

Tech Support Calls

* AST technical support had a caller complaining that her mouse was hard to control with the dust cover on. The cover turned out to be the plastic bag the mouse was packaged in.

* Another Dell customer called to say he couldn't get his computer to fax anything. After 40 minutes of troubleshooting, the technician discovered the man was trying to fax a piece of paper by holding it in front of the monitor screen and hitting the "send" key.

* A Dell technician received a call from a customer who was enraged because his computer had told him he was "bad and an invalid." The tech explained that the computer's "bad command" and "invalid" responses shouldn't be taken personally.

* A confused caller to IBM was having troubles printing documents. He told the technician that the computer had said it "couldn't find printer." The user had also tried turning the computer screen to face the printer but that his computer still couldn't "see" the printer."

Another customer called Compaq tech support to say her brand-new computer wouldn't work. She said she unpacked the unit, plugged it in and sat there for 20 minutes waiting for something to happen. When asked what happened when she pressed the power switch, she asked "What power switch?"

* Another IBM customer had troubles installing software and rang for support. "I put in the first disk, and that was OK. It said to put in the second disk, and I had some problems with the disk. When it said to put in the third disk, I couldn't even fit it in...." The user hadn't realized that "Insert Disk 2" meant to remove Disk 1 first.

True story from a Novell NetWare Sysop:

Caller: "Hello, is this Tech Support?"

Tech: "Yes, it is. How may I help you?"

Caller: "The cup holder on my PC is broken and I am within my warranty period. How do I go about getting that fixed?"

Tech: "I'm sorry, but did you say a cup holder?"

Caller: "Yes, it's attached to the front of my computer."

Tech: "Please excuse me. If I seem a bit stumped, it's because I am.

Did you receive this as part of a promotional at a trade show? How did you get this cup holder? Does it have any trademark on it?"

Caller: "It came with my computer. I don't know anything about a promotion. It just has '4X' on it."

At this point, the Tech Rep had to mute the caller because he couldn't stand it. He was laughing too hard. The caller had been using the load drawer of the CD-ROM drive as a cup holder and snapped it off the drive.