

# COMPUTER

# FAQs

## Frequently Asked Questions About Computer Technology

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Greetings, everyone, and welcome to another issue of *ComputerFAQs*. Amicron has undergone a lot of changes since the last issue in March. We have decided to scale back our business a bit, so that we can focus on our core competencies: custom software & database development, web site design, and computer training. In fact, we're opening our new **Computer Training Center** in Amherst this month. See below for information on our Grand Opening. Does this mean that Amicron will no longer be offering computer systems, upgrades, or service? **No!** Amicron has developed relationships with a network of other computer hardware and service firms in the Western New York area. Whatever services and products we do not provide, we can have one of our affiliates provide for you. Amicron is still the source for all of our your computing needs. There is strength in numbers, and now we can offer you even more added support and assistance. If you need **anything** that is computer related – from a new system, to a network, to training – call Amicron. We will either provide you with a solution directly, or work with one of our affiliates to make sure your needs are met.

**Q:** I receive a lot of faxes every day – probably 40 to 50 pages worth. What is the best software to receive these faxes on a computer, and is it hard to set up? I'd like to save some paper. >Michael, Buffalo

**A:** Michael, the best software we have found for a single user is **WinFax** which is made by Symantec (the Norton people). WinFax has the best features and is only around \$120. It's a snap to set up. If you have an office where many people want to send and receive faxes via computer, we suggest **BizFax** which is made by Spartacom. It's great for offices of 5 to 100 users. If you send and receive *huge* volumes of faxes (like we do) Amicron offers a custom solution designed for your needs. If you'd like more information on this or any of these fax packages, request document **105141**.

### GRAND OPENING

We would like to invite you to attend the Grand Opening of our new **Computer Training Center** in Amherst on Tuesday, May 29th, 2001 at 6:00 pm. This will be a great chance for you to stop in, see the new facility, meet with the instructor, and attend a free half-hour seminar at 6:30 titled *Computer Technology for Business*. For more information, please call for document **105142**.

**Q:** Every now and then, I find a Web page that I'd like to share with my coworkers, but it's so much work to type the address into an Email. Is there an easier way to send them the address? >Beth, Hamburg

**A:** Beth, you could just **Copy** and **Paste** the text of the address from the Web browser "address" line to your Email. If you're using MS Internet Explorer, you can also click on **File** and **Send**. You can then send either the entire "page by email" or just a "link" to the page by email. We teach this in our Internet course.

**Reminder:** it's time once again to update your virus data files and verify your tape backups! You should be doing this at least once a month.

### GROW YOUR BUSINESS

Amicron is the proud sponsor of a new networking group that meets twice a month called the *Western New York Business Assistance Group*. Our goal: help you build your business by helping others build theirs. Interested? We only allow one member per profession, so if you're interested in being our guest to a meeting, call for document **105143**.

### UPCOMING CLASSES

We have some great courses coming up at the New Computer Training Center. We've expanded our course offerings, and added a bunch of new classes and seminars.

- **Microsoft Access Database Developer Course** (6 weeks) starts Wed May 23 at 1pm. Learn how to build a database from scratch. This is our most popular class, and is designed for practical development – not a lot of theory. You build your own database.

- **QuickBooks For Small Business** (3 weeks) starts Thu May 24 at 1pm. We take you from setting up your company to many of the advanced features.

- **Web Site Development with FrontPage** (6 weeks) starts Fri June 1 at 1pm. If you can use Word, you can build a web site in FrontPage. We take you through complete site development, step by step.

- **Microsoft Word Complete Course** (3 weeks) starts Mon June 4 at 1pm. Need to learn the basics? Want to brush up? Curious about all those advanced features? This 3-week course is for everyone – from beginners up to advanced users.

- **Windows & Office Learning Foundations** (6 weeks) starts Tue June 5 at 1pm. This is a well-rounded course that teaches the basics of Windows, Word, Excel, PowerPoint, Access, and the Internet.

- **Microsoft Word Complete Course** (3 weeks) starts Mon June 4 at 1pm. Need to learn the basics? Want to brush up? Curious about all those advanced features? This 3-week course is for everyone – beginners up!

Want to learn more? Call for a schedule, or request document **105144** for all the details including pricing, location, and course availability. Don't delay, however, as classes fill up quickly.

**Q:** I'm torn between upgrading my current PC and just buying a new one. I currently have a Pentium II 500 with 64 MB of RAM and a 10 GB hard drive. It's fine for most of what I do, but it's a bit slow, especially on the Internet. >Bob, Buffalo

**A:** Bob, my rule of thumb is don't buy a new PC unless the system you're buying has at least three times the processing power of your current system. In your case, wait for the 1.5 GHz processors to come down (some time this fall, perhaps). In the mean time, even a faster PC won't speed up your Internet connection. That's dependent on your modem and phone line conditions. Perhaps look into a high speed connection like cable or DSL. You can also always add RAM to your PC. Going to 128 MB of RAM will speed up your system's performance.

**Q:** What should I be doing on a regular basis to make sure the computers in my office are running smoothly? >Peter, Depew

**A:** Peter, the most important thing is to make sure your tape backups are working. A lot of people we've helped over the years were making backups, but never checking them – and sometimes we found that the backups weren't good. Also, make sure you update your virus scanner files at least monthly. You may also want to run a monthly Scandisk to check for bad sectors on your hard drive, and of course run a Defrag occasionally. One of our affiliates, **Don Barker Computer Services**, is offering a service that is designed specifically to maintain your office PCs, and take care of all of these routine maintenance items so you don't have to worry about them. The service costs \$100 per month, and you can use it to care for as many PCs as you have in your office – that can be serviced in a two hour period once a month. It's a great service, and Amicron highly recommends it to all of our clients. For more information, you can call for document **105145**, or call Don Barker directly at 716-432-7359. Be sure to tell him about this ad.

### SEMINARS

In addition to our small-group, hands-on training that Amicron has been providing for the past seven years, we are now offering seminars and lectures in our new **Computer Training Center**. We have many exciting seminars coming up in the next few months, including: *Computer Technology for Business* (5/29), *Building a Contact Database in Access* (7/9), *Building a Small Business Web Site* (6/4), *Maintaining a Windows Network for Non-Techies* (7/25), and so much more. All of our seminars cost **\$49 or less** and you can get a complete schedule by calling for document **105146**.

### DOCUMENT REQUESTS

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 **716-833-6724**.

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

☐ 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 1994-2001 by Amicron Technology Services, all rights reserved. Our mailing address is PO Box 1453, Buffalo NY 14225. 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. We will promptly remove your number from our database. Thank you.

**TIP:** Hold down the CTRL key and click on any number of open programs running on your Task Bar (at the bottom of your screen). Now, right-click and select *Tile Horizontally*. Notice how they're nicely arranged for your viewing pleasure!

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