

# Senior Computer Skills

(Not that I am calling any of you Seniors; but, if you are then you should already know)

**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, good afternoon, 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?

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## This one and the next are my personal favorites!

A woman customer called the Canon help desk with a problem with her printer.

**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.'

## And last but not least!

**Tech support:** 'Okay Bob, let's press the control and escape keys at the same time.

That brings up a task list in the middle of the screen. Now type the letter 'P' to bring up the Program Manager.'

**Customer:** I don't have a P.

**Tech support:** On your keyboard, Bob.

**Customer:** What do you mean?

**Tech support:** 'P'.....on your keyboard, Bob.

**Customer:** I'M NOT GOING TO DO THAT

## THIS ONE APPLIES TO ALL AGES

**Customer:** I can't get my computer to turn on.

**Tech support:** Is it plugged in?

**Customer:** Yes.

**Tech support:** Do you know where the power button is?

**Customer:** No.

**Tech:** What type of computer do you have?

**Customer:** I don't know.

**Tech support:** Look on the serialized plate on the back of the computer.

**Customer:** I can't read it; it is too dark.

**Tech support:** Then, turn on the lights

**Customer:** I can't. The power is out.

**Tech support:** Do you still have the shipping box and packing materials for the computer?

**Customer:** Yes.

**Tech Support:** Please pack up the computer and return it to the store where you purchased it because you are too stupid to own a computer.

**Note:** Rumor has it that the tech was fired.