

Tested, Tried & True

Timeless Tech Tips

Technology changes every day. Good principles never go out of style.

People often ask what makes Red Glen Electronics different. It isn't the toolbox (mine's fairly ordinary) or a fancy piece of software (I don't have one). It's philosophy. After enough house calls, you start to realize that the technology is the easy part. The people are the fun part.

After more than 35 years in information technology, I've unplugged more routers, restarted more computers, and heard "it worked yesterday!" more times than I can count. But the lessons that stuck were never really about the computers. They were about people, communication, problem-solving, and plain old common sense. These are a few of the ideas that guide every Red Glen Electronics service call, the stuff I'd tell you even if I weren't getting paid to fix your Wi-Fi.

Think of these Road Rules as bumper-sticker wisdom for the technology highway. Short enough to remember, honest enough to help, and hopefully good for a smile along the way.

There are no quizzes at the end. Just a few ideas that have served me—and my customers—well over the years.



Road Rule #1

Teacher First. Technician Second. People Always.

My goal isn't just to fix today's problem. It's to leave you a little more capable than I found you, even if that means taking an extra five minutes to explain what I'm doing and why. A computer that only I understand isn't really fixed. It's just quietly waiting to break again the next time I'm not around.



Road Rule #2

Good User Experience Is When You Don't Need Instructions.

The best technology feels obvious. You pick it up, and it just makes sense. If you find yourself hunting for a manual to microwave a burrito, that's not a "you" problem; that's a design problem. When something in your home takes more thinking than it should, I look at the setup before I look at the user.



Road Rule #3

Don't Memorize the Answer. Learn How to Find It.

Technology changes faster than any of us can memorize, and I've been at this since floppy disks were still floppy. Nobody, including me, knows it all. What I can promise is knowing how to think through a problem and find the answer when I don't already have it. That's a far more durable skill than any single fact I could hand you.



Road Rule #4

When a Fly Swatter Will Do, Leave the Bazooka in the Garage.

Not every problem needs the biggest, priciest fix on the shelf. Start with the simplest solution that actually solves the problem, and reach for something bigger only when it's genuinely earned. That dead zone in your Wi-Fi probably doesn't need a six-satellite mesh network. It might just need the router moved out from behind the fish tank.



Road Rule #5

Progress Over Perfection. But Never Stop Progressing Toward Perfection.

You don't have to master every setting on every device in one afternoon. Small, steady improvements beat any attempt to learn it all at once. I'd rather you leave a visit knowing three things cold than twelve things vaguely. Keep learning a little at a time, and the rest tends to take care of itself.

Final Thought

Technology will keep changing. That part isn't up for debate. But common sense, patience, and a willingness to keep learning never go out of style. If Red Glen Electronics leaves you feeling more confident than when we arrived, we've done our job. If we also left you smiling, even better.

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