

## Computer

1. A few days after first use, W10 button in the bottom left corner didn't work. So couldn't access the shutdown options and had to switch off at main switch. Can't remember if there were other problems. Restarted and then OK.
2. A few days later, same again, but this time Mail or Store would not open either. Restarted and then OK. This has happened on a number of occasions.
3. 2 Nov. Listening to something on iPlayer. Went to mail and clicked bin symbol to delete a message. Computer started making a loud buzz stopped after about a minute but mouse pointer locked up. Had to switch off at main switch.
4. 3 Nov. Entering meter readings on a utility site. Tried to edit a reading and mouse pointer locked up. Had to switch off and restart at main switch.
5. 8 Nov. In Excel, clicked on Formulas, mouse pointer locked up. Left it for a while and when I came back computer had restarted. Lost changes to Excel.
6. 9 Nov. In Mail, editing a message, mouse pointer disappeared. Had to restart via main switch. Then in Word, went into an upgrade lasting several minutes. I thought it was supposed to ask first.
7. There's a large number of photos on the old computer D-drive, which haven't been transferred.
8. 10 Nov. On a website. Mouse pointer disappeared. Had to switch off and restart at main switch.
9. 13 Nov. On a website. Mouse pointer froze. Had to switch off and restart at main switch.
10. 18 Nov. Opened Mail, took about 15 mins to update. Is this to be expected?
11. 20 Nov. M'soft Edge stopped working. W10 button in bottom left stopped working at same time. Firefox still OK.
12. Failed completely. Could have reset, but worried how much would be lost, so took it in to PC World. They said files wouldn't be deleted, and if they did the reset, it would be £60!! I did it at home, took 1.75 hours and lost internet favourites and a few other things.
13. Mouse pointer regularly locks up or disappears so have switch off at main switch and restart.
14. From Mail, I can send attached files (Word and Excel, the only ones I'm likely to use). But it doesn't receive attachments, at least not consistently. Sometimes receives Word, never receives Excel.
15. The DVD/CD drive doesn't appear to work. It makes a noise but doesn't find a drive in File Explorer. I believe it was OK shortly after buying, but not 100%. The pre-

recorded discs I tried were pre Windows 10, but it doesn't recognise a blank read/write CD either.

16. I can print from the computer, but can't scan from the printer (HP C309g) to the computer. But if I scan to a USB stick or an SD card on the printer, it appears on the computer File Explorer, so not a problem, just curious.