# Essay on working with customer over the phone

In order to access files stored in a DVD drive, a number of steps is necessary.
First verify that the DVD-ROM device is automatically mounted.

In the computer start menu, click on my computer. Next under devices with removable files, Right click on my DVD-ROM the DVD will be displayed as dvd-rom0.

## In cases where the speaker cannot hear sound from his speaker, the best diagnostic tool is the sound playback troubleshooter.

Instruct the client to go the Windows Microsoft website and navigate to No sound in Windows. Ask the customer to click on Microsoft Fit it button displayed on the page. Once there, a file download dialog box appears. Ask the customer to run it and follow the installation steps in the wizard. The tools will detect the problem in the customer's computer and ask him to correct it appropriately. If it doesn't, ask the customer to makes sure that his computer system has a sound card installed. Ask him to click on Start control panel, system and maintenance, device manger, sound and video controllers and check if sound card is installed, otherwise he will have to install one.

A client who cannot play video downloaded from the internet is advised to perform the following diagnostic procedures to troubleshoot the problem. First, ask the customer to specify the media player used to play the video. This is because the absence of the required codes causes the problem. Advise the customer to download the required codecs from the internet or use a video player that has an already built in codecs. Advice him to use VLC player because it comes with pre-installed codecs. Otherwise if nor possible, advise him to download K-Lite codec Pack from the internet. The K-Lite codec

pack is available freely and all he has to do is to use Google to search for it and download.

## Reference

Bidgoli, H. (2004). The internet encyclopedia:. John Wiley & Sons.