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For those of you who have been with us for a while, you'll remember a couple of months ago when we said we were going to have a *user group meeting* as soon as we found a good location. Well, we've finally found an excellent location. We're going to have our first **Amicron User Group Meeting** on February 29th (leap day) starting at 7:00 pm. It's going to be held at the *Common Grounds Internet Cafe* which is on Millersport Hwy just north of the 290. This will give us a chance to finally meet a lot of you, and to get together to discuss computer and business issues, as well as partake of the *Cafe's* excellent coffee bar. In addition, for those of you who are curious about the Internet, the *Cafe* has terminals where you can log on to check it out. We will also be demonstrating the newest version of our *Small Business Database*. It will be entertaining and informative. Mark your calendar for February 29th. If you need more information, or would like directions to the *Cafe*, call our faxback service at 716-668-0838 and request document 701#, or call the *Cafe* at 688-2233.

Q: How do I completely delete a Windows application from my system? I've removed the icon, but my computer still says the hard drive is full. > *Michael S., Williamsville NY*

A: The icons on your screen are only a graphical representation of what's on your hard drive. Deleting an icon does not delete the program files that the application has installed to your hard drive. To do this, you must first know what directory the program created. With the application icon highlighted, click on File and then Properties to see information on the program. Note what is listed next to "Working Directory." This is usually the directory that the application has created and is working out of. You will have to go to the File Manager (or DOS) and delete this directory. From the File Manager, simply click on the directory you wish to delete, and press the delete key on your keyboard. Make sure this isn't a directory in use by some other application (like your Windows or DOS directory!) From DOS, use the DELTREE command to delete the directory. Need more help? Call our technical support hotline at 668-0838 ext 3#. > *rdr*

TIP: Before purchasing a new computer or software package, call the vendor's technical support (*not sales*) number, and see what kind of response you get. If you have to wait on hold for 30 minutes on some long distance line, take that into consideration before buying.

Q: I am using Microsoft Word 6.0 and need to import WordPerfect 6.1 documents. Word tells me that the files are not WordPerfect files, yet they load fine under WordPerfect. > *Paula, Buffalo NY*

A: Unfortunately, Paula, Microsoft Word 6.0a (the newest Windows 3.1 version) will not directly read WordPerfect 6.1 documents. You have two alternatives. First, you can go into WordPerfect and export your document either an older version WordPerfect file (5.2 or 5.1) or export it as a Word 2.0 document. The other alternative is to call Microsoft and request a copy of their WPCNV utility which will allow Word to directly read WordPerfect 6.1 documents. The file is also available online at Microsoft's FTP site on the Internet. > *rdr. And of course, if you're looking for Internet access give us a call.*

Need a little extra help with your computers? That's why we started the **Business Computer Partnership** program. Once a month, one of our service technicians will come to your home or office, perform some diagnostics and maintenance on your computer, optimize your system, and sit down with you to answer any PC-related questions you may have. Interested in hearing more? Call us at 716-668-0838 for more information. We're here to help *your* business. Request document 915# from our faxback service.

Q: My modem doesn't work. The lights flash, I can hear it dialing, and my vendor has tested it and says it's fine, but it won't connect! All I get is a dial tone. > *James N., East Aurora NY*

A: Since you are getting a dial tone, and your modem is dialing, but nothing is happening, check to make sure you have touch-tone service with the phone company. If you don't you'll have to replace the "ATDT" with "ATDP" in your modem's dial string to dial with pulse signals instead of tones. Also, if you're on a company PBX phone system, you may have to put a "9," in front of the phone number to get an outside line. Hope this helps. > *mpr*

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If Microsoft made cars, your vehicle would just die at random and for some reason people would just accept this. Also, all of the lights on your dashboard would be replaced with one General Car Fault.