

## Tech Support and the Christmas Miracle

Starting with screen (1) *Christmas 6.1*

**Geof:** Is that any better?

**Derek:** (*using mouse*) No, still not working properly. Jan said you were an IT expert!

**Geof:** Only if the IT problem is fluff in the mouse. After that, I'm stumped. You'll have to phone Tech Support. It's probably a software problem.

**Derek:** That's right, try to sound like you know what you're talking about! Give me the number!

(*Geof hands over a leaflet, Derek dials on landline phone*)

**Michelle:** (*chatting on mobile*) I know! That's what I said... Really? Do you think so too?... ah-ha, hmm, yes....Hang on, my incoming call light is flashing (*stops briefly to answer headset phone*) Your call is important to us, please hold... (*presses key to mute it*)

**Geof:** What's happening?

**Derek:** I'm on hold, they must be busy

**Michelle:** (*back to mobile conversation*) And then Tanya said, if I felt like that about it, she wouldn't buy a present at all! Listen, I'd better go. Hang up... no, you hang up! Love you more, bye! (*pressing key*) Hello, you've reached Technical Support, how may I help?

**Derek:** (*to Geof*) She's back! I was downloading Christmas and it failed to install

**Michelle:** I see. Has the whole of Christmas failed to install, or just some aspects?

**Derek:** I've got a Christmas tree, a roast, presents, but no snow and no Christmas miracle

**Michelle:** And which version of Christmas are you trying to install?

**Derek:** *(to Geof)* Which version of Christmas is it?

**Geof:** *(reading leaflet)* 6.1

**Derek:** 6.1

**Michelle:** OK, that version doesn't come with snow, snow is only available on older versions, Christmas series 1 through to 4

**Derek:** Can I get an older version?

**Michelle:** I'm afraid 19<sup>th</sup> century Christmases aren't compatible with modern operating systems

**Geof:** What's she saying?

**Derek:** No snow this Christmas... What about the Christmas miracle?

**Michelle:** The Christmas miracle comes with all versions, so it does sound like you have a problem. It may be caused by a "host configuration error on your file permissions or ownership". Did you receive an error message?

**Derek:** *(to Geof)* Did I receive an error message?

**Geof:** Tell her about the hippo!

**Derek:** Oh yes! I received a dancing hippo. Was he trying to pass on a message of some sort?

**Michelle:** A dancing hippo??!

**Derek:** Yes, funny little chap, wearing a tutu!

**Michelle:** Er... I'm going to say the dancing hippo wasn't passing on a message, at least not of installation error. I imagine it was a pop up.

**Derek:** That's right! He popped up and did a dance!

**Michelle:** Right, forget about the hippo!

**Derek:** *(to Geof)* She says it wasn't the hippo's fault

**Geof:** Tell her about Jesus...

**Michelle:** When you were installing Christmas, did you suspend your antivirus?

**Derek:** *(to Geof)* Did I suspend my antivirus?

**Geof:** Tell her you had a Lemsip... *(sniggering to himself behind Derek's back)*

**Derek:** I had a Lemsi... oh! *(stops, realising what he's saying is nonsense – glares at Geof)* I mean, I don't know, I don't think so

**Michelle:** Can you tell me what's on your desktop?

**Derek:** Why do you need to know that?

**Michelle:** I'm hoping your antivirus is on there

**Derek:** I don't think so. On my desktop I've got my computer

**Michelle:** Yes...

**Derek:** a notepad

**Michelle:** Yes...

**Derek:** a telephone, a mug of tea and half a mince pie

**Michelle:** Right... um... the desktop is what the first screen you see on your computer monitor is called. I was really asking what's on there

**Derek:** How do I get back there from here?

**Michelle:** What are you looking at, at the moment?

**Derek:** I'm looking at the postman coming down the driveway

**Michelle:** On your computer! What is showing on your computer screen at the moment?

**Derek:** Christmas 6.1

**Michelle:** OK, minimise that screen... have you done that?

**Derek:** Um...

**Michelle:** Move your mouse to the top right hand corner of the screen and click on the flat line in the little box on the left *(2) Dancing Hippo*

**Derek:** Oh look!

**Michelle:** Can you see your desktop now?

**Derek:** No, it's the dancing hippo!

**Michelle:** *(taking a deep breath)* OK, the dancing hippo probably has a cross in the top right hand corner. Can you click on that please. *(3) Desktop covered in icons*

**Derek:** Oh! He's gone away now!

**Michelle:** Good! Now, are you looking at your desk... are you looking at the first screen your computer comes up with?

**Derek:** Yes. I've got a meadow with a blue sky.

**Michelle:** How many icons have you got on top of the meadow with a blue sky?

**Derek:** I've got one called Microsoft Office P, another called Microsoft Office W, Recycle Bin, My Computer, AVG 2005....

**Michelle:** What year?!

**Derek:** AVG 2005

**Michelle:** You really ought to update... no, never mind, that's someone else's problem... Can you click on AVG 2005

**Derek:** Nothing happened

**Michelle:** Double left click *(4) AVG "Not fully protected"*

**Derek:** It says "You are not fully protected!"

**Michelle:** Yes, that's a fact. Can you click on the computer picture? *(5) AVG Disabled*

**Derek:** Yes, done that

**Michelle:** And where it says "Enabled" in green, on the left, click on that

**Derek:** It doesn't say "Enabled", it's in red and it says "Disabled"

**Michelle:** Oh, ok, right, now minimise that... go to the top right hand corner of the box and click on the flat line in the little box *(6) Desktop covered in icons*

**Derek:** I clicked on the cross. Does it matter?

**Michelle:** Given that you're running an anti-virus that's 9 years out of date and is disabled, I can say with confidence that you clicking on the cross will make no difference to your existing computer security. But we've learnt that wasn't the problem with Christmas.

**Geof:** What's she saying?

**Derek:** She said we did all that faffing about for nothing.

**Geof:** *(tutting)* Computers!

**Michelle:** We've eliminated a suspect...

**Derek:** But where's my Christmas miracle? Christmas tree, roast, presents, Jesus, but no....

**Michelle:** Sorry, did you say you've got Jesus? Jesus has installed with Christmas?

**Derek:** Yes

**Michelle:** Click on Christmas 6.1 at the bottom of your screen *(7) Christmas 6.1 (Derek does this)*. You can see Jesus with your Christmas 6.1?

**Derek:** Yes!

**Michelle:** But He is the Christmas miracle!

**Derek:** In what way is Jesus my Christmas miracle? *(8) Christmas 6.1 with Cross Heart floating across*

**Michelle:** Christmas is the celebration, or “mass for Christ” in old church language, of God himself joining us on earth, to show us what he’s really like, to set an example and teach us, and then fulfil his job description of “Saviour” by saving us from our sins and restoring our relationship with God the Father. That’s two amazing miracles in one God Man, right there – God humbling himself to live as a man for a while, and God’s plan to save us from our sins being fulfilled.

**Geof:** What she’s saying?

**Derek:** She’s saying blah blah blah, Jesus can save me from my sins. Listen, Tech Support, I’m not finding you very supportive! Two thousand years ago Jesus may have grown up to be that generation’s Derren Brown, with his fancy tricks, but Jesus is no help to me now, in this day and age!

**Michelle:** What more do you want? *(9) Christmas 6.1 with Santa, Fairy Godmother and Star going around it*

**Derek:** I want Santa Claus, or a Fairy Godmother, or a star to wish on! I want all problems to go away, and everybody to get on with everybody, and dreams to come true! I want to make wishes and have them granted!

**Michelle:** Oh, I see! The thing is, I know they have more immediate appeal, with the granting wishes and all, but, Santa Claus, the Fairy Godmother, and a star to wish on aren’t actually real. They’re characters in a story.

**Derek:** What are you saying? *(10) Christmas 6.1 with Cross Heart floating across*

**Michelle:** The fact is, that Christmas doesn’t have “wishes being granted” built in, however many movies and adverts you’ve seen that tell you it does. It has Jesus built in.

- Derek:** But I don't want the version that comes with Jesus! *(11) Christmas 6.1 with Snowman floating across* I want something exciting, like becoming friends with a flying snowman, I don't want to install Jesus!
- Geof:** What' she saying? *(12) Christmas 6.1*
- Derek:** She's insisting that Jesus is the Christmas miracle. I've been diddled! You see if you can get any sense out of her! *(passing the phone to Geof, and walking out the room in anger)*
- Geof:** Hello? Um... my friend just needs a few points clarified... I don't think he wants to be saved from his sins. He quite likes his sins. Is there anything else Jesus can do for him? *(13) Christmas 6.1 with Cross Heart floating across*
- Michelle:** Maybe you can explain to him that being saved from your sins doesn't mean giving up all the things you enjoy! It means being given an escape route away from things in your life that make you feel guilty and ashamed. It means knowing God's forgiveness. And this part may interest him in particular – it means being in an ongoing relationship with God, yes, in the after-life, but also in this life. Which means having God's help with your problems, not just at Christmas time, but any day of the year.
- Geof:** So Jesus will grant wishes after you install him? *(14) Christmas 6.1*
- Michelle:** Sometimes there are quick and miraculous answers to prayer. But more often God's working on a long term plan for your life, and his help tends to be about changing you, to better deal with situations, rather than changing the circumstances themselves.
- Geof:** So how do I get that part of Christmas to work?
- Michelle:** If you click on Jesus... *(15) Mouse pointer moving to click on Jesus*
- Geof:** Yes... *(16) Terms and Conditions*
- Michelle:** Then read the terms and conditions, and if you accept Jesus into your life this Christmas, click in the "I accept" box

- Geof:** Oh hang on, I'm on Derek's computer...
- Michelle:** Do you have current access to your own computer? Or smart phone?
- Geof:** I do have a smart phone, my daughter bought it for me. I don't know how it works though. I just carry it around in my pocket to show willing.
- Michelle:** Can you give me your email address? (*typing on computer*)
- Geof:** Yes, it's geof, that's G-E-O-F, @hotmail.com (*his phone pings*) **(17) Smart Phone with email notification** ooh! My phone says I've got an email!
- Michelle:** OK, now press on the phone screen quickly before the notification disappears **(18) Smart Phone I accept**
- Geof:** Yes, done that...
- Michelle:** And press on "I accept"
- Geof:** Yes, done that... **(19) Terms and Conditions**
- Michelle:** Congratulations! You have successfully installed the Christmas complete with Jesus app!
- Geof:** I've installed an app?? Now that is a Christmas miracle!