

COMPUTER FAQs

Frequently Asked Questions About Computer Technology

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Fall Is Learning Season

That's right, folks. Fall is here. Kids are back to school. Colleges are back in session. Amicon is having an *outstanding* offer on computer training this month. For the entire month of October, we are giving a **10% discount** on all purchases of full-class sessions (four students) or blocks of 10 or more training credits. What does this mean? You can sign up a group of four of your employees for their own *custom* class session for as little as \$179. Additionally, if you have more than four students who need training, you can purchase a block of 10 credits for only \$495. One credit is good for one student in any of our open-enrollment classes. We have classes available in Windows, Word, Excel, Access, PowerPoint, Quickbooks, Internet, and so much more. To take advantage of this special offer, call and request document **810051**.

In case you missed it, **COMTECH 98** has come and gone. We would like to thank all of you who stopped by and visited our booth. We hope to see the rest of your next year, and if you would like to get your hands on the *Special Edition of ComputerFAQs* that we put together just for the show, call and request document **810052**. >Richard

Q: When I purchased my computer, I supposedly bought a modem that can send faxes. How does this work? I don't see anywhere to insert the paper. >Andrew, Amherst NY

A: Andrew, when you purchase a fax-modem, you have the capability to send documents that you have created on your computer – such as with your word processor. If you want to send a page that you already have printed out, you'll need to purchase a scanner to scan that image into your computer first. On a related note, Symantec just released **WinFax 9.0**, the latest upgrade to their popular fax software. It's *excellent*. Finally, they have included peer-to-peer network capabilities in WinFax. This means you can fax from any machine on your network – and you only need one PC with a fax-modem and phone line. For details, call and request document **810053**. >Don

Q: I am trying to run a tape backup, but I keep getting the error message "media not formatted." What does this mean? >Debbie, Hamburg NY

A: Debbie, this just means you need to *format* the tape you're trying to save your data on. Generally, most tapes and floppy disks you buy are already formatted at the factory. Some, however, must be formatted manually before you can save to them. If you're using a program like *Seagate Backup Exec* or some other popular backup program, click on Tools > Media > Format (or something similar). This will prepare the tape to accept data, and may take an hour or so. *Warning:* make sure there is nothing on this tape that you want to save! For a free copy of our report on how to properly run a daily tape backup, call and request document **810054**. >Steve

Q: I heard from one of my associates that there is an update available for Microsoft Office 97. Is this correct? If so, how do I get it? >Douglas, Cheektowaga NY

A: Yes, there actually have been two service releases (SR1 and SR2) released for Office 97. They fix some *serious* bugs in the software – especially some calculation errors in Microsoft Excel. We highly recommend both updates for our customers. You can obtain them from Microsoft's Web Site (www.microsoft.com). They're about 20 MB each (about 4 hours of download). You can also contact Microsoft for a copy on CD (the wait is about 4 to 6 weeks). Or, if you prefer, we can install the upgrade for you. For more information, call and request document **810055**. >Jason

Q: Can Microsoft Word's AutoSave feature be disabled? It comes up every few minutes, and I have a slow computer – which makes it annoying. >Clyde, Buffalo NY

A: We recommend you leave the AutoSave feature enabled, and just move it up to, say, 10 minutes or so. This means your work will be automatically saved every 10 minutes. If you want to disable it completely, however, just click on Tools > Options > Save Tab. Clear the check in the box that reads "Save AutoRecover info every." Again, we recommend you just set this to 10 or 15 minutes. You'll thank us if your system crashes and you lose your work! >Iain

OCTOBER PC SPECIAL

If you're looking for a computer for the office, you don't need all the latest and greatest bells & whistles. Amicon has the perfect system for your office: P300, 32 MB RAM, 2 GB Hard Drive, and priced for your budget at only **\$839** (or businesses can lease for just \$39/month). If you need a machine for presentations or graphics work, we have a P300, 64MB RAM, 6 GB Hard Drive, full multimedia, and AGP graphics for just **\$1069** (business lease for \$42/month). Best of all, you're buying from a local company that is reliable, and will be here to service your future needs. We've been in business for five years, and we have many hundreds of satisfied customers here in WNY. We won't be closing our doors any time soon – unlike some other local computer dealers. We can custom-build a computer system to meet your specifications. For details on how we can build your next PC, give us a call and request document **810056**.

COMPUTER TRAINING

Chances are, you're only using a fraction of your computer's potential. Learn how to use your PC efficiently. We have training classes in all of the following: Windows 95/98, Microsoft Word, Excel, Access, PowerPoint, Using The Internet, Web Page Design, QuickBooks, Publisher, CorelDraw, and more. We have daytime and evening classes available. We emphasize small-group, hands-on learning with a *maximum* of four students per class. Best of all, most classes are only \$59. For a schedule and more information, request document **810057**.

\$59

UPGRADE YOUR PC

Is your system running slow? We can upgrade your old 486 or Pentium machine to a *blazing fast* P-300 for as little as \$299. Interested? Give us a call and request document **810058**. You shouldn't have to *wait* for your computer.

NETWORK YOUR OFFICE

Your need: sharing your accounting data, letting others access your Word documents, using Bill's laser printer, letting Tina fax with your modem, giving *everybody* in your office access to the Internet. **The benefit:** increased productivity, less time spent struggling with computers. **The cost:** A one-time investment of only about \$70 per PC, depending on your current hardware and software configuration. Enough said? Networking is easy – if done properly by professionals the first time. Have questions? We have put together a *free* guide to office networks. We want you to have it. Call and request document **810059**.

Documents are **free** by fax to the Buffalo/WNY area. You can call us at 716-837-4685, fax us at 716-833-6724, email us at amicon@amicon.com, or visit our web site at www.amicon.com. Be sure to leave your name and fax number. For a complete listing of documents, or for back issues of this newsletter, request document **810050**. *ComputerFAQs* is copyright © 1995-1998 by Amicon Technology Services, all rights reserved. Please contact us if you are interested in any of our products or services, or if you would like your fax number removed from our database. Under no circumstances do we sell our database of fax numbers to any outside sources. Please call if we can be of any assistance. We look forward to serving you.

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