

Windows laptops & PCs | Easy | 2 min read

Mouse pointer frozen or jumping, and the keyboard typing the wrong symbols

Two common irritations have simple fixes: a mouse pointer that freezes or jumps about, and a keyboard where the @ and quote marks swap or the pound sign turns into a hash. The second is almost always the keyboard layout set to US instead of UK.

Pointer frozen or jumping

1. Press the **Windows key** and see if the Start menu opens. If it does, Windows is fine and the mouse is the problem.
2. Wireless mouse: replace the batteries, switch it off and on, and check it is not out of range.
3. Plug the receiver or cable into a different USB port, directly on the PC rather than a hub.
4. Clean the underside of the mouse and use it on a plain, non-shiny surface.
5. Laptop: a touchpad can jump if your palm brushes it while typing. Look under **Settings, Bluetooth & devices, Touchpad** (Windows 10: **Devices, Touchpad**) and lower the sensitivity. There is also a function key, often **F6** or **F9**, which switches the touchpad on and off.

To adjust the pointer speed, open **Settings, Bluetooth & devices, Mouse** (Windows 10: **Devices, Mouse**).

Wrong symbols when you type

Your keyboard layout is probably set to **ENG US**. You can see it at the bottom right of the screen, near the clock.

1. Windows 11: open **Settings, Time & language, Language & region**.
2. Windows 10: open **Settings, Time & Language, Language**.
3. Click the three dots beside **English (United Kingdom)** and choose **Language options** (Windows 10: select the language, then **Options**).
4. Under **Keyboards**, click **Add a keyboard** and choose **United Kingdom**.
5. Remove **US** by selecting it and choosing **Remove**.

To swap quickly, press **Windows key + Spacebar**. Windows may also have switched by accident when you pressed **Alt + Shift**.

When to get more help

Get in touch if the pointer still jumps with a different mouse, if keys type the wrong letters even after changing the layout, or if the laptop keyboard is not working at all. Please tell us the make and model.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.