Tech support:    What kind of computer do you have?  
Customer:          A white one...  
Tech support:    Click on the 'my computer' icon on to the left of the   
screen.  
Customer:          Your left or my left?  
  
  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  
Customer:            Hi, this is Martha, I can't print. Every time I try, it   
says 'can’t find printer’.   I've even lifted the printer and  
                                     placed it in front of the monitor,  but   
the computer still says he can't find it.  
  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  
  
 Customer:         My keyboard is not working anymore.  
Tech support:    Are you sure it's plugged into the computer?  
Customer:          No. I can't get behind the computer.  
Tech support:    Pick up your keyboard and walk 10 paces back.  
Customer:           OK  
Tech support:    Did the keyboard come with you?  
Customer:          Yes  
Tech support:   That means the keyboard is not plugged in.  
  
  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  
Customer:            I can't get on the Internet.  
Tech support:      Are you sure you used the right password?  
Customer:            Yes, I'm sure. I saw my colleague do it.  
Tech support:     Can you tell me what the password was?  
Customer:           Five dots.  
  
  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  
Tech  support:   What anti-virus program do you use?  
Customer:          Netscape.  
Tech support:    That's not an anti-virus program.  
Customer:          Oh, sorry... Internet Explorer..  
  
  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  
Customer:     I have a huge problem.  A friend has placed a screen saver on   
my computer, but every time I move the mouse, it disappears.  
  
  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  
Tech support:     How may I help you?  
Customer:           I'm writing my first email.  
Tech support:    OK, and what seems to be the problem?  
Customer:          Well, I have the letter 'a' in the address, but how do I   
get the little circle around it?  
  
  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

A woman customer called the Canon help desk with a problem with her printer.  
<!--[if !supportLineBreakNewLine]-->  
<!--[endif]-->  
Tech support:     Are you running it under windows?  
Customer:            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.'  
  
  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*