

Dear HP service tech person,

First of all, my last name is Virkkunen, not Virkkonen. Please get it right. It's not nice to keep misspelling someone's name after they've already corrected you once.

Since the problem description I received from you by e-mail wasn't very descriptive (I quote: "keyboard is not function") and your support tech seemed to ignore things that should've been recorded into the case details, I thought it might be a good idea to write a description of my own for you.

Nature of problem

Extraneous keypresses are registered when certain three key combinations are pressed. This is easy to do by accident when typing fast.

How to reproduce

1. Open any application that allows you to input text (e.g. Notepad)
2. Press the C, D and space keys at the same time
3. Observe how the cursor jumps to the next line - an extraneous Enter keypress has been generated.

Expected behavior

1. The keyboard controller should not produce any extraneous keypresses.

How not to fix it

1. It's not a software problem (it occurs on both Windows and Linux).
2. It's not a problem with the keyboard module itself, as switching it doesn't change anything.

And please,

Take the time to test the system before sending it back! It only takes a minute!

Just because it would be really nice if I didn't have to call you for the 7th time (Including the time I got an Indian guy who wouldn't do anything for me, and the time when you couldn't find me from your system because you had misspelled my name. Excluding the 15 or so phone calls from the day when your phone switch was broken and kept dropping calls.) See "How to reproduce" for the test procedure.

And even though I don't use the pre-installed OS, it needs to be bootable because for some reason I can't even begin to understand, it's needed to activate a part of the hardware. So make sure it boots.

Thank you.

Matti Virkkunen