

Issue #25

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Ah, the joys of winter. So how many fellow Western New Yorkers were completely snowed in this past weekend? We received over 3 feet of snow in our area (Depew). Let's hope that this is the last of the snow for at least a couple of weeks, but if it isn't, you can always curl up to a fire and read back issues of *ComputerFAQs Weekly*. We have issues #7 through #24 now available on our fax-back service. All you have to do is call 716-668-0838 and select extension 8#. Then, select the issues you would like sent to you. It's real easy! And remember, if you ever have any problems with your computers or network, you can always give us a call. We're glad to help you out.

Q: When I turn my computer on, it makes a funny grinding noise. Is this normal? If not, what do I have to do to get it fixed? > *Mary Ann T., Tonawanda NY*

A: Mary Ann, generally when most computers start up, all of the disk drives (including the hard drive) go through a "spin up" cycle. The system will basically ask, "are you there?" to each of your drives, causing them to make a short noise. If the noise goes right away, that's probably all it is. If the noise persists, however, or comes on at times other than the boot-up, you may have a problem. Most strange noises are caused by faulty fans, and are relatively inexpensive to replace. Of course, if you're still concerned, give us a call and we can send a technical support specialist to take a look at it for you.

CFW ALERT: We have been receiving complaints from many people that their copies of *ComputerFAQs Weekly* are being stolen from the fax machine! If this copy of *CFW* is addressed to someone other than yourself, **please** see that the addressee receives a copy before you pilfer it for your own greedy purposes! [Ha ha ha]

TIP: You can have Windows applications start minimized by holding down the Shift key while double-clicking on them. You can also select "run minimized" from the program's properties.



Amicron Technology Services can provide your company with the continuing technical support your company needs. Whether you are having a one-time problem with one of your office computers, or need a service contract for your entire network, give us a call. We have certified technicians available to help you. 716-668-0838.

TIP: Like you, your computer needs regular, professional care. Contact one of our preventative maintenance specialists at 668-0838.

Don't wait until there is a problem to have your PC serviced.

Q: A couple of days ago, I tried to log on to a local BBS. Generally I use [an online service], but I found a list of some local computer BBSes on the Internet, and decided to give them a try. Every single BBS that I logged onto, however, looked strange. While I could read some of the text coming across the screen, I kept getting a lot of weird characters that looked like "[14;20H3" and so on. Can you help? > *Joe T., Hamburg NY*

A: Joe, what you're receiving are called ANSI graphics characters. In order to make text-based BBSes more attractive, system operators (sysops) will use codes called ANSI graphics to display colors, pictures, etc. To view these graphics, you have to have the line "DEVICE=ANSI.SYS" in your CONFIG.SYS. You also have to make sure that your terminal program is running in ANSI emulation mode. With these two items set properly, you should be able to log on and view these BBSes just fine. If you have any more problems, you can give our telecommunications specialists a call at 668-0838.

CUSTOM SOFTWARE designed for your business needs. We can develop software specific to your requirements for less than some off-the-shelf products. Call for a free estimate. 716-668-0838. What good is software if it doesn't do what *you* need it to do?

Q: Following the advice of a friend, I recently took my computer apart to clean it. Now, however, when I turn it on, it tells me "hard disk error." What happened? > *Cynthia W., Kenmore NY*

A: That all depends on what you did! Most likely, you accidentally hit the data cable that connects your hard drive with your controller card or motherboard. It looks like a grey wire about 2 inches wide. Take a look and make sure it's firmly connected. Also, check the power cable (a red, black, and yellow bundle of 4 cables on a connector) and make sure that's also firmly in place. Opening up your case can be a dangerous partaking. It's generally best to leave that to someone who has experience with computers. If you must, however, make sure to discharge any static there may be on your body. Static electricity can *destroy* memory chips and other expensive components in your computer! Call us if you need more help. 668-0838.

Yes, we **SELL COMPUTERS** too. Our primary business is service and custom programming, but we do sell computers. Now, we're not the cheapest - so if you're looking for *Bargain Joe's Computer Wholesale Outlet*, you can go elsewhere. But if you're looking for quality components and a company that will stand behind its product with *excellent* service, then you can give us a call. 668-0838.

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