

Everyday tips | Easy | 2 min read

How to describe a problem so we can fix it faster

The more clearly you describe a problem, the faster we can fix it. You do not need technical words. Just tell us what you see, in plain language, as if you were showing us.

Things to include

- **What you were trying to do:** for example, "print a letter" or "join a video call".
- **What happened instead:** the exact words of any message, or what you saw, heard or did not see.
- **When it began:** today, since an update, after a power cut, or after something was installed.
- **How often:** every time, now and then, or just once.
- **The device:** the make and model if you know it, such as "HP laptop", "iPhone 13" or "Windows 11".

Step by step

1. Stop and take a breath. Do not click around randomly or try lots of fixes, as this can make it harder to work out what went wrong.
2. Take a screenshot or a photo of any error message with your phone. Read out any numbers or codes as they appear.
3. Write down what you have already tried, and what changed afterwards.
4. Note whether other devices have the same problem. For example, "Wi-Fi works on my phone but not my laptop".
5. Note any lights, sounds or smells. A beep, flashing light or burning smell matters.

Things not to share

- Never send us your passwords, PINs or codes. We will never ask for them in a message.
- Do not send photos showing bank card numbers or private documents.

Good to know

There is no such thing as a silly question. If you are not sure what something is called, say what it looks like or where it is on screen.

When to get more help

If you smell burning, see smoke, notice liquid damage or a swollen battery, switch off and unplug the device and ask for help right away. Also ask if you think you have been scammed. Contact your bank first if money is involved. Tell us everything above and we will take it from there.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.