T-31 Days To Y2K (or less)

Well, we've been stressing the importance of making Year-2000 preparations for the past year now. You probably won't hear the end of it from us for quite some time now, as most Y2K problems will not surface immediately – many will creep up months from now. We've been very busy these past few months taking care of all you "last minute" planners, but late is better than never. For those of you who have still not had a Y2K check, now is the time. Don't wait until Monday, January 3rd to find out you have a problem. Call and request a copy of document **912011** to find out how you can get your systems checked out. Now, for those of you who are worried that you may have a problem, we have put together a special **Y2K Disaster Team** that will be on call starting at midnight on 1/1/2000. All of the members of this team will have pagers and cell phones ready to field calls from any customers with serious or potentially serious problems. We will have a *special pager number* available for you to reach these team members, should you need to. In order to get this special number, you have to call and request document **912012** and we'll send you instructions regarding what to do. Best of all, there is *no cost to you* to get this special pager number. You simply agree to pay for support should you need it. That's all; no strings attached. If you have any questions, please feel free to call and speak with one of our sales consultants. I would also like to take a moment to thank all of our customers for yet another productive year. Y2K means that we'll soon be celebrating **six years** in business serving WNY, and we're grateful to all of our customers for placing their trust in us. Have a safe and happy holiday season, and please remember to *drive responsibly*. I would sign off by saying that we'll see you next millenium, but that doesn't start for another year yet, so have a great new year (oh, and remember to stock up on food, cash, and gasoline just in case…) ☺ >Richard Rost, President/CEO

Speaking of sales consultants, we would like to take a moment to introduce our readers to our new **Sales & Customer Service Manager**, Christopher Mackert. We've recently sent out surveys to all of our past customers to gauge how well we're doing. One of the comments made quite often was that we can be a bit difficult to get in touch with at times. This, unfortunately, has been true. Sometimes our technicians (myself included) are so busy helping customers in the field that we don't always have the time to spend in the office, on the phones, returning calls. Christopher's main focus will be to ensure that all of our customers and prospective customers alike receive prompt attention whenever there is a sales or customer service issue in need of resolution. If you have any questions, or would just like to welcome Chris to the team, please feel free to give him a call and harass him for a while.

Q: I spend a lot of time on the Internet, however my kids also use the same computer at home as I do. Recently, my son discovered some of the "adult" sites I had visited by looking through my History folder. Is there any way I can stop him from doing this again? >*William, Amherst NY*

A: William, there are a few things you'll have to do. First, you need to clear your History folder when you're done using the PC. We'll assume you're using Internet Explorer 5.0 (if not, you should). Click on Tools > Internet Options. On the General tab, click on Clear History. This will clear your current history. If you don't want the system keeping a history at all, change the "Days to keep pages in history" setting to zero. This will prevent your son from easily finding these sites, however if he's smart (like most kids are) he may find your files in the cache buffer or Temp folder. Clearing those is a little more complicated, but request document **912013** and we'll send you a report which will walk you through it step-by-step. >*Chris*

Q: I like to use bulleted and numbered lists in Word, but I can't figure out how to change the bullets. I'd like to use check marks instead. Can you help me? >*Aaron, Lancaster NY*

A: Aaron, to change a bullet, simply right-click on it, select Bullets & Numbering from the menu that appears. Now, choose the bullet you'd like to use. There are a whole bunch of additional bullets available under the Customize button. For assistance, request document **912014**. >*Iain*

Q: Yesterday, I received a file in Email over AOL that said it had an attachment in it. It asked me if I wanted to save it and I said "yes." It saved a file called DIRECTIONS.MIM on my desktop. I can't open it, however. Can you tell me how to access this file? >*Bob, Hamburg NY*

A: Bob, the Email that you downloaded had an archived (compressed) file attached to it. In order to read that archive, you need to install a decompression utility on your system. We recommend a program called WinZip and you can download it from www.winzip.com. Once you've installed WinZip, you can double-click on your file and read it. For help, req. document **912015**. >*Rick*

TIP: Looking to extend the life of your laptop's battery? Most notebook computers come with either a NiMH (nickel metal hydride) or NiCd (nickel cadmium) battery which can build a "memory" and shorten life. To get the most from your battery, drain it completely between recharges. The best batteries to get are lithium ion. Request document **912016** for a more info.

Web Page Design. Looking to put together a web site for your company? Amicron can assist you with every step of the process – from initial design and layout to final development. We even hold classes to teach you how to maintain a web site yourself. We have starter web site packages available for **$199** which includes the development of a full-fledged web site. Request document **912017** and we'll send you our document explaining everything you need to know, step-by-step, to get your web site up and running. Even if you don't have Amicron build your site, this document is a great resource.

Holiday Special. Every year, we like to offer a holiday special which is geared towards the home-user or small-business environment. This is a complete system which includes a 17" monitor, color printer, scanner, and the works for only **$1499**. Under the hood is a powerful K6 II 450 MHz processor with 64 MB of RAM and a 10 GB hard drive. It also includes a full multimedia package, speakers, and a modem with Internet access. This is the *perfect* machine for the home or small office, with a price to match your budget. Like to know more? For a complete list of specifications request document **912018**. In addition, if you'd like our free *PC Shopping Guide* which will tell you everything to look for when you're buying a new computer – even if not from us – then request doc **912019.**

Saturday Classes Available. We listened to your feedback. A good number of you indicated that you would like to take a class or two in our training center, but you just don't have the time during the week. Now you have no excuse. Amicron is now offering **Saturday** classes in addition to our regular daytime and evening classes in Windows, Word, Excel, Access, PowerPoint, and so much more. To get your hands on a schedule, request document **912010**. We have classes for everyone: from basic Windows usage to advanced programming.

Want To Build Databases? We're starting our next Microsoft Access Developer Series on Saturday, January 29th (yes, it's going to be a Saturday series). For a schedule, and more information request document **912021**.

Laptops. It's now laptop season. We have a complete line of quality laptop computers. Request document **912022**. We have something for everyone: from executive to college student.

To request a document, simply **circle** the document numbers you wish to receive, and **print** the following information clearly. You may call us, or simply fax this page back to us at **716-677-4742** or 716-833-6724.

Name: _____

Company: _____

Phone: _____

Fax: _____

If you would like to **STOP** receiving *ComputerFAQs*, check here: ❑

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