

WANT TO FEEL SMART — READ ON

Millions of first time computer users are calling PC Hotline Help Centers across the country trying to figure out how to work their new computers. Let's listen in:

The caller was setting up the PC just fine until the instructions said "Press any key" to continue, recalls the Compaq spokeswoman. The problem? The caller asked: *"Where the heck is the ANY key anyway?"*

Call to IBM. Caller: *"I can't seem to call up what I want on my computer screen."* IBM: *"For starters, see if you can open a window."* There's a pause on the line as the IBM specialist waits to hear if the caller has used his "window" icon, which facilitates PC functions on his computer screen. Instead the caller asks; *"Can I close the window — it's getting cold in here?"*

Or how about the IBM Aptiva computer that was returned after its owner took the instruction to "enter your credit card number" literally, leaving a technician to extract a credit card from the disc drive.

And then there is the person who asked: *"Does the hibernate feature (which powers down the laptop battery if you forget to turn it off) work during the spring and summer months, too?"*

Anon.

*WHEN YOU ARE HAVING A ROUGH DAY,
FEELING A LITTLE DOWN ABOUT YOURSELF,
REMEMBER,
THERE ARE SOME PEOPLE OUT THERE WHO WOULD THINK YOU'RE BRILLIANT.*