

## Machines Can Be Complicated

(phone call)

M: Good morning. XY Communications. Can I help you?

W: Yes, I just bought this Wi-Fi router yesterday, but it doesn't work.

M: OK, Could you tell me the purchase code?

W: Yes. DH73.

M: OK, let me check. ... Well, it seems like your router has a 6-month warranty contract covering hardware repair services. Anyway, what kind of problem are you having with the router? Is it a hardware problem?

W: Um... I'm sorry to say this, but I don't know anything about routers. Maybe it's better if you come and have a look at it by yourself?

M: Of course, no problem. But it's a company policy to investigate first about the router problem so that we can better prepare the repair services.

W: OK. I don't really know what actually happened with my router. But, I can guarantee you that it's NOT working.

M: Hmm... on the left side of your router, there are 3 lights, right?

W: Oh, yes, yes. There are.

M: OK. Generally, 2 of those lights should stay green all the time, while the third one should be blinking from time to time. Can you tell me what the 3 lights are doing?

W: Um... none of them are blinking, or even on. I guess there might be some problem with the battery?

M: Um... Ma'am, our Wi-Fi router does NOT have power supply inside. It must be plugged in all the time when you're using it. So, I suggest you make sure that it's plugged in first, and check the signal again.

W: Oh. I see. So, I have to plug it in all the time then?

M: Yes. Whenever you want to use it.

W: Hey! It just lit up! Oh, thank you!

M: Um... You're... you're welcome. (Written by Krit Komolsirikul)