[Demo] NLP Dataset for Customer Service Automation

Company Type	Home Security and Alarm Companies
Inquiry Category	Alarm system troubleshooting and maintenance
Inquiry Sub- Category	User errors
Description	Customers may encounter challenges in operating their alarm system correctly, such as difficulties arming or disarming, setting up access codes, or using remote functionalities. Troubleshooting and maintenance involve assisting customers with training, guiding them through proper usage, and addressing any user-related errors or misunderstandings.
Data Size	5,068 paraphrases
Want to buy data?	Please contact nlp-data@qross.me via your business email address.

Masked sample paraphrases of one "Home Security and Alarm Company" customer inquiry. (Purchased data will not be masked.)

keypad seems	s hov	w can	$_{_}$ troubleshoot	:
Any	_ my keyı	pad?		
Why is the	?			
the problem,	my		?	
My	and	have no	how	_ fix it.
There a	is _	?		
Keypad to	fi	x?		
What do	to		keypad.	
How to	issu	es?		
figure _	why r	ny w	on't	
How fix	this	my _	input?	
there fix	my	faulty	_?	
keypad	working. \	What	the?	
isn't wo	rking			
suggestions _		how to fix	?	
does wo				
to the _	bug.			
won't w	hat should	d I do	?	
How key	<i>/</i>	be solve	ed?	
is the	the	workin	g?	
with a _		pad.		
should d	lo m	ake my	work?	•
Need assistance	r	nalfunctio	ning	
Is to				
I unresp	onsive	any	?	
to	key pad?			
Is	resolve _	Kypad	w?	

Is	who can help fix ?
Keyp	ad doesn't?
	me wrong with keypad.
	might a way to an
	broken keypad?
	to solve unresponsive issues?
	the keypad, problem?
	ad Any?
	do you bug?
	fix malfunctioning?
	s guide to my malfunctioning?
	fix pad?
	you an unresponsive?
	to my malfunctioning keypad?
	is there a?
	steps deal with unresponsive
	problem with my?
Some	one assist with that
	keypad working
	me the keys working.
What	s the for not?
How	I keypad?
Can	nyone recommend keypad?
Help	keypad?
	there way to fix?
	What is the solution?
	find why keyboard working.
I	_ tips fix
	doesn't work, what ?
Help	Keypad isn't working.
	is a to fix unresponsive keypad.
How	do
	now, keypad work?
Any	resolve responding?
	doesn't work; have?
	to deal keypad?
	on how to keypad working?
	a remedy for ?
	the be resolved?
	s the solution working?
	keypad me!
	ad can you?
	are ways with non responsive
	resolve unresponsive key?
	help! keypad?
	suggestions on to fix isn't responsive
	olutions keypad?
	ad answer?
	a keypad what can I do?
	a keypad working?
	rel han working:

	any ideas	how	my malfunctioning keypad?
	you solve	issues?	
How	fix the	·	
	how to	this un	responsive?
	be	the ke	eys issue?
			not working?
	so		
	glitc		·
			, any fixing it?
	e to _		
	me fix _		
	n fix		<u> </u>
	with		E., :13
	h		
	n I my		
	my]		
			is working.
	_ that key		
	to		
	ere be witl		?
	work		
			responding?
			an unresponsive?
	the keypad _	?	
	work,		
	fix for t	the mal	functioning?
	fix a	is malfun	ctioning.
you	u have any	on	my glitch?
I	how to fix _	·	
	assist	the	at isn't responsive.
are	e any suggestion	ns	keypad?
no	t working,	?	
	sugges	tion for	the faulty?
	for fixing	ng malf	unctioning keyboard.
I don't _		k	eypad to respond.
	a	working pad	
	fix		
	malfunctioni	ng, what	_ the?
	deal th		
key	ypad still	?	
			n keypad?
	to		
	doesn't		
	I find the iss		
			- -
	 I do	kev	nad isn't ?
	1 do with		
	witii nave		
	fix key _]		
			eas ?
11G1h;	wolhan isii f	any ide	;

	ways to non-responsive keypad.
f	fix with the?
How	deal glitch?
5	suggest solution to Keypad?
	you a keyboard?
How I	the issue my key?
How to	_ a?
Help me fig	ure wrong the
t	to problem solve not?
l	nave any ideas for keypad?
My keypad	malfunctioning, can?
6	a to fix keypad unresponsive?
Do you	_ how to?
	with nonworking pad.
	My pad isn't
	fix
	key not being registered?
	for help nonworking pad.
	keypad issue?
	pad not?
	for how to fix?
	the issue of my input register?
	is working?
	ays to address
	a keypad to?
	no solutions?
	pesn't for me
	way to fix ?
	with?
	with : to non-responsive keypad
	the solution?
	this with my key not?
	problem ?
	malfunctioning, any ideas how to ?
	What's solution?
	what's solution:
	successfully?
	pad responding.
	ve how to unresponsive keypad?
	elp pad.
	elp me an?
	s on fixing?
	t What's ?
	e have for faulty?
	the for Pad not working?
	ance with?
	on how the faulty?
	the that respond?
	my which dead?
1	resolve unresponsive issues?

are	figure o	ut	keypad.	
	_ malfunctioning, h	now to	?	
	_ issues with			
	one fix			
	what's		?	
	_ I with a key			
			kov input?)
	fix prob		_ key mput	
	_ the fix keyp			
	get keyp			
	you can t		?	
	malfunctionin			
Please		malfunction	ing, any sugg	gestions fixing i
I	on fi	x non-re	esponsive key	ypad.
ther	e any for fixing	ng	?	
	_ doesn't wha	ıt's help	?	
Any sugge	estions how _	a _	is	responsive?
can	pad	be solved?		
	to			
	ort out		·	
	this is		w ien't	2
				·
	fix for Key _			
	remedy fo			_ ·
	_ suggest a quick _			
	on how			
are	on	the non-resp	onsive	
Suggestic	ns a no	n-responsive	?	
Can	way to	the	_?	
	_ on to fix	keypad?		
How can	problem	ı?		
Suggestic	ons on to fix _		?	
	make the ke			
	of			
	keypad		sivel	
	kcypuu a gl		SIVC.	
			-: O	
	my be		sive?	
	the keypad			
isn't	working;	?		
	_ I			
	keypad resp	onsive?		
How can	keypad	?		
	keyboard is	sue reso	olved?	
Is a	way the	keypad	?	
	do my			
	keypa)
	_ any ho			
	my unrespo		2	
				11-1
	may be able			
	wondering if ther	re a	_ to fix a	·
How	_ I out k	eyboard	_?	

to issues?
solvekeypad out
I've a that my not for.
The doesn't?
pad working.
How can the that key input ?
can I the my?
isn't working, done?
Do have for the ?
How solve bugs ?
keypad issue resolved?
Is there get unresponsive fixed?
assistance a non-working
I need suggestions
there to the glitch my is not working?
to know fixing my faulty
Can tell me to keyboard?
Please the keypad
Is there way to make
I this issue my input not?
help keypad not working.
are to solve non keypad.
to fix an unresponsive keypad?
How keypad?
to fix Pad?
should fix unresponsive ?
Do you have ideas about keypad?
way me to keys not?
Can someone non keyboard?
a non-responsive keyboard.
guide fix keypad
help, keypad ideas on fixing it?
Do you any fix my keypad?
fails, fix?
There's keypad that
to responsive keypad?
Help out isn't working.
how can we ?
Keypads work; ?
The is unresponsive, ?
I can't out way to
resolve issue with keypad?
to fix keyboard?
you help glitch with my?
keypad isn't now?
Do have any for repairing ?
you on to fix my keypad?
someone non-responsive keyboard?
are any on a non-responsive keypad.
dre any on a non-responsive keypad.

 _do you		can't be typed?	
 	help	with a non-respon	sive keyboard.
 assistanc	e with	pad.	
 solv	ve the unresponsi	ve?	
	t		
	a		
		_	
	non w	orking pad.	
		malfunctioning	?
		unresponsive	
	th		
	the unresponsi		
	solve l		
		unresponsive?	
	be		
	issue		
	?		
	t responded,	?	
	_ a keyboard glit		
	keypad?		
		?	
	any?	-	
is a			
		the pad.	
	re		
	non working pa		
		my keypad not res	ponding?
	the		pg .
pad		='	
	keypad?		
		my keypad	work.
	do fix K		
	est to		
	eypad has n		
		on the keypa	nd.
	g g workir		
		I do to	?
	can't		
	with keypa		
		e?	
	with a that		
		do to my	kevpad?
to fix		,	
ad still			
		on	fix it?
	e problems		**
	·	·	
	to the	?	
	unresponsive _		
		 I resolve tha	t?
 _ ,			

The unresponsive, the guide it?
answer Keypad working?
I'm with unresponsive keypad;?
Any how fix keypad?
Help! malfunctioning keypad,
I do get the to work?
guide getting my again?
Help keypad problem.
Any on how fix?
How fix?
keypad still !
to fix malfunctioning?
to fix a keypad?
The work me
How my unresponsive?
fix keypad that unresponsive?
tips to my keypad, ?
How to with?
The ignoring me
How can the with ?
I've got a any ideas fix it?
should I a keypad?
Is a the freeze?
Please me the difficulties.
Please and the
ignoring me?
for pad responding?
Why isn't the?
How you type?
to deal issues?
there to fix an unresponsive?
you suggest for Keypad freeze?
cure the Keypad freeze?
do you Keypad ?
guide us the issues.
It seems me.
How can issue my not being register?
Someone a way to fix an unresponsive
My won't reply, ?
How keypad to type?
the for out my ?
recommendations how non responsive keypad?
doesn't what's the?
be fix an keypad? Is there I to fix an ?
pad what's fix? There an keypad ?
with the pad.
Is way to diagnose ?
Anv keynad?

fix the bug?
How to keypad?
fix the keypad?
an unresponsive
how to that won't respond?
Would like an unresponsive?
What can resolve keypad?
Can you suggest solution to ?
Keypad is not working,?
Any resolving unresponsive?
to repair an?
Help! My isn't how fix?
What can I to get?
There's keypad!
about fix the unresponsive?
Tips to?
know how to my keypad if
If is how can repair?
how fix the glitch my is not
to unresponsive keypad issues?
Any suggestions for making?
How do pad work?
do resolve issue?
My keypad working, on how to ?
How to resolve ?
won't don't know how fix it.
help a nonworking
is a that no
is that is
Can suggest a for ?
Is a way a response keypad?
How to fix?
how to fix a
suggestions on how keypad?
does not work; ?
There keypad, solutions?
will not I to fix this?
keypad not can I fix it?
you the keypad?
work, can to change it?
the best way to pad?
don't what to isn't working.
The is how revive?
isn't keypad ?
Help!
should I do to a ?
should I do to d have problem keypad.
help with the
keypad work, what do?
There are to the

Maybe a to the unresponsive
My keypad isn't?
suggestions on how a responsive?
can I the problem keypad?
I my problem my?
My any solutions?
Is there way get keypad working?
How do I my ?
Help with a is?
Any suggestions on to?
do not to keypad does not
How solve Keypad?
keypad lifeless.
can done fix a keypad?
resolve keypad issues
My pad not ?
how fix it?
work, how I it?
The keyboard won't?
we to unresponsive issues?
work; anything?
on how the keypad?
Please keypad problems.
to address a non-responsive
what to do the ?
Can you
How do a problem?
Keypad
should to fix keypad working?
I a can I it?
doesn't help?
How to?
you to keypad freeze?
the not?
for a malfunctioning?
I to fix faulty
is needed fix keyboard
anyone have tips on fix keypad?
I'm my keypad work, ideas to it?
Keypad isn't what fix?
UnResponsive?
Someone help with the
What's keypad?
with the keypad?
want know any suggestions for fixing keypad.
can with that doesn't
doesn't function.
problem of keypad not working.
How the that key isn't register?
What I to solve ?

can I		with	my	_ input not	registered?
Please req	uest ass	ist	the	·	
How	I is	ssue		key input isn't _	?
Keypad		can	do?		
you l	nave any	for how	7 to		_?
	stance with				
	help	_ a nor	1 p	oad.	
	with the	e n	o work?	•	
	n				
to re	vive				
	the	_ bugs o	out?		
can I	iss	sue	l	xey isn't Re	gistering?
	way to i	nake th	e keypa	d?	
I und	lerstand why _	key	ypad	·	
I adv	ice	to	_ my un:	responsive	
	I to mal	ce	keypad	?	
assis	tance with	unre	sponsive	e?	
How to	keybo	oard	_?		
do	fix the	if		•	
is	for Ke	eypad n	ot	?	
	to fix ke	ypad.			
do	get	to	work?		
	do			not?	
Maybe	is way	to	out	unresponsive	·
How do I		?	•		
Can't	what _	I	?		
can _	keypad _	ber	esolved	?	
How to		bug?			
	iss				
	the	_ the ke	ypad no	ot being?	
	take care of _	un	respons	ive?	
	a to		keypad	that isn't respon	sive?
	solution	the ma	lfunctio	ning?	
	how	fix th	e broke	n?	
How	fix a		?		
	the wor	king?			
Is there a		an	keyp	oad working	_?
	work, what _	I	?		
keyp	ad	tip	os	revive it?	
you _		_ for th	e Keypa	d's?	
	any for	m	y faulty	?	
Tell	to	key	ypad.		
	fix	keypad	l that is:	n't?	
	a way to		uni	responsive keypa	nd?
Help me _	to the	_ of the)	·	
	do to	keyp	oad	_work?	
How	ke	ypad iss	sues?		
is	fixing	the key	board _	·	
How to fix					
	guide for get	ting		respond?	

Someone might	to	_ with a	that is	3
I'm wondering	_ are any		_ fix	keypad.
There ways to		keypad		
a issue	beresolve	d?		
What's the th	ne	?		
to fix?				
Help! The is				
need with	m	alfunction	ning.	
isn't what th	e?			
a	keypad th	at doesn't	?	
does the	_ working	?		
there sugges	stions for f	ixing		?
bugs and ho	w to	?		
I want	unre	sponsive k	eypad.	
fix keyl				
any way		unrespo	onsive key	pad?
pad an				
My no longe				
		keypad t	o respond	?
Suggestions				
should I my				
me pro	blem	the keypa	ad	
How can the keypad				
can fix				
I fix pro			?	
How m				
What do		eypad	_?	
There's keyp				
How m				
Asking for a				
What do				_?
there a way		handle or	ı unı	responsive?
keypad,				
will you fix				
malfun		ny sugges	tions	fixing ?
How do a				
I need the ke				
How do you			esponsive	?
my mal				
the solution				
How I my				
How fix		pad?		
the keypad _				
Someone can with		kev	board.	
Sick m				
you a o				
My keypad is malf				it?
The is				
I in of sugge				
isn't th		19 _		- '

My isn't working, ideas how to ?
Help me problem keypad.
Can you fix the glitch my not?
to my unresponsive?
to solve the the?
How resolve with my input notregistering?
you any suggestions fixing non-responsive?
guide fix troubles.
is malfunctioning no ideas on to it.
Any ideas how malfunctioning?
Help! Un?
you suggest remedy KeyPad?
are the to non-responsive keypad?
with nonworking pad.
with nonworking
to my pad?
the pad bug?
is what's answer?
to malfunctioning keypad?
Any to fix a?
untangle problem with the
help a keypad is?
are the ways non-responsive?
can help with non
could I fix a ?
correct keyboard glitch?
Any how fix malfunctioning?
some malfunctioning keyboard?
How can happened with my?
There deal with a
won't what am to?
am looking suggestions on how my
me fix issue.
the pads issue effectively?
to my pad?
me fix keypad
How can I resolve input not?
will the issue be ?
pad working, what I ?
to Keypad out?
There are the keypad.
Have you an unresponsive?
What do about issue?
can done resolve pad issue?
is a ignoring me.
How the keypad?
The acting
How you keypad?
The isn't responsive, what's guide ?
do fix glitch?

the keypad?
! Unresponsive!
What can done to won't respond?
What's guide keypad's problem?
Please help to
Can the keypad?
Can the issue ?
work, what should do?
won't what I do it work?
fix keypad cannot typed?
How can problem?
to the problem ?
How can figure out issue ?
I help unresponsive
There are ways with
Keypad won't work should solve it?
ask for a
a way the unresponsive keypad correctly?
Keypad can it ?
to my unresponsive pad?
Please the keypad problems.
How I my key input ?
the solution to not?
I my keypad that acting?
fix the?
Please us to keypad
with the keypad?
How can I that key Registering?
How fix problem with ?
to fix an keypad?
to fix my faulty
Any on unresponsive keypad?
There are keypad.
Ask with non working
way fix not responding?
Keypad what I ?
malfunctioning, what the fix?
for non working pad.
an unresponsive
fix keypad
My is ?
The keypad malfunctioning fix?
Any way solve keys ?
I wondering there to fix keypad online.
you the keypad?
How to out how keypad?
I keypad won't work?
I solve bug?
Please guide us fix
How to the keypad?

Is	way to my?
It	keypad is me.
	the keypad not?
	in keypad problems.
	the solved?
	Key Pad issue?
	est assistance a
	fix the bug?
	can I with my ?
	suggestions how fix unresponsive?
	for a?
	got any solutions?
	glitch, my not
	! Un!
	guide fix struggles.
What	is Pad not?
How	?
What	should I to?
	deal with this keyboard?
	me find the is
	me fix is working.
	ou how to non-responsive keypad?
	my pad is ?
	the fix working?
	can check ?
	can keypad issue be ?
	way to faulty keypad?
	help! Unresponsive?
	do unresponsive pad?
	doesn't the help?
	a repair unresponsive keypad?
	the key pad issue?
	the keypad have ?
	isn't responding anything?
	working and I help.
A key	zpad
How	I keyboard?
	the key Pad?
How	solve ?
	do you problem?
	isn't responsive, what's?
	to keyboard?
	we the pad?
	with pad.
	!is
	should I work.
	you please to the Keypad?
	suggestions fix my?
	you tell me the freeze?
Any _	for?

I	to	there was	way to fix	online.	
	to	keyPad?			
		work?			
		keypad is _	?		
		Fix glitch?	·		
			anlution?		
		not working, is _			
		not what			
		I a solution to		?	
		figure out the wi			
		is unresponsive,	solutions?		
	sugge	estions to	that respo	nd?	
How	can I i	find solution	_ the	key not _	?
Wha	t	the k	eypad not?		
		my unresponsive			
		a Pad?			
		of	working?		
		as how to a			
		the solution?	ii kcypuu.		
		fix a Pad?			
		fix malfunc		_	
		you have	unresponsive _	?	
	pad _	malfunctioning			
		not			
		fix the Keypad n	ot?		
		troubles, guide.			
Key	w	on't work,	I?		
Keyr	oad	work;?			
Is	a w	ay fix	is unresponsi	ve.	
		for the			
		if my keypa		e?	
		what should			
		lease reme		?	
		the non-res		·	
		input isn't o			
		I the Keypa	id working:		
		is			
		an where k	ey input isn't		
		care of?			
	way f	or me deal with _	keys	_?	
I		keypad that is	·		
		I solve the keypa	d?		
How	· t	ix keypad?			
		glitch that my ke	ypad is		
	do I	glitch?			
		What is t	the ?		
		fix issue			
		isisf			
		d I revive n			
		I unrespons	sive keypad?		
	does	not any?			

for nonworking pad.
Can suggest for responsive keypad?
solutions, my pad
Help me why working.
My is how revive?
about to fix faulty?
How solve pad?
can the key issue?
Can way fix a keypad?
fix for keypad freeze?
The Keypad
suggestions how fix the ?
Help!
Keypad won't and about it?
toissues?
to a solved?
I know how unresponsive
the for not working?
there any way fix ?
My is acting I?
Can suggest fix keypad?
on fix my keypad not?
Can you a solution ?
a that my not working.
I fix problems?
What's the my keypad?
Please and keypad
ask with non working
way for investigate if keys responding?
My keypad?
For with nonworking
the keypad isn't
I to know if to teypad.
Can you remedy freezing?
Please to fix
Someone wants to know if is keypad online.
not getting a response
My keypad any suggestions to it?
Is to easily an keypad?
keypad won't any suggestions?
anyone a my unresponsive ?
A what now?
need suggestions my keypad.
you on how fix unresponsive keypad?
for the key working?
like my works.
Someone able to help with that
The is the?
How to check?
don't know to dang

can	deal with th	ne of	in	out Registering
	_ the way to	keybo	ard?	
Are	able to suggest _	to		freeze?
Anyone h	ave any	_ how to		_?
	_ isn't any s	uggestions _	fixing	?
Need	keyī	oad	_ not work	ing?
The	not respons	sive,	he	lp guide?
KeyPad v	von't	do	?	
the	re	the k	eypad work	right?
How	_ a issue be	?		
	to do with	non-re	esponsive _	?
Please su	iggest	the Key	ypad	
can	keypad	_ be ef	ficiently?	
Please _	for with	w	orking	_•
How	a bug	g?		
	how	the unrespo	nsive keypa	d!
you	have any	how	_ fix k	eypad?
	work;	_ I do?		
	_ is working	J.		
	you	a non- respo	nsive?	
	I figure			?
	_ fix Keypad			
	_ solve the			
	we the			
	s about		?	
	ng with			
	a solu			s?
	_ is th			
	fix the		d.	
	_ I do if			
	out the			d2
	re you can _			/pau <i>:</i>
	the key isn't	_ ne	—f	
			the kove ar	e not responding?
	d suggestions			e not responding:
	to with			r?
	as how to fix			, •
	request			na .
	solve non-respo		u 110111101111	9
	for the ke			
	the			
	pad is			
	help fix			
	nd			
	fix to		?	
	any			eypad?
	pad respond			

there a helpful the ?
with unresponsive?
How can the my?
The keypad unresponsive, we?
can the beresolved?
the pads issue be ?
work, what is ?
There's keypad.
a keyPad issue resolved?
is remedy for Keypad ?
there way handle an unresponsive keypad?
There are unresponsive keypad.
My functioning.
Can to the freeze?
I solve my issue?
I need suggestions repairing
want know why no
is the way a a keypad?
the solution the Keypad ?
Please with a pad.
Someone may able with non keyboard.
There a keypad me.
anyone know for keypad?
Any suggestions as how faulty?
Is there to make properly.
How deal keyboard?
assistance a nonworking
What do I do my respond?
Need help keypad isn't?
Help nonworking
there way to help keypad?
to fix ?
with unresponsive keypad.
How get my work?
can this issue that key isn't?
not working, what?
care of an unresponsive
be with keypad working?
How broken?
Help solve the not working.
please suggest remedy for ?
do I deal a?
there a work on keypad?
How I keyboard issue?
How fix problem?
Please to fix
Any how to keypad?
on how to broken?
How resolve unresponsive
Is it to keypad?

for how	fix		_?				
with a							
wit	th a	?					
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ad won't	what shoul	ld		solve	?		
th	e reason	key	pad _	worki	ing.		
the key	pad	effective	ely?				
keypad	still ignorin	g					
have	ideas	how to fi	x	glitch _		_keypad?	
am not $___$	f	rom my	_•				
you a re	emedy	i	issue?				
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get the		worked on?					
	with a with a with a with a with a with a to to to fix pad not there help to is ad won't the key keypad have am not you a re relationship.	with a with a yi my any is way f to keys r don't to ways to a me fix fix faulty pad not there help an to pad? is unresponsivat ad won't what shoul the reason the keypad still ignorin have ideas am not f you a remedy keypad keypad keypad	with a? my any ideas on ho is way fix to keys not respond don't to now n ways to a me fix faulty? pad not there help an? to pad? is unresponsive how ad won't what should the reason key the keypad effective keypad still ignoring have ideas how to fi am not from my you a remedy	with a with a? ! my any ideas on how is? ! my to keys not responding? don't to ways to a me fix fix faulty? pad there help an? ? to pad? is unresponsive how I fix ad won't what should the keypad effectively? keypad still ignoring have	with a with a? my any ideas on how is to keys not responding? don't to now my keypad doesn ways to a me fix fix faulty? pad not there help an? to pad? is unresponsive how I fix? ad won't what should solve the reason keypad working the keypad effectively? keypad still ignoring have ideas how to fix glitch am not from my you a remedy issue? keypad working	with a with a ? ! my any ideas on how ? ! my any ideas on how ? ! is way fix ? to keys not responding? don't to now my keypad doesn't ways to a me fix fix faulty ? pad not ? pad not ? there help an ? to pad? is unresponsive how I fix ? ad won't what should solve ? the reason keypad working. the keypad effectively? keypad still ignoring have ideas how to fix glitch am not from my you a remedy issue? keypad working	with a? ! my any ideas on how? ! iswayfix?tokeys not responding? don't tonowmy keypad doesn't ways to a me fixfixfaulty? pad not there help an? topad? is unresponsive how I fix? ad won't what should solve? the reason keypad working the keypad effectively? keypad still ignoring have ideas how to fix glitch keypad? am not from my you a remedy issue? keypad working