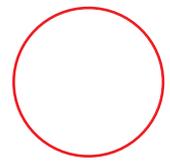


Letters



Write to *What PC?* Editorial, 32-34 Broadwick Street, London W1A 2HG. We offer a £20 book token for the best letter each month

Counting screws

I was wondering why there seems to be a mention in your reviews of PCs of the number of screws there are keeping the insides in. Why is it worth mentioning? How often does the average PC user (presumably your target consumer) actually lift the lid on the PC? And with the recent publicity on PC crime, surely if there were 'seven' screws needed to open it up it would delay, if not deter a potential criminal.

I know it is not much to find fault with, but you seem to think it necessary to mention this in reviews. I hope you don't think I'm being petty, but I like your magazine because it leaves the jargon to other (more expensive) magazines.

Doug Finnie, via Compuserve

Yes, you're quite right, Mr Finnie, we've become a little obsessed with counting our screws! The intention is simply to give an indication of how difficult it would be to open up a PC for, say, upgrading. However, we do accept that such information is of interest to only a minority of our readers.

Donate to educate

I am writing on behalf of the Birmingham Bosnia and Herzegovina Community Association, which is a charitable organisation formed principally by refugees from the war zone in Bosnia.

The conflict has created a catastrophe on a scale unseen in Europe since the Second World War. One of the little-noticed aspects of the tragedy has been the almost universal destruction of school build-



Inkgenuity

I am a very elderly customer who has found your magazine most helpful in selecting and running a PC. I chose to buy a Compaq Presario CDS 522, with a BJ-10e printer, which is the subject of this letter.

As you have so rightly said on many occasions, these printers perform excellently, but are expensive to run because of the cost of cartridges – and even ink refills are not cheap. However, I don't think you have mentioned the inconvenience of running out of ink in the middle of a print run on a Sunday. This happened to me just before last Christmas, and in desperation I filled my cartridge from an ordinary bottle of Quink that had been on my desk since the days when I used a fountain pen.

Since then I have used no other. This letter is printed in Quink, which costs less than £2 a bottle, and the cartridge is showing no sign of deterioration.

Allan T F Comer, Melksham

While the re-filling of inkjet cartridges is a common practice, it is not recommended by any major printer manufacturer.

Julian Rutland of Canon points out that, although Canon's printheads are designed to outlast the ink inside them (for obvious reasons), they are not guaranteed to last indefinitely.

In addition, Canon's ink is guaranteed to be light-fast, whereas Quink might fade with age.

However, if you're happy with the results you're getting, then who are we to dissuade you from using Quink?

If anyone else has any interesting computing tips, please let us know.



ings and educational equipment. As a result, the children of Bosnia face a bleak educational future.

Therefore, we are appealing for all kinds of computer equipment, such as PCs, printers, keyboards, software, photocopiers, fax machines and typewriters. Any surplus or secondhand equipment would be greatly appreciated.

Anes Ceric, Birmingham Bosnia-Herzegovina

Community Association, Room 6, Friends Institute, 220 Moseley Road, Birmingham B12 0DG

Difficult demos

I am an inexperienced computer user, but I was curious to see what was on the CD on *What PC?*'s March cover. Hence I loaded Fractal Design's Painter 3 because it said something about 'Demo' on it. That couldn't do any harm – it would obviously just demonstrate something.

When I clicked on the Help index it said 'unable to open help file', and advised me that I needed 'Video for Windows'! No attempt to explain

March competition winners

Many congratulations to Mr P Wigglesworth of Bradford who wins the first prize in our March competition, a Brother Solo all-in-one multimedia PC.

Congratulations also to our ten runners-up who will each receive a copy of Microsoft's multimedia encyclopaedia, Encarta 96. They are: Andrew Gallagher of Cardiff; Ralph Footring of Derby; Mr I Wriglesworth of Darlington, County Durham; Mrs C M Holt of Manchester; Stewart Gibson of Glasgow; Mr R J Ross of Barnet, Herts; P R Davis of Merseyside; Harold Rider of Southport; P L Sergeant of Plymouth; and J F Taylor of Northallerton, North Yorkshire.

what that was. If I needed it, why was it not supplied? If it's something which most people would already have, should it not be mentioned and explained before one installs 10Mb of heaven knows what?

Why don't programs come with the means of uninstalling themselves? (I think Visio does, for instance). Why not explain properly what is on the CD? I have no means of using this program or getting rid of it. Why do computer magazines constantly make assumptions that one knows things which there is no reason that one should know?

But wait! Here is a help number in the Readme file! 800-something...! Great! Next time I am in the USA I must call them. I sympathise with the sentiments of Simon G Boothroyd (March's letters page) in getting games to run. I notice that you have a Getting Started section in your magazine. You could have added to that: 'Don't load anything off the CD attached to this or any other magazine – you won't know what to do with it and you won't be able to get rid of it. Use it as a beer mat if you must.' Sound advice?

S E Coles, via Compuserve

You can also write to us via e-mail at:
whatpc@cix.compulink.co.uk
70007.5417@compuserve.com

Please note that, from the July issue, letters received by e-mail will be printed with the sender's e-mail address, unless we are specifically instructed otherwise.