An excerpt from a Wall Street Journal article:

1. Compaq is considering changing the command "Press Any Key" to "Press Return Key" because of the flood of calls asking where the "Any" key is.

2. 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.

3. 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.

4. Yet another, Dell customer called to complain that his keyboard no longer worked. He had cleaned it by filling up his tub with soap and water and soaking the keybo ard for a day, then removing all the keys and washing them individually.

5. 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.**

6. A confused caller to IBM was having trouble 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.

7. An exasperated caller to Dell Computer Tech Support couldn't get her new Dell Computer to turn on. After ensuring the computer w as plugged in, the technician asked her what happened when she pushed the power button. Her response, "I pushed and pushed on this foot pedal and nothing happens."   The "foot pedal" turned out to be the computer's mouse.

8. 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?"

9. Another IBM customer had trouble 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 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" implied to remove Disk 1 first.

10. A woman called the Canon help desk with a problem with her printer. The tech asked her if she was "running it under windows." The woman responded, "No, my desk is next to the door. But that is a good point. The man sitting in the cubicle next to me is under a window and his printer is working fine."