

Issue #21

October 16, 1995

Welcome to another issue of *ComputerFAQs Weekly*. We're pleased to announce that we'll be at the **Buffalo Computer & Business Show**. We'll have a booth, and would like to meet each and every one of you. The Show is in the Convention Center on October 24, 25, and 26. If you would like free tickets, please call us and we'll be happy to fax a few over to you! Otherwise, see you at the show! We'll also be at the Rochester show, if you would like tickets for that, just call.

Based on the volume of calls we have been receiving for our free technical support department, we have added a new box to our voicemail system to deal specifically with technical support. When you call our 716-668-0838 number, if you get the voicemail system, dial extension 3# and leave your name and number. One of our technical support specialists will return your call within 24 hours. Since we're now receiving upwards of 50 calls per day for technical support, we apologize that we can't get to everyone immediately, but we *do care, and want to help you!*

On a different note, we sincerely apologize to those of you who received two or more copies of issue 20. We had a small problem. We accidentally queued up two copies of the same batch. Of course, it was human error - our computers are not to blame! (Actually, I take full responsibility for it, so if you'd like to call and chew someone out, I'm at extension 101#. Ha ha ha.)

Finally, we have added a new feature to our fax server. We can now address your copy of *ComputerFAQs Weekly* directly to you. So, if you're in a large organization and you want to make sure your copy gets to you, give us a call and we'll have your name placed at the top of the fax banner.

Q: Do I really need a 6-speed CD-ROM drive, or is this just another way for the computer industry to separate me from my money? I currently have a 2-speed (double-speed) drive, and would like to know if there is a lot to gain by upgrading. > *Joe, Depew NY*

A: Well, to be honest, 6-speed (or even 4-speed) drives are faster. There's no doubt about it. It is our philosophy at Amicron, however, not to sell our customers more than they need. We don't really think that even quad-speed drives are *necessary* for the average business or home user. Yes, you will notice an increase in *thruput* (the amount of information transferred per second), but that only makes a difference if you're transferring large amounts of data. They're great for games and multimedia applications, but most businesses applications that are just transferring numbers and words won't be greatly enhanced. Also, most CDS are still optimized for double-speed drives. It will be a long while before 6-speed drives are the norm. Our advice: wait 6 to 12 more months before upgrading. Prices will come down.

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people you can trust for all of your computer hardware and service. For a custom quote, call us at 716-668-0838.

Q: I'm considering upgrading my computer. What is more important, more memory or a faster processor? I currently have a 386 SX/16 with 4 MB of RAM. > *William, Buffalo NY*

A: In your particular instance, William, it's better for you to replace your processor with a 486 chip. We recommend a DX2/80 processor for your system. Make sure, however, that your motherboard will support one (call your vendor). For most people who already have a 486 machine, however, it is usually better to add more RAM. If, for example, you have a 486 DX/33 with 4 MB of RAM, you would notice more of a performance increase by moving up to 8 or 16 MB of RAM than you would by simply upgrading to a DX2/80 processor. A lot also depends on what kinds of applications you're running. Windows applications love memory. DOS applications generally run better with a faster processor. If you would like our recommendation for your individual systems, call us!

We are **PC AND NETWORK SERVICE SPECIALISTS**. Call us for more information on how we can make your business computers and network more efficient and productive. 716-668-0838.

Q: My printer won't print! I send print jobs down, but nothing comes out of my printer. Can you help? > *Joanne, Buffalo NY*

A: There are a few things to try if you're having problems printing from Windows. First, make sure that your connections are all secure. Check the printer cable on both ends to make sure it hasn't come loose. Second, make sure your printer is "on-line." There should be some kind of status indicator on your printer to show whether it's online or not. Thirdly, open up your Print Manager and make sure your printer isn't paused. If it is, just select "resume printer" from the printer menu item. Fourth, check to make sure you have paper and other consumable supplies like toner. Finally, if none of this seems to work, reboot your machine. A lot of problems mysteriously disappear with a simple shut-down and reboot.

ADVERTISE YOUR BUSINESS FREE in our *Business Resource Guide Monthly* coming out at the end of the month. For details, please call us at 716-668-0838 extension 2746#.

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