

MOUSE BALLS

This is an actual alert to IBM Field Engineers that went out to all IBM Branch Offices. It was not a joke.

Abstract:

Mouse Balls Available as FRU (Field Replacement Unit)

Mouse Balls are now available as FRU. Therefore, if a mouse fails to operate or should it perform erratically, it may need a ball replacement. Because of the delicate nature of this procedure, replacement of mouse balls should only be attempted by properly trained personnel.

Before proceeding, determine the type of mouse balls by examining the underside of the mouse. Domestic balls will be harder and larger than foreign balls. Ball removal procedures differ depending on the manufacturer of the mouse. Foreign balls can be replaced using the pop-off method. Domestic balls are replaced using the twist off method. Mouse Balls are usually not static sensitive. However, excessive handling can result in sudden discharge. Upon completion of ball replacement, the mouse may be used immediately.

It is recommended that each replacer have a pair of spare balls for maintaining optimum customer satisfaction, and that any customer missing his balls should suspect local personnel of removing these necessary items.

More fun at www.hmvgeritsen.nl