

# California Computer Care

News,  
Views,  
Tips and  
Cool Techniques  
for CCC Members

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We  
speak  
Geek,  
so you  
don't  
have to.

## *The Keyboard and the Sheep*

This is probably the funniest and strangest tech support call ever. The original technician swears this is verbatim. I've made a few edits for clarity.

The following is a transcript of a call I took recently. Before you read it, let me point out that we provide support for internal customers, meaning people who work for our company. That being the case, we rarely run into callers like the guy below.

Jay: Tech support, this is Jay speaking, how can I help you?

User: Um..yes?

Jay: How can I help you sir?

User: Um, I don't know.

Jay: Well, I really need something to go on. What kind of problems are you having?

User: Um, I don't know what I did.

Jay: Okay, and...?

User: Well, I don't know.

Jay: Again, I really need more to go on than that.

User: Well, I, um, I put a sheep on the keyboard and now it don't work.

Jay: What?

User: I said I put the sheep on the keyboard and it don't work now.

Jay: Okay, what exactly do you mean by "sheep"?

User: A SHEEP. I put it on the keyboard and now it don't work!

Jay: Well, there's no need to shout. Can I put you on hold for a moment?

User: Yes.

So, I put him on hold, and by now I'm just trying to figure out what a "sheep" is and trying not to laugh. I asked one of the senior members on the team if he has any clue what is going on. This person, having no sense of humor whatsoever and not seeing where this call is obviously going to end up, says, "Maybe it's that sheep screen saver.

I've heard it can lock up computers."  
"Thanks, I'll ask him."

Jay: Okaaay... thanks for holding. Are you telling me this is a screen saver?

User: NO! It is a SHEEP on my keyboard!

Jay: Are you saying "sheep"? (I then spell it out, using "p" for Paul at the end).

User: Yes! You don't understand ENGLISH?

Jay:(Getting harder to avoid laughing) Alrighty then. So, you say the keyboard is not working, correct?

User: Yes.

Jay: Can you use your mouse?

User: Yes.

Jay: Okay. Let's try a few things. First, click on Start, then click shutdown, and follow the normal method you use to turn off the computer.

User: I can't do that.

Jay: Why?

User: Because I normally use my keyboard and I can't do that now because it doesn't work because of the sheep.

Jay: (Everyone else is off their calls and listening in. The snickering in the background was not helping me at all) Okay. Well, let's pretend you don't have a keyboard and use the mouse to shut your system off.

User: Why?

Jay: Why what?

User: Why do I have to use the mouse?

Jay: Because you said you have a sheep on your keyboard and it doesn't work.

User: Are you making fun of me?

Jay: What? No. I'm just repeating what you've told me.

User: Okay. The computer is off.

Jay: Good. Can you see the back of your computer?

User: No. It is facing the other way.

Again, he goes on hold, because I can't NOT laugh any more. Tears were welling up in

my eyes because I was fighting so hard not to laugh. About a minute later, I've regained most of my composure and go back on the phone.

Jay: Thanks for waiting. I had to check a couple things before going on. Okay, so the computer is off. Can you turn the system around so you can see the back?

User: Yes. Just a second. (Pause) I can only turn it a little bit.

Jay: (Yes, I know I was asking for it, but it had to be asked) Why?

User: The keyboard is in the way.

Jay: Well, move the keyboard then.

User: Where to?

Jay: Can you just move it down to the seat of your chair, or to the side?

User: No.

Jay: Why? Is the cord too short?

User: NO! The sheep will fall off if I do that.

Jay: (I am now thoroughly confused) Well, then, can you see if the keyboard is plugged in tightly?

User: Yes. It is tight.

Jay: You're sure the fit is snug?

User: Yes.

Jay: Good. Turn the computer back to its original position and then turn it back on.

User: But what about the sheep? It is still on my keyboard.

Jay: Is it pressing down on any keys?

User: I can't tell.

Jay: And why can't you tell? (Even as I asked this question, I knew it was going to lead to the exact answer I got)

User: Because the sheep is covering them.

Jay: Oh. Well, try to move the sheep so you can see the keys.

User: Okay. I can see my keys now. It is asking me to enter my user name now.

Jay: The sheep is asking you? (It SEEMED like a valid question, given the situation.)

User: No! Windows 2000 is asking me. The sheep don't talk.

Jay: Okay then. Enter your user name.

User: But what if the keyboard still don't work?

Jay: We'll worry about that if it happens. Please just try to enter your user name.

User: Okay. It is working, but don't hang up yet. I want to make sure I can load my Lotus Notes and get into my mail.

(Pause) Okay. I'm in. Do you know what happened?

Jay: Sorry. I haven't got a clue. But if I were you, I'd get rid of that sheep.

User: Okay. Thank you.

Jay: No problem. That's why we're here. Bye.

Okay, I'll admit that I probably could have averted most of this if I had asked him if he could move the sheep off of the keyboard, but I was caught off guard, and it really didn't occur to me.

*Thanks to: Jay*

## *November Tip*

As we approach winter, your Mac's greatest enemy becomes more bold. Static electricity can damage any electronic device. Your Mac is more sensitive to static electricity than your TV or radio and needs some extra protection. If you find yourself getting shocks around the home or office (when you touch a door-knob, for instance), that same shock can damage your Mac. Make sure that your Mac is plugged into a properly grounded electrical outlet (a real three-pronger, no adapters allowed!). Better surge suppressors will check your outlet for a good quality ground or you can get an inexpensive tester from many home improvement stores or good, old Radio Shack.

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