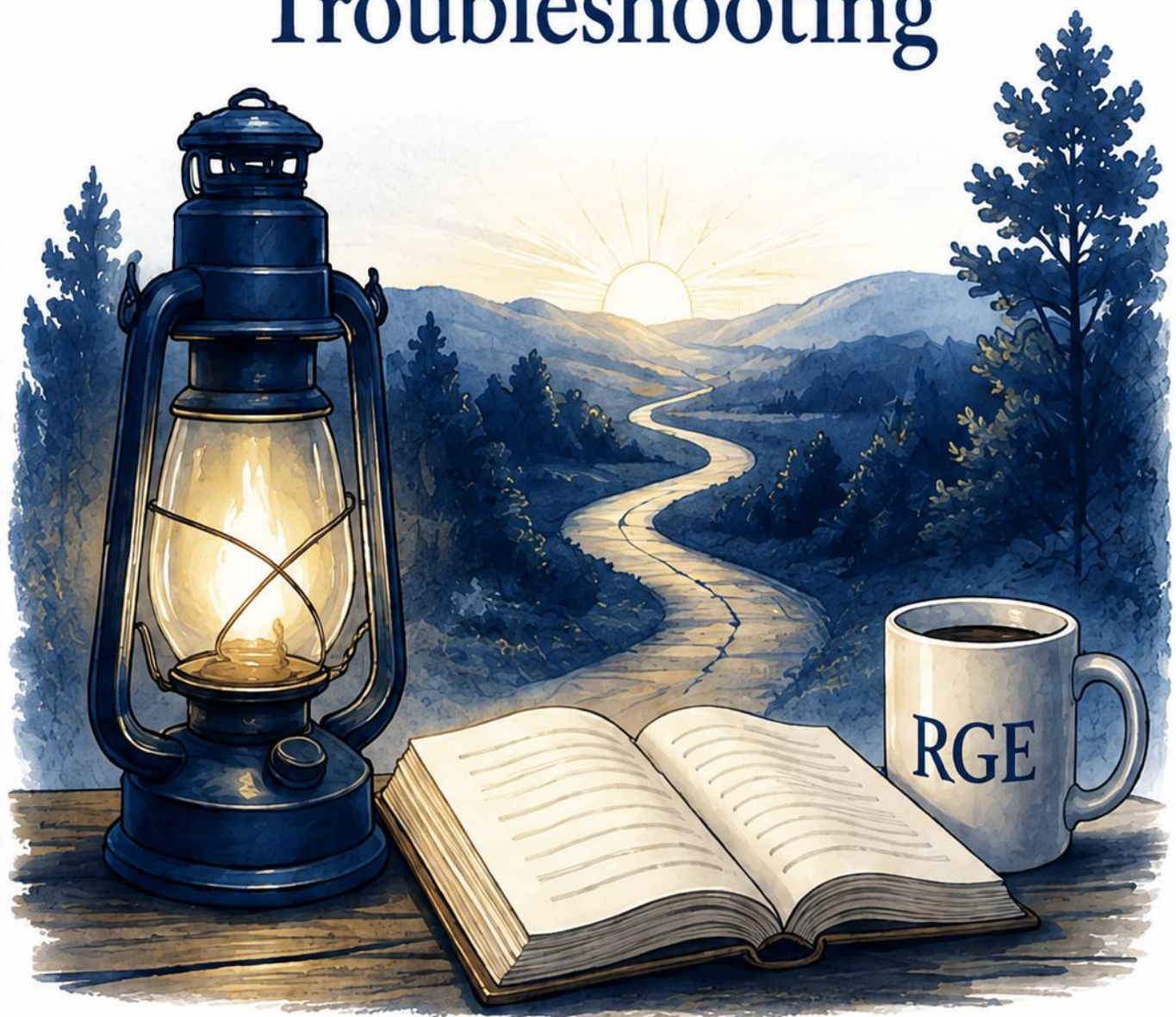
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— PART I —

Teaching Before Troubleshooting



Teaching Before Troubleshooting

Setting the Stage...

Technology has a funny way of making perfectly capable people feel incapable.

A confusing message appears. Something moves. Something disappears. And suddenly the person sitting in front of the computer is convinced everyone else understands this stuff except them.

They don't.

That's why good technology support begins with teaching, not troubleshooting. Fixing the immediate problem certainly matters, but explaining what happened—and why—can turn frustration into understanding and understanding into confidence.

The best service call isn't the one where the technician looks clever. It's the one where the person needing help walks away thinking, "I understand that now. Maybe I can handle it next time."

That's the philosophy behind this first collection of RGEisms:

Teacher first. Technician second. People always.

PART I

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.

Teaching Lasts Longer Than the Repair.

A fixed computer is good for today. Understanding is good for years.

Confidence Is the Real Deliverable.

The problem gets solved either way. Teaching is what leaves someone better prepared for the next one.

— PART II —

Solving Problems



Solving Problems

Setting the Stage...

Technology problems love drama.

A printer stops printing and suddenly we're reinstalling Windows. A website won't load and we're blaming the router. A mysterious warning appears and the temptation is to start clicking buttons until something—anything—happens.

There's usually a better way.

Slow down. Look at what you know. Follow the evidence. Start with the simplest reasonable explanation and use the smallest tool capable of solving the problem.

In other words:

Fly swatter before bazooka.

Good troubleshooting isn't about knowing every answer. Nobody does. It's about asking good questions, testing assumptions, and knowing where to look next.

And perhaps most importantly, it's about remembering that sometimes the sophisticated solution really is:

Turn it off and turn it back on again. 😁

PART II

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.

Plan the Move Before You Make It.

The best migrations are the boring ones — because every surprise got found ahead of time.

— PART III —

The Human Side of Technology



The Human Side of Technology

Setting the Stage...

Computers don't get embarrassed.

Phones don't become frustrated.

Printers may occasionally appear vindictive, but we'll leave that discussion for another day.

People bring those emotions to technology.

Behind every password problem, lost photograph, new-device migration, or mysterious error message is a person who simply wants things to feel familiar again.

That's why technology support isn't really about devices. It's about trust, patience, communication, memories, independence, and confidence.

A successful migration doesn't merely move files. It moves someone's digital life. A good recommendation isn't about making a sale. It's about recommending what you'd still feel good about a year later.

Technology will continue changing.

Our responsibility to the people using it shouldn't.

Technology changes. Comfort shouldn't.

PART III

The Human Side of Technology

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.

Technology Changes. Comfort Shouldn't.

A new phone should feel like moving into a familiar house — same you, just a different front door.

Anyone Can Move Files. Not Everyone Can Move a Life's Memories Safely.

Photos, contacts, passwords — they aren't just data. They're proof you were here.

People Don't Miss the Old Computer. They Miss Knowing Where Everything Was.

It's rarely about the machine. It's about familiarity.

Some Conversations Have an Agenda. Ours Never Does.

No upsell, no pressure — just an honest answer to the question you actually asked.

Cloud Convenience Comes With Cloud Trust.

Before you store it up there, know who else can reach it.

Honest Recommendations Outlast the Sale.

A good suggestion is one you'd still stand behind a year later.

A Gold Nugget Is a Small Truth Worth Remembering.

Not every lesson needs a chapter. Some just need a sentence.

Every Migration Is a Promise: Nothing Gets Left Behind.

The goal isn't just a new device. It's the old one, fully carried forward.

A Website Should Feel Like a Good Neighbor.

It answers the question you came with — then quietly offers the next one.

— PART IV —

Design & Simplicity



Design & Simplicity

Setting the Stage...

Simple is hard.

Anyone can add another paragraph, another button, another menu, another feature, another instruction.

The real work is deciding what can be removed.

Good design doesn't call attention to itself. It quietly helps someone understand where they are, what matters, and what to do next.

That's true of a website, a handout, a presentation, a troubleshooting checklist—or a little book of RGEisms.

Over time, one rule has served RGE particularly well:

One Page. One Topic. One Takeaway.

If an idea can't be understood clearly, perhaps we haven't simplified it enough yet.

And when we're finally tempted to add just one more thing?

That's usually a pretty good time to stop.

Every word should earn its place on the page.

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.

— PART V —

Around the Campfire



Around the Campfire

Setting the Stage...

Not every lesson needs a classroom.

Some arrive during a service call. Some emerge from a Tech Tuesday conversation. Some begin with a computer problem and wander down a rabbit hole until, somehow, we come back carrying a gold carrot.

And some are simply worth sharing because they make us smile.

That's what this final part is about.

Around the RGE campfire, technology loosens its tie. There's room for stories, humor, curiosity, wrong turns, lessons learned, and the occasional Windows Update arriving five minutes before supper.

Because after all the troubleshooting, teaching, designing, clicking, rebooting, and explaining, technology should still be something we're allowed to enjoy.

So pull up a chair.

The fire's warm, the Wi-Fi is strong, and there are still a few stories left to tell.

Happy Trails... and Computing. 

PART V

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.

Every Rabbit Hole Starts With One Small Click.

Curiosity is how most of us learn computers — just watch how deep you go before supper.

Chase the Gold Carrot, Not the Shiny Distraction.

Focus on what actually solves the problem, not whatever blinks the brightest.

When Pigs Fly, So Will Your Deadline.

Some fixes are quick. Some need patience. Know which one you're standing in front of.

Every Tech Tuesday Adds One More Story to the Fire.

Every seminar teaches the room something — and usually teaches me something too.

— EPILOGUE —

The Journey Continues



EPILOGUE

The Journey Continues

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 Kallaugh

Founder, Teacher, and Chief Technology Translator

Red Glen Electronics

About RGE

Red Glen Electronics was founded on one simple belief:
Teacher first. Technician second. People always.

Technology doesn't have to be intimidating. With a little patience, clear explanations, and a willingness to meet people where they are, almost anyone can become more confident using today's devices.

Whether through in-home support, remote assistance, Tech Tuesday seminars, learning guides, or the RGE website, the mission has always remained the same: help people spend less time fighting technology and more time enjoying it.

There are no upsells. No unnecessary jargon. No pressure.
Just honest advice, practical solutions, and a commitment to leaving every customer a little more confident than before.

Because at Red Glen Electronics, fixing today's problem is only half the job.
Building tomorrow's confidence is the other half.

About the Author

After more than four decades in information technology, **Jim Kallaugh** discovered that the most rewarding part of his career wasn't fixing computers—it was helping people feel comfortable using them.

That realization led to the creation of **Red Glen Electronics (RGE)**, a home-based technology support service dedicated to making technology easier to understand, use, and enjoy. Through Tech Tuesday seminars, one-on-one home visits, learning guides, and now this little book, Jim continues to prove that patience and plain English are often the best troubleshooting tools of all.

Jim lives in Middletown, Connecticut, with his wife, Diane, and Bailey, the company's faithful **Chief Biscuit Officer (CBO)**. When he's not solving tech puzzles, you'll find him writing, teaching, prepping for "Tech Tuesday" at the Cromwell Senior Center, or spending time with his grandkids.

He still believes the best service call is the one that leaves someone smiling, more confident than when they arrived, and looking forward to learning something new.

Visit RGE

The conversation doesn't have to end here.

If this little book made technology feel a little less complicated—or simply reminded you that you're capable of learning something new—we'd love to continue the journey with you.

Visit **Red Glen Electronics** for free learning guides, practical technology tips, Tech Tuesday seminars, real-world case studies, and friendly, jargon-free support designed especially for everyday computer users.

Whether you need a quick answer, a helping hand, or just a little reassurance, you'll always find a warm welcome waiting down Red Glen Road.

Happy Trails... and Computing.

www.redglenelectronics.com