

Volume 2, Number 7, Issue #33

May 20, 1996

Happy birthday to us! Welcome to our first anniversary issue. As of this month, *ComputerFAQs Weekly* has been in publication for twelve whole months. We have been very pleased to provide all of you with our free and informative publication, and look forward to many additional years of service. And of course, if there is any way in which we can help your company with its computing needs, please call.

Q: For some reason, my monitor at work gives me an awful headache. After working with it for only a few hours, my vision becomes blurred, and I have to rest. However, my newer monitor at home is fine. I can work for hours on end without problems. Do you think I have a bad monitor at work? > *Terri R., Cheektowaga NY*

A: Terri, it may be that your monitor is starting to go, but I would recommend to first check a few of its specifications. It may be that you have an older "interlaced" monitor. These monitors may produce a slight flicker because they draw on the screen by skipping every other screen line, then going back to fill in the missing information (i.e. they first draw the odd screen lines, and then the even). Non-interlaced monitors draw the whole screen line by line, which causes less flicker. In addition, you may want to check the resolution, or "dot-pitch" of your monitor. The dot-pitch is how close together the tiny dots of color on your screen are. The smaller the dot-pitch, the better the resolution. Newer monitors have dot-pitches of .28 or better. Older monitors (.39 dp or worse) can cause eye strain because the picture is less clear or fuzzy. Of course, you should check with your eye doctor if your problems persist. > *Rick*

TIP: You know those screws in the back of your case where you plug all of your cables in? Here's a tip for you: to make both your life and the life of your computer technician a little easier, *don't* screw your cables in too tight! When you plug your cable in, turn the screw one or two quick rotations, but not too much. This can cause damage to your screws and cables. Also, don't make your exterior case screws too tight. Computers aren't automobiles. Tight does not make right. You don't have to tighten case screws until they bleed. Just make sure they're snug and nothing is going to fall apart. > *Don*

Q: For some reason, my modem won't work. We've tried a bunch of different commands, but nothing seems to help. > *Linda Z., Buffalo*

A: Linda, most problems, believe it or not, can be fixed by simply turning off the computer and turning it back on, especially when you're dealing with a peripheral like a modem that must actually be powered down. Give it a try next time before troubleshooting. > *Rick*

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You might not need help now, but you will. Eventually, you will have a problem or question regarding your computer or software.

We would like for you to think of us when this time comes. We have put together a special **Technical Support First-Aid Kit** that we would like you to have... *free*. It includes just about everything you need to know when you have a problem with your computer including a checklist of common problems and their solutions, our list of the top ten frequently asked computer questions, a sheet containing the technical support phone numbers for most of the major vendors in the computer industry, and our informative report on PC preventative maintenance. Call before June 15th, and we'll ship you a copy of the Technical Support First-Aid Kit, *absolutely free*. 716-668-0838 ext 243.

Q: Why is it that when my computer boots, it says, "non-system disk or disk error." > *Joyce, Lackawanna NY*

A: Take the floppy disk out of your drive. If there is no floppy in your drive, you could have a more serious hard drive problem. Check your hard drive cables and connections. Try possibly reloading DOS from your diskettes. You may have to reformat your drive, but this is a last resort. This is one of those issues that could be anything, and you may want to call us for some free help. > *Don*

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Our monthly user group, normally scheduled for the last Wednesday of each month, at the Common Grounds Internet Cafe, will *not* be held this month. Please call or watch for future dates and times.

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