We would like to welcome you to the newest edition of *ComputerFAQs*. As you can see, we've changed the name from *ComputerFAQs Weekly*. In all honesty, with over 14,000 businesses receiving our newsletter now, it's impossible for us to get out one issue every week. Therefore, we thought it was best to change the name. Also, please note our new phone and fax numbers. We've just recently moved to a new office location in Amherst (near Millersport and Sheridan) and will now be offering carry-in service as well. If you would like directions to our new office, please call.

Q: My mouse isn't working. What can I do? > *Bill, Kenmore NY*

A: Bill, it's tough to tell what's wrong with so little information, but we get a *lot* of calls about dead mice, so we'll go through a few of the most common problems. First of all, if you can see some kind of movement, but the mouse works intermittently, you may just need to clean (or replace) it. Open up the underside and pull out the little ball. Clean it good with an alcohol wipe. Look inside at the cylindrical rollers. They may have dust or other junk stuck to them, Take a small screwdriver and scrape it off. This may take you a while, but if you do a good job, you can greatly improve your mouse's performance. Now, if your mouse isn't working at all, you probably have a driver problem, or a hardware problem. Your mouse needs a "driver" to allow it to talk to the rest of your computer. If you're using Windows, you have to load a Windows-based mouse driver. If you're using DOS, you need a DOS driver. Consult the documentation that came with your mouse for what kind of driver you need. There are some standard Windows drivers that you can try, as well. If you need additional help, please call our HelpDesk at 716-837-4685. > *Don*

PC UPGRADE SPECIALS FOR AUGUST:

Running out of hard drive space? Add a 1.2 GB (1200 MB) hard drive to your system for only $219. Includes free delivery and installation, and replacement of your existing hard drive with a new unformatted 1.2 GB hard drive. *ALSO: Turn your old 386 or 486 into a blazing fast 6x86 for only $399.* Includes replacement of old motherboard and processor with a Pentium-class Triton motherboard and a Cyrix **6x86** processor, and pickup and delivery of your system from your office. Call for details. Specials end August 31st, 1996.

Q: We have a standard company desktop setting for our Windows environments (colors, icons, wallpaper, etc.), and I would like to be able to prevent the other people in my office from modifying this. What can I do? > *Sheryl, Boston NY*

A: It can be a little complicated, but it can be done. What you have to do is edit your PROGMAN.INI file in your Windows directory. At the bottom, add a [restrictions] group, and make the first line

"EditLevel=1" which will prevent users from creating, deleting, or renaming groups. In addition, the New, Move, Copy, and Delete commands will be unavailable if they try to choose them. Make the next line read "NoSaveSettings=1" which will disable the "Save Settings On Exit" feature. This way, even if they change the desktop settings, they will be restored to their originals when Windows restarts. Hope this helps. If you have questions, please call. > *Rick*

EXECUTIVE TRAINING CENTER - NOW ENROLLING

We are now accepting enrollment for our new *Executive Training Center* which opens September 2nd, 1996. We will be offering beginner, intermediate, and advanced classes in WordPerfect, Microsoft Word, Excel, and Access, as well as Introduction To PCs, MS-DOS, Windows, Networking With Workgroups, PowerPoint, Typing/Keyboarding (for adults and our special "KeyKids" classes for children to learn about computers), Computer Programming in C and BASIC, MS Publisher, CorelDraw, WinFax, WordPerfect For DOS (for all of you who still have it), QuattroPro, Quicken, and more. Also, we will be having *free* Computer Buyers Seminars for people who are interested in buying a new computer for their office, and need to know what to look for. **Call now for your free copy of our September Training Schedule.** 716-837-4685. After all, what good is your computer if you don't know how to use it properly. Maximize your productivity with professional computer training from Amicron Technology Services.

FREE kittens to a home with children. Please call 716-837-4685.

MAKE PLANS TO ATTEND the **1996 Buffalo Computer & Business Show** this October 16th & 17th at the Buffalo Convention Center. If you would like complimentary tickets to the show, please call us at 716-837-4685. We hope to see you there.

Please call for free back issues. *Problems?* If you would like to be removed from our fax list, or would like *CF* sent during business hours only, please call.

PLEASE NOTE
As of 8/12/96 our new phone number will be
716-837-4685
and our new fax number will be
716-833-6724