

The following is a direct, word-for-word reproduction of a recent IBM 'Service Support' announcement. (Honest!)

NEWS REPORT 29 25 May 1989

## **IBM ANNOUNCES EXTENDED MOUSE SUPPORT**

### **ESD PRODUCT SERVICE SUPPORT**

#### **SUBJECT: NEW RETAIN TIP**

Record number: H013944

Device: D/T8550

Model: M

Hit Count: UHC00000

Success count: USC0000

Publication code: PC50

Tip key: 025

Date Created: 89/02/14

Date last altered:89/02/15

Owning B.U.: USA

Abstract: **MOUSE BALLS NOW AVAILABLE AS FRU**

Mouse balls are now available as a Field Replacement Unit (FRU). If a mouse fails to operate, or should perform erratically, it may be in need of a ball replacement. Because of the delicate nature of this procedure, replacement of mouse balls should be attempted by trained personnel only.

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

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

P/N N33F8462 - Domestic Mouse Balls

P/N N33F8461 - Foreign Mouse Balls

SAS Keywords:

PSY2 8525SYSMISC 8530SYSMISC 8550SYSMISC

8560SYSMISC 8570SYSMISC 8580SYSMISC

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