ComputerFAQs
weekly

Answers to **F**requently **A**sked **Q**uestions *in the world of computers*

Issue #14

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Greetings, and welcome to another issue of *ComputerFAQs Weekly*, the only free publication sent to your fax machine devoted to helping you get the most from your computer.

Last week we received complaints from a lot of our valued readers saying that their copies of *ComputerFAQs Weekly* were badly distorted and stretched out over two pieces of paper. We've made some adjustments to our fax software, and hope that the problem has been fixed. If you are still receiving elongated copies of the newsletter, please give us a call at 716-668-5788 and we'll do what we can to fix it. Thanks to everyone who called and faxed in with that bit of information.

Another comment we hear quite a lot is that our fax number is always busy, and it's difficult to send a fax through. We apologize for the inconvenience, and next month will be adding another line dedicated to *ComputerFAQs Weekly*. Right now, we share our fax line with our BBS (716-656-2054), and between faxing out the newsletter and serving our online users, it can be quite difficult to get through. We ask that you keep on trying, or please call our voice line at 716-668-5788 and leave us a message. We'll call you right back. You can also call us toll-free from anywhere in the US at 1-800-283-2255. Leave the operator PIN# 20996 and, again, we'll get back to you in just a few short minutes.

Thanks for reading *ComputerFAQs Weekly*, and if you have any questions or comments, please feel free to call. We love hearing from our readers!
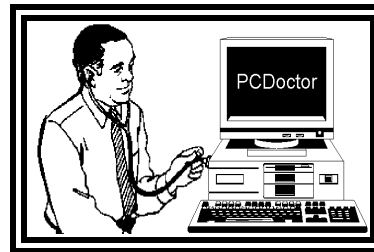
Q: Help! My computer is no longer keeping track of the time properly. Every time I start it, it asks me for the date and time. This is very annoying. What can I do? - *Richard P., Lancaster NY*

A: Most computers have a battery built into them that keeps track of the time. This is called a CMOS (Complementary Metal-Oxide Semiconductor) battery. CMOS batteries generally last several years, but when they die your system's internal clock may be reset each time you turn it off. This is especially true with older PCs - some of which may even use normal AA or AAA batteries to power the CMOS RAM. Your PC vendor should be able to replace the CMOS battery in your computer. For more assistance, call our HelpDesk at 1-800-283-2255 #20996.

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Q: I recently downloaded a file from America Online. It is named "MWIN95.ZIP" and it will not run on my computer. Can you help? - *Mark F., Buffalo NY*

A: Files that have a ".ZIP" extension cannot directly run on your computer. A ZIP file is an archive containing many other files which are compressed "inside" of it.

In order to uncompress the ZIP file, you need the program PKUNZIP which comes from PKWare, Inc. This program is Shareware (meaning you can try it for free, and pay later if you want to keep using it) and can be found on most online services and BBSes. You can download it free from our BBS at 716-656-2054.

Once you have PKUNZIP, copy it to your hard drive, and then uncompress your ZIP file by typing **PKUNZIP filename.zip**. This should extract all of the files which are inside the ZIP archive. If you need advanced help with PKUNZIP, read the program's documentation, or call our HelpDesk toll-free at 1-800-283-2255 #20996.

PREVENT SYSTEM PROBLEMS WITH *PCDoctor*. You shouldn't wait until you get sick to see your doctor. For the best physical health, you should maintain regularly scheduled appointments with your physician. Like you, your computer needs proper professional care and attention. Protect your investment, and your business, by calling *PCDoctor*. We are professionals in preventative computer maintenance. We'll run a full battery of computer diagnostics, fine tune your hard drive, optimize your memory, and clean your PC. Don't wait until your system crashes to call for help. Prevent system problems with *PCDoctor*. We'll come right to your home or office (after business hours, if you prefer) to keep your computers in perfect health. Call *PCDoctor* now at **716-668-0838** for more information, and receive our *free* brochure with 10 tips on how you can keep your machine running smoothly. Call before August 15th, 1995 to make an appointment with *PCDoctor* and receive your next PC maintenance for only $99.00 (a $30 savings!). Call now: **668-0838.**