

Issue #19

September 18, 1995

Welcome to another inspiring issue of *ComputerFAQs Weekly*! We are the only place you can find technical support and help with your computers *absolutely free*! Who takes care of you? **We do!**

This week, we're proud to announce our new voicemail and faxback service. Now you can call and retrieve back issues of *ComputerFAQs Weekly* or any of our product literature, 24-hours a day using your touch-tone phone or fax machine. For details, see the note at the end of this issue, or call us. Interested in setting up a voicemail or faxback service for your business? We can help. We have complete systems as low as **\$149** that you can use in place of your existing fax machine. Request document **6#** from our faxback.

Q: I recently installed some new software into Windows. It put itself in my StartUp folder, and now it runs every time I load Windows. The problem is, it's locking up my computer! How can I remove it without having to re-install Windows? > *Clayton S., Elma NY*

A: The easiest way to remove the program, Clayton, is to take it out of your StartUp folder and delete it from your system. You can bypass the StartUp folder when running Windows by holding down the left SHIFT key when Windows is starting. Then, simply open the StartUp folder, select the icon, and delete it. Hope this works. If not, remember you can call us at any time for free technical support!

Call the *ComputerFAQs Weekly* **Tip Of The Week** at 668-5788 extension **TIP#** (847#). Listen to expert computer advice. Also, leave your tip and you may be chosen to win one of several prizes!

CONTEST: As we mentioned in our last issue, we're giving away a free 10-hour on-site PC service contract (a \$450 value!) All you have to do to enter is call 668-5788 extension **115#**. No obligation!

Q: My 486 has eight memory slots, and currently has 4 MB of RAM in it (four 1 MB SIMMs). I just purchased one 4 MB SIMM and installed it, but it doesn't work. What's wrong? > *Roy J., Buffalo NY*

A: Most machines have multiple SIMM slots which are arranged into "banks." You must fill one bank with similar memory. For example, in your machine you probably have two banks. Each bank holds four SIMMs. If you want to add 4 MB of additional memory to your machine, you'll need four 1 MB SIMMs. You cannot add just one more memory chip. Looks like you'll have to return that SIMM.

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Q: Here's a good one for you! I have a 14" SVGA monitor at home, and another at work. For a few weeks now, my home monitor has had this weird green aura on part of the screen. Having tried everything, I swapped it with the monitor from my office. Now, the monitor I used to have at home is fine, and the one I brought from the office has the strange green aura! What could it be? The computers themselves are *identical* except the one at home has a multimedia kit (CD-ROM, sound card, and speakers). > *Chas T., Williamsville NY*

A: You solved your own problem. The green aura is most likely a magnetic disturbance caused by your multimedia speakers. Move the speakers away from the monitor, and the problem should vanish!

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