

# COMPUTER FAQs

Frequently Asked Questions About Computer Technology

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## 700 MHz !!!

AMD has done it again. They've released a newer, faster processor, and dropped the pricing on their "slower" chips through the floor. Just last week, AMD released their new 1 GHz processor (that's 1000 MHz) before their rival Intel was able to release the 1 GHz Pentium III. As a result, they've dropped the pricing on the 700 MHz and slower processors drastically. Normally, we don't take this space to advertise our products (we usually reserve the opening for something a little less advertising-like) however this is certainly worth mentioning. Couple this new processor pricing with a relative low cost of memory and hard drives, and you've got one of the *best* times to invest in a new computer that we've seen in a few years. In fact, we just purchased one of the 700 MHz Athlon boards for a new server in our office. If you're planning on buying a new computer for the home or office within the next 6 months, now is a good time. Here is the special we've put together to take advantage of this excellent processor pricing: **Amicron 700 MHz AMD Athlon Processor, 64 MB SDRAM, 10.2 GB Hard Drive, 8 MB AGP Video Card, 48X CD-ROM, Mid-Tower Case with 250W power, 1.44 MB Floppy, Windows 98 Second Edition, Bronze Service Package. Only \$1165.** It's a great price on a great package. You can lease for as little as \$39 per month on approved credit. Of course, this price is only as good as long as our pricing stays this low, so if you're interested, call **today** and speak with our sales manager, **Christopher Mackert** for all of the details. If you'd like for us to fax you all of the specifications, please call and request document **003131**.

**Q:** We've discovered something strange on one of the computers in our office. After about a month and a half of continuous operation, the system locks up. We use this system to send and receive faxes, and we tested it – it locks after exactly 49 days of operation. What gives? > *Peter, Buffalo*

**A:** We researched this, and surprisingly enough there is a bug in Windows 95 and 98 which can cause some systems to crash after 49.7 days of operation. It turns out that there is a problem with a timing algorithm (file VTDAPD.VXD) which may lock up your system. The good news is that there is a fix on Microsoft's web site. Just go to [www.microsoft.com](http://www.microsoft.com) and search for that filename in their knowledge base and you'll find the fix. If you don't know how to do this, give us a call. > *Don*

**Q:** When we first got our Windows 98 computer, we had a nice My Documents folder on our desktop. Now, however, it seems to have disappeared. Is there any way we can get that folder back? > *James, Orchard Park NY*

**A:** James, all you have to do with Windows 98 is to right-click an empty area on the desktop, point to *New*, and then click on *My Documents Folder on the Desktop*. This will re-create the shortcut to your My Documents folder. > *Iain*

**Q:** I have a computer that won't boot. Its running Windows 98, and the startup is corrupted. Your technician told me to boot into **safe mode** by pressing F8 as soon as I see "Starting Windows 98..." but I never see that message. My computer goes right to a blue screen and locks. Is there any other way to get into safe mode? > *Ed, Depew NY*

**A:** Ed, you can try this trick: put a **non-bootable** floppy disk in your drive and turn your PC on. When you get the error message "Non-system disk error. Replace and strike any key when ready," press F8 **twice** and this should put you into the Windows 98 startup menu. If not, give us a call or bring your PC down to our office. > *Justin*

**Q:** I accidentally deleted a few buttons off my toolbars in Excel. Is there any way that I can get them back again? > *Theresa, Amherst NY*

**A:** Yes, Theresa, there is. All you have to do is right-click on the toolbar in question, select **customize**, and from the **toolbars** tab, select the toolbar you want to restore. Click on the **"reset..."** button and that toolbar will be reset to its original status. If you want to modify your toolbars in the future, we suggest making your own. > *Richard*

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**Upgrade Your System.** If you've purchased a computer within the last three years, you can probably upgrade the speed dramatically with a minimal investment. Request doc **003139**.

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

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