400 MHz processors, newly released from Intel, are on the cover page of just about every computer magazine I've seen so far this month. Do you need a new 400 MHz system? Probably not. Most businesses run *more* than adequately on machines half as fast. Additionally, in most cases, you will notice more of a speed increase by upgrading your memory (RAM) than your processor speed. Interested in learning more about upgrading your computer? Give us a call and request document **805117.** We'll send you over our free Guide to Upgrading Your Computer. Also in the news this month, we're looking at possibly moving our office again this fall - so if you know of any good locations, let us know. And don't forget to call and request your tickets to **ComTech** (formerly the Buffalo Computer & Business Show) coming up this Fall.

Q: I heard recently that some of Microsoft's applications are *not* year-2000 compliant. Do you know which ones? > *Allen, Buffalo NY*

A: There are two big applications that are not y2k compliant: Microsoft Access 2.0 and Word 5.0 for DOS. These are both very old applications, and if you're using them, you will probably have some problems come 1/1/2000. If you have a database that is written in Microsoft Access 2.0, give us a call - we can convert it to Access 97 for you which *is* y2k compliant. There are some other programs which have some *minor* y2k issues which will most likely have patches available for them before the millennium is upon us. You can find the complete listing of problems on Microsoft's web site at www.microsoft.com/year2000. >*Jason*

Q: I lost a couple of my Windows 95 desktop icons, including some programs I use daily. What can I do to try and find them?   > *Jeri, Depew NY*

A: There are many reasons why you may have lost your icons. The most common is that you have simply moved another icon on top of it. Try right-clicking on your desktop, and then click on *arrange icons*. This should clean up your desktop a little. Otherwise, you may have deleted your icons accidentally, or dragged them to the recycle bin. For help with icons (shortcuts), give us a call and request document **805118.** It will walk you through creating Windows 95 shortcuts. >*Iain*

Q: We have a serious problem. One of our employees deleted their Windows directory. Is there any way to get it back? > *Barnard, Amherst NY*

A: Restore from tape or reinstall. That's about one of the worst things that a user can do to a Windows 95 system - delete the C:\WINDOWS directory. It's easy to do, and there's really not much you can do to prevent it. Our recommendation: restore from a tape backup, or reinstall Windows. And of course make the employee do it! >*Don*

Q: I saw this window pop up when I was online saying that "tape backups fail 69% of the time, click OK to reliably backup my data." What's this? > *Chad, Blasdell NY*

A: It's an advertisement. You've got to watch these companies on the Internet now. They will pop up ads in your face and make them look like system warnings. It's an ad for some Internet backup service. And it's not that the tape backups fail - it's that people don't use them right! Request document **805119** for our guide to proper backups. And don't be fooled by those online advertisements. >*Steve.*

Q: Is there any way to figure out the difference between two dates in Excel? I want to calculate the number of hours an employee worked? > *Sarah,*

Williamsville NY

A: Sure. When you subtract your two numbers (say A3=A2-A1, where A2 and A1 are both times) you then have to right-click on cell A3 (your answer) and go into Format Cells and change A3 to a *number* data type. Then, multiply that result by 24 and there's your number of hours. If you'd like to learn more about Excel, come for a class, or call and request document **805110.** We'll show you some other interesting tips and tricks about the best spreadsheet available today. >*Rick.*

SYSTEMS

Does your office need a new computer system? We can custom-build a system to your specifications for *your needs*. For example, our **Amicron Beta** system is a P200 with 32 MB of RAM and a 2.1 GB hard drive for only **$1049**. It's all the PC power most offices will need for a good while to come. Request document **805111.**

TRAINING

You will learn more in one of our three-hour classes than in most full-day classes. Why? Because we emphasize hands-on learning in small 4-person classes. Most popular business applications, including Microsoft Windows 95, Word, Excel. Request document **805112.**

NETWORK

Interested in networking your office computers together? Need a gateway from your LAN to the Internet? Call for our *free* networking guide. Request document **805113.**

CUSTOM SOFTWARE

Have a need for a database for your business to handle a specific purpose? Can't find that special piece of software off-the-shelf? For less than the cost of many industry-specific applications, Amicron can develop a custom database for your business. Download our *free* Small Business Database from our web site at www.amicron.com. Also, request document **805114.**

SERVICE

Looking for someone to service your company's computers? We form relationships with business such as yours to service, maintain, and repair all kinds of computer hardware and software. Next- and same-business-day available. Request document **805115.**

Documents are *FREE* by fax to WNY: You can call us at 716-837-4685, fax us at 716-833-6724, email us at amicron@amicron.com, or visit our Internet web page at www.amicron.com. Be sure to leave your name, company name, phone, and fax numbers. For a *complete* listing of all available documents, or for back issues, call and request document **805116.**