Subject: Instructions on the WEB
Posted by gofar99 on Sun, 16 Jun 2013 03:47:16 GMT
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Hi, I am beginning to hate those companies that send you a gizmo and tell you the instruction on how to make it work are on their web site. Do they think everyone carries around a PC or tablet when they are trying to make something else work? Arggg! Worse when you try the site it is down for maintenance. I also think that more products could be intuitive in how they work. If I need a book to figure out how to make it do its job then I probably don't need the thing in the first place.

Subject: Re: Instructions on the WEB
Posted by Wayne Parham on Sun, 16 Jun 2013 16:03:32 GMT
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Yeah, that's the latest trend to reduce costs. Another trend is to ship devices before the micro-code is fully tested, sometimes even lacking features. The idea is development will continue after the device ships, and updates will be automatically applied. But like you said, this depends on the customer having internet access for the device.

That whole approach seems really presumptuous, in my opinion, very bad practice. But people have become so accustomed to poor quality of service, this new trend has begun. This generation with their jerky youtube videos and spotty cell phone coverage has begun to accept very poor quality, and it has started seeping into other products. I hate that.