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The Multi-Touch Trackpad found on Apple's new MacBook

[MacBook Owner E-Mails Jobs on Trackpad Issues, Gets Called Back](#)

Apple makes continuous efforts to retain a good image

AppleInsider points out to a blog poster claiming he was immediately replied back with a phone call, after e-mailing [Apple's CEO](#) on issues with the glass trackpad found on the [new MacBooks](#).

Particularly, the problem he reported with the unibody MacBook's trackpad was its failure to register physical clicks at times. The publication reporting the blogger's problems also points out to this aspect in its review of Apple's new-gen MacBook. So here's what the disappointed customer [had to say](#) about the whole experience:

"I mostly love my new MacBook Pro - but one thing that has been driving me slightly insane is that the trackpad misses clicks sometimes," he says. "You hear and feel the click - it just doesn't register the click," the user explains. "I've read through the Apple discussion forums and found many people all over are having this problem. My cousin's MacBook has it as well, so it's not a small issue and it doesn't just affect the MacBook Pro ... So last week I decided to email Steve Jobs himself. I didn't expect a reply, but I figured someone must read his email, and it'd be a good idea to get the problem to the attention of some of the people higher up in Apple so that the news comes at them from the top and the bottom (via AppleCare)."

The upset MacBook owner admits he didn't get his hopes up when filing his complaint: "...imagine my surprise when an Apple representative called me this morning to talk about the email I had sent! Wow!"

According to the post, Apple's staffer said the company will be "researching the clicking issue," but that "they have no resolution of it." Allegedly, the representative also took a cautious stand telling the user "there's not really an official acknowledgment of it," therefore they can't help him for the time being. Nevertheless, "they are checking into it because they've heard the complaint frequently," the same post reads.

Well, if this is true, let's see that official acknowledgment already, Apple! Sure, it's harder to call back MacBooks, rather than [Ultracompact USB Power Adapters](#), but an issue is still an issue.

The user concludes by saying "So yeah. I emailed Steve Jobs and Apple called me back. The answer isn't exactly what I wanted to hear, but I think the delivery of the answer may in fact outweigh that disappointment." Coupled with [monitoring the Apple Discussions forum](#) , the company is obviously striving to maintain its highly rated level of customer service.