Source technical information to provide advice and guidance for a variety of faults

Books
Users can always refer to using books to find out information that they need when it comes to finding solutions they need for their technical issues. For example if a user’s printer were to have a fault and if a user manual isn’t available, the user could find a book that deals with issues to do with printers and use it as a guide whilst solving their issues.

Manuals/User guides
As manuals come with every technical product sold, if issues are to ever occur, manuals provide a list of issues and solutions that users are able to take into their own hands and carry them out. For example when people buy PCs, a manual comes with it, the user will then have to set up the PC, and if they have done something wrong whilst setting it up, they can always refer back to the manual to see where they have gone wrong so that they can solve their problem. A problem such as not being able to print off orders in an organisation (from the fault log), can be solved by looking in the manual, as it would ensure the user that the USB that connects the printer to the computer, so that when files are sent to the printer to be printed the information comes through and actually prints out. Or is they are having ink problems, the user manual will have a step by step guide on checking and replacing ink cartridges that are empty.

Internet
The internet provides a wide range of answers to many types of problems that people deal with such as if their software installed isn’t running on their computer. To solve an issue like this they would refer to the company’s frequently asked questions and find an answer there. By using the internet users can search up questions to their faults such as in the fault log a message saying “gotchya” keeps appearing, the internet could provide simple or advanced solutions to solve this problem which would be most efficient as it saves time from taking the computer to repairs or calling into a call centre.

Error message
When faults occur, error messages appear informing the user that not only something has gone wrong, but informing the user what they can do to solve the problem. For example if a user wishes to save some files and there isn’t enough space, and error message will appear and inform the user saying “Out of memory”, therefore the user now knows that they cannot save files in that area or they can delete files to make more space. In the fault log a customer is having problems saving a file whilst using templates on the word processor, in order to solve this issue the user should clear some space on their hard drive in order to be able to save a larger amounts of files.

FAQs (Frequently Asked Questions)
If a user cannot log into the system they could refer to the Frequently asked questions page on the organisations website (or it should be located in a user manual), and as this may be a frequent question, they should have solutions that would include information such as informing the user to make sure they should check whether they have written their passwords or usernames correctly, or making sure that they are connected to the organisations network etc.