

# COMPUTER FAQs

Frequently Asked Questions About Computer Technology

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## PC Workshops

To celebrate the opening of our new and improved **Training Center**, we are planning a series of seminars and workshops for this fall, starting in September. Some of the scheduled topics include *Setting up a Windows Network*, *Administering Windows NT Server for Small Businesses*, *Advanced Microsoft Access Database Development*, *Visual Basic for Applications Programming*, *Developing a Web Site for your Small Business*, *Effective Web Site Promotion*, and much more. If you would like more information, and a schedule of available seminars and workshops, please call and request document **006001**.

**Q:** I've seen a lot of advertisements lately for Windows 2000. Do you think I should upgrade my home or office computer to Win2K yet? >*Joe, Depew*

**A:** Joe, our standard answer when it comes to upgrading any of your software is, "wait until the first bug fix has been released." Now, Microsoft just re-released the first service pack for Office 2000, so we're just now starting to push our clients towards that product. As far as Windows 2000 is concerned, I'd say wait a little while. If you'd like to read our **Windows 2000 Review**, please request doc **006002**.

### JUICE UP YOUR PC

Last month, we advertised a special to upgrade your system to 500 MHz for just \$299. Well, as with everything in the computer industry, the speed has gone up, and the price has come down. For the month of June, we are offering an upgrade to a *blazing fast* 550 MHz for just \$289. Now, we can't upgrade every computer, but if yours qualifies, it's a real inexpensive way to speed up your system. Want to know more? Call and request document **006003**.

**Q:** Can you explain what the difference is between a "regular" Internet provider such as yourself and an online service like America Online? >*Ruth, Buffalo*

**A:** Basically, Ruth, an online service like AOL forces you to use their proprietary dial-up software, their email reader, and so on. They sometimes offer additional features for their users, but they usually charge a whole lot more. A "regular" Internet provider, like Amicron, uses standard Windows software to connect you to the Internet. You can use standard email software and web browsers (like Outlook and Internet Explorer). We're generally a lot less expensive than an online service. To really answer your question, however, we've put together a special report titled **Everything You Need To Know About The Internet** that you can call and request for free by asking for document **006004**.

We've updated our web site with new product information, real-time class schedules, plus we've added a new **Message Board** section where you can post your questions and receive answers online! Point your browser to [www.amicron.com/messageboards](http://www.amicron.com/messageboards).

### 700 MHz PC SPECIAL

This month, we've got a *fast* new PC special: an **Athlon 700** processor (outperforms the Pentium III 700 MHz), 128 MB of RAM, a 20 GB hard drive, full multimedia, and a year of Internet service bundled in for just **\$1369**, or business lease for a low monthly payment. If you'd like more information, or a custom quote tailored to your needs, please call and request document **006005**, or ask to speak with one of our sales consultants. We are a local company providing local service. We build all of our machines here in West Seneca. If you have any questions, please call.

**Q:** I was recently shopping at OfficeMax and I saw one of those anti-static strips you're supposed to put on your keyboard. Do I need one, or are they just trying to sell me junk I don't need? >*Bill, Amherst*

**A:** Well, Bill, it's not a bad idea to get one, depending on the price, of course. If you don't want to spend the money, just remember to touch something metal (like a filing cabinet, or a steel desk) before touching your computer. It's no joke: static electricity can **kill** your system without you even knowing it. It takes a 2000-volt zap of electricity for you to feel anything. It only takes about 200 volts to fry a chip in your computer. One bad chip can ruin your whole day. If buying a strip for your keyboard will help you remember, then by all means buy one.

### CHECK YOUR OIL?

You change the oil in your car every 3000 miles, don't you? Like your car, your computer is a sophisticated machine, and it needs regular preventative maintenance. We have a special service called **PCDoctor** designed to take care of your computers, and to provide the care they require on a monthly or quarterly basis. Face it, you don't have time to bother with your computers. You just need them to work. That's what we do. We have maintenance plans starting at just \$19 per month. For complete details, please request document **006006**.

**Q:** Usually when I send email, the message I've sent shows up in my "Sent Items" folder. When I send someone email from a web site, it's not there. What's wrong with my system? >*Marion, Orchard Park*

**A:** There's nothing wrong, Marion. When you send email using your email program (like Outlook) the software knows to save the message in your Sent Items folder. When you're sending email off a web page, that's just a special "form" on the web page that sends the mail for you. It can't access your Sent Items.

We've updated our **Computer Buyer's Guide** with new information to help you make an informed purchasing decision. For more information, or to request a copy, ask for document **006007**.

### LEARN THE RIGHT WAY

In addition to our new Seminar and Workshop series we're offering in the fall, we will still continue to do what we do best: hands-on, small-group computer training. Why Amicron? Quite simply, we offer the **best** personalized computer training you can find. All of our classes seat only 4 students to ensure that you get plenty of attention. Best of all, our classes start at only **\$59** each. If you'd like more information, and a complete schedule, request document **006008**.

### OFFICE 2000 UPGRADE

Here's an upgrade special for those of you considering upgrading to the new Microsoft Office 2000 (yes, we recommend it now). You get **Office 2000 Small Business** - Word, Excel, Publisher, Outlook - plus our **Complete Office Learning Collection**, which gives you classes in Windows, Word, Excel, and more. All this, **plus**, when you come for class, bring your computer and we'll install the upgrade for you (daytime classes only). You get this whole package for **\$499**. Other packages are available. Please call for details. To learn more, request doc **006009**.

**Q:** Should I keep all of these old computer magazines I have taking up room on my shelf? >*Judy, Buffalo*

**A:** It's tough to say. Personally, I [Rick] use them for starting fires. After about a year, the information in a computer magazine is about useless. I would suggest toss them, or - of course - if you live in an area that recycles, put them in your recycle bin.

### OTHER DOCUMENTS

**006010** Our complete line of notebook computers  
**006011** MS Access Developer; learn databases  
**006012** Subscribe to *AmicronNews*; free newsletter  
**006013** Disaster Recovery & Prevention Guide

### MAKE YOUR REQUEST:

To request a document, simply **circle** the document numbers you wish to receive, and fill out this form. Fax this page back to us at **716-677-4742**. All faxes received by June 30, 2000 will be entered into a drawing to win a **free class** in our Training Center.

Name: \_\_\_\_\_  
Company: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_  
Email: \_\_\_\_\_

☐ Send no documents; but enter me in your drawing.  
☐ Please stop sending me *ComputerFAQs*.

Documents are free by fax to the Buffalo/WNY area. You can also request documents on our web site at [www.amicron.com](http://www.amicron.com), or you can send us an email at [cfaqs@amicron.com](mailto:cfaqs@amicron.com). *ComputerFAQs* is copyright 1994-2000 by Amicron Technology Services, all rights reserved. Our office is located at 2630 North America Drive, West Seneca NY 14224. We have office hours Monday through Friday from 9:00 am until 5:30 pm. We *never* sell our database of fax numbers to any third parties. If we have reached your fax number in error, please let us know and we will promptly remove your number from our database. Thank you.

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fax 716-677-4742  
tech 716-369-6235  
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Our goal is to establish a personal relationship with your business. Amicron is your partner for the information age.

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