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Welcome to a new volume of *ComputerFAQs Weekly*. As we welcome in the new year, we'd like to ask everyone to please give us a call if you would like to continue to receive *CFW* on a weekly basis. Our distribution is over 7,000 and growing, and we'd like to make sure that everyone who is getting the newsletter *wants* to receive it. Thank you, and we're looking forward to serving you in 1996. As always, if you need computer products or services, we're the ones to call.

Q: I'm using Windows 95. Some of my important files were deleted by accident, and I already emptied my Recycle Bin. Is there any way to get those files back? > *Jim B., Williamsville NY*

A: Sorry, Jim. Dropping something on the Recycle Bin is the DOS equivalent to DEleting something. When you empty the Bin, Windows 95 securely deletes the files in it. They're gone forever, and there is no way to Undelete them.

CFW ALERT: Be careful of those disks you get from online service providers, especially *CompuServe*. They sometimes use a gummed substance to stick the diskette inside the cardboard mailer. We have had two calls in the past few weeks from people who have inserted disks in their computers with this sticky gum on them. This substance can easily jam a floppy drive, and in one case the caller had to replace his drive completely. Make sure you remove any sticky glue or gum from the back of the diskette before you put it in your computer!

Editor's Note: If you are considering using an online service, call us. We offer unlimited, uncensored Internet access for a flat monthly fee. Online services such as CompuServe and America Online charge you a monthly fee, but they also charge you by the hour. Don't get ripped off! Call 716-668-0838 for more information on our Internet service. Don't throw out all those disks you get in the mail, however. They make *great* blanks! Online services supply all our blanks. Ha ha ha.

Q: One of the applications we're running in my office was written specifically for our industry, and it's a DOS-based application. I also like to run Microsoft Office and WordPerfect, but I cannot get [my industry application] to run under Windows. Can you give me some help on how to get it to work? > *Alan I., Tonawanda NY*

A: Some DOS programs simply will not run under Windows. What we recommend you do is to call your application's manufacturer and get what is called a PIF (program information file) for your program. It's basically a file that tells Windows what kinds of settings to use with your program. Normally, however, if a program won't run under a DOS window, it probably won't run very well under Windows even with a PIF. If your vendor doesn't have a PIF available, give us a call and we'll try to help you through it. Designing PIFs is a little too lengthy to go into here, but it's not that difficult.

Are you **SCARED** of your computer? If so, you're not alone. We hear it from a lot of our clients. "I'm so scared to touch the thing because I don't want to break it, or mess anything up." If this sounds like one of your concerns, you can benefit from our *Personal Computer Basics* course. It's a 2-hour course covering DOS, Windows, proper PC maintenance and troubleshooting. The cost of the course is \$120, and includes up to 3 people in your home or office. Don't let computers boss you around. Make them work for *you*. Maximize your productivity by getting the most from your computers. Call 716-668-0838 for more information on our personal or group PC training.

Q: My mouse doesn't seem to work under DOS, but it works just fine in Windows. What's wrong? > *Michael R., Depew NY*

A: You need to install a DOS mouse driver. Windows takes care of the mouse on it's own, but you have to install a program called a "driver" to help DOS know how to deal with a mouse. Check your DOS manual for more information. It's basically involves adding a line similar to "DEVICE=MOUSE.COM" to your CONFIG.SYS file.

Learn how we can serve your business. Call now for your free copy of our **1996 COMPUTER SOLUTIONS CATALOG**. It's filled with information on our complete line of computer hardware, software, and services. There is no obligation. Call 716-668-0838 ext 1 today.

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Last week's **SURVEY QUESTION:** "What word processor, or office suite does your company use?" Results as of 1/6/96 with 1057 responses: WordPerfect 58%, Microsoft Word 35%, WordPro (AmiPro) 6%, Other 1%. Most offices used WP for DOS!

THIS WEEK'S question: "*Do you plan on upgrading your office computers to Windows 95 this year?*" Fax your survey answer back to us at 716-668-0838. All entries received by 1/21/96 will be entered into a drawing to receive a free on-site preventative maintenance service package from PCDoctor and Amicron

Technology Services.