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This list is based on the article ["Unlock the hidden meanings in help desk language."](#)

In a [related download](#), we examined the slight disparity between common expressions uttered by help desk staff and the actual meaning behind those expressions. Now it's time to look at the flip side. You've probably heard users say many of these things countless times. Well, we're about to reveal the contents of those user thought bubbles floating just above their monitors.

What they say	What they mean
1 "I haven't touched anything."	"I have just fiddled with some registry settings/DLLs/system settings and now it won't work at all."
2 "I really truly haven't touched anything."	"I've really done it this time."
3 "What would happen if...?"	"I've just done this and feel a bit silly. How would I fix it without anyone knowing?"
4 "I'm a personal friend of the chairman."	"He once swore at me for using his parking space."
5 "I'm running Windows 97."	"I don't know the difference between an operating system and an office package."
6 "Of course everything is plugged in! Do you think I'm stupid?"	"Something is not plugged in."
7 "I really can't waste any more time on this, goodbye!"	"I just spotted what I did wrong, and I'm very embarrassed."
8 "My screen is blurred and I get headaches."	"The guy across the corridor just got a new monitor and I want one too."
9 "Is there a problem with the network?"	"I forgot my password."
10 "It won't let me in and I know I entered the password correctly."	"I have caps lock on."
11 "I checked my caps lock and I still can't log in."	"I forgot my password, and the last time this happened I had my caps lock on."
12 "Has this problem been reported by anyone else?"	"Am I the only clueless pony on the block?"

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## Version history

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