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It's hard to believe that it's been almost a month since we put together the last issue of *ComputerFAQs Weekly,* but November just blew by so quickly! We apologize to all of our faithful readers who called and complained. "Hey! I didn't get my newsletter this week," was heard on our voicemail system several times. We appreciate the fact that so many of you care. We'll try not to let it happen again...

Q: Some of my associates are able to send Email to each other through the Internet using Microsoft Mail and their in-house company networks. How can I do this from my company's network? > *Thomas, Buffalo NY*

A: Thomas, some larger companies have what are known as Internet gateways for their in-house local area networks. With these gateways, employees can send mail to each other over the Internet, or any other online services through which your company has contracted. Consult your network administrator for more information on what kinds of services are available to you. Chances are, however, that your in-house network may not have any gateways, and you'll have to get your own personal Internet connection through a service provider.

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Q: How do I find OJ Simpson on the Internet? > *Don, Buffalo NY*

A: Slash, backslash, escape. *(We found this joke in such poor taste that we just had to use it. No offense is intended - Editor).*

Q: I am getting an error message that says, "not enough drive letters," when my system boots. What can I do to fix it?

A: This error is caused because some device driver is trying to install another drive, yet DOS is out of drive letters. To fix this, simply go into your CONFIG.SYS file, and make sure you have the line "LASTDRIVE=Z" listed. If not, add it close to the top of the file. This will give DOS up to 26 drive letters to utilize.

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Q: I deleted some files on my hard drive (by accident) that I need to get back, but Undelete says BAD COMMAND OR FILENAME. What can I do? I absolutely *must* have these files back now!

A: There could be several reasons why Undelete isn't working. First, of all, check to make sure you have a version of DOS that has Undelete in it (if you have an older version, like 3.3, you will not have Undelete). Secondly, check to make sure that your DOS directory is in your search path, i.e. type "PATH" at a DOS prompt. Make sure that the directory that has UNDELETE.EXE in it (usually your DOS directory) is listed. If not, add it to the PATH= statement in your AUTOEXEC.BAT and reboot. If you don't have Undelete available, you will need a third-party undelete utility. We recommend The Norton Utilities. As always, if you cannot figure out what's going on, give us a call. We are always glad to help out.

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Q: Exactly how do these voicemail modems work, and would it be a worthwhile investment for my business? > *Marc W., Amherst NY*

A: Basically, a voicemail modem is a normal modem that has extra capabilities to handle analog voice signals. People can record messages over the phone, and you can play them back through your PC speakers or your phone. Most systems, like the one we use, allow for nearly an unlimited number of mailboxes, fax-on-demand, and many other features. To answer your second question, that all depends on the nature of your business, and the quantity of calls that you receive. We use ours for special promotions and for different departments and employees in our organization. We also have a fax-back system running, from which anyone can request back-issues of this newsletter or product literature, 24-hours a day. If you receive lots of calls every day, a voicemail system could certainly help to alleviate some of those calls, and if you already have a fax machine, you can use that line for your voicemail system and it can answer your faxes too. If you'd like more information, give us a call. We have complete voicemail systems starting at only $89, and we'd be more than happy to explain them to you in greater detail.

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