

A BOOK IN THE
HUMAN ERROR SERIES

WRONG BIRD

A Humorous Memoir of Misdiagnoses,
Corporate Tattoos, and the Art of Being

Confidently Wrong



— Critically Acclaimed Author of *Unlearning What Worked* —

MATTHEW WEST-JAMES

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This is a free sample chapter from the book **Wrong Bird** by Matthew West-James. If you enjoyed this chapter and would like to read the rest of the stories, the full book is available on Amazon and through Kindle Unlimited. Thank you for reading and supporting independent authors.

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<https://www.amazon.com/gp/product/B0GPZ6J486>

Sample Chapter

3 - THE GENIUS BAR INCIDENT

The Genius Bar Incident

I am what many people in IT refer to as an Apple fanboy.

This apparently disqualifies me from being a “real tech guy” according to several of my colleagues, who believe that if you truly understand technology you must therefore prefer Android. I have heard this argument many times, usually from people who are currently troubleshooting their seventeenth launcher app.

The truth is much simpler. It is about ecosystems.

I like Apple’s closed ecosystem. I like the App Store restrictions. I like that when something breaks there is at least a single company I can glare at while asking why.

Most importantly, I have been using an iPhone since the 3GS, and at this point switching platforms would require the kind of life energy normally reserved for moving houses or getting divorced.

So no, I am not going to tell you iPhones are objectively better than Android phones.

What I will tell you is they are better for me.

People love to argue Apple vs Android like it is a religious debate.

Meanwhile I am over here just trying to remember my iCloud password.

I work in IT, which means I regularly tell other people to try turning things off and back on again. Apparently no one ever taught me the equally advanced troubleshooting step of connecting to Wi-Fi.

Unfortunately, even the ecosystem you love can betray you.

This particular betrayal happened while I was in Boston with my son, who was undergoing a medical procedure at Boston Children’s Hospital. At some point during the trip my phone’s cellular antenna simply stopped working.

Not degraded.

Not intermittent.

Just gone.

I still had a phone, technically.

But functionally it had become a very expensive iPod Touch.

Not having a working phone bothered me more than it probably should have.

Being disconnected from my phone felt like losing a primary sense.

While still in Boston I stopped by an Apple Store to see if they could fix it.

They could not.

So instead I scheduled an appointment at the Apple Store in Louisville for shortly after we returned home.

When I walked into the store at my carefully scheduled appointment time, I discovered a group of equally irritated people all standing there waiting for help.

Eventually I reached the Genius Bar.

The employee was polite, calm, and immediately began running diagnostics.

Then he delivered the news I was already afraid of hearing.

The phone would have to be shipped off for repair.

At that point my frustration level increased.

Then he said something simple.

"Why do not you just connect to the store Wi-Fi?"

And just like that my entire argument collapsed.

Of course the store had Wi-Fi.

Of course I could connect to it.

Of course that would allow me to disable Find My iPhone.

I immediately turned bright red as the full realization washed over me that I had just yelled at a perfectly polite employee over a problem that could be solved by pressing one button.

It was a deeply humbling experience.

And ever since that day, before I start loudly explaining to a professional technician how their system is clearly broken, I try one simple troubleshooting step first.

Connecting to Wi-Fi.

Enjoyed this chapter?

The rest of the stories in **Wrong Bird** continue exploring the art of being confidently wrong. From technology mishaps to travel disasters and moments of spectacular human error, the book turns embarrassing experiences into humor. Continue reading the full book here:

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