

COMPUTER FAQs

Frequently Asked Questions About Computer Technology

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Q: Is there any way to transfer music from record or a tape so it can be burned on CD? >Bob, Buffalo

A: Since records and tapes are in an analog format and not digital like a CD, you have to basically use your PC as a recorder. Find a stereo that has a Line Out on it, and plug that into the Line In on your PC's sound card. Then, you can use any sound recording program (even the Windows Sound Recorder found in the Accessories folder) to record your music.

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Amicron is now offering startup a Web Site package for only \$89. This includes everything you need to get your business on the web including a basic Web site designed for you, hosting, and custom domain name (yourname.com) registration. For details, please request document **202011**. We also have special Web Site startup packages specifically designed for non-profits. Call or visit www.amicron.com/web.

Q: When I scan color pictures or photos, what type of file should I save them as in order to make them download faster when I email them? >via Email

A: Whether you're preparing images for the Web or to email to someone, you should try to stick to the two standards: GIF and JPEG. Even though most scanners save images as BMP or TIF files, these formats are generally not compressed – and are poor choices for the Web or email. GIFs are good for small files like clip-art. GIFs only store 256 colors, so are not good for full-color photos. For these, use JPEG (JPG).

WEB CUSTOMER DATABASE

Need to **share** your customer data between offices, or even between employees? Amicron is building an online Web-based database that you can use to track customers, orders, contacts, sales, case history, and much, send bulk email notices, bill your clients online, and much more. Whether you're a collection agency who needs to track case histories, or a telemarketing firm that needs to allow multiple agents to access client records, our database will work for you. It's on the Web, so you can use it anywhere in the world, and it's secure. Want to learn more, please request document **202012** or visit our web site at www.amicron.com/webdatabase

TIP: If your printer claims 1200 dpi resolution, but the only options you see are for 300 and 600 dpi, make sure you have the latest printer drivers installed.

Q: Whenever I insert or delete text in Microsoft Word, the pictures I have on the page below the text all move around. How can I make them stay still? >Joellen, Buffalo NY

A: What you need to do is right-click on the picture and select **Format Picture**. Click on the **Layout** tab. Click on the **Advanced** button. Click on the **Picture Position** tab. Under both the Horizontal and Vertical selections, select **Absolute Position**, and pick "Page" from the drop-down menu at the right. Also, click on the checkbox that says "Lock anchor." Now, your pictures won't move around the page.

YOUR ACCESS EXPERT

Amicron is your local **Microsoft Access** Database Expert. Whether you require assistance with an existing database you have built, or are looking to construct a completely new database for your business, we can help. We also provide training in Access. If you have a need, please give us a call and ask to speak with Richard, our senior database developer. You can also send email to richard@amicron.com.

Q: I can't stand how Word converts email addresses and web pages to hyperlinks (the blue underlined text) when I type them in. Can I turn this feature off? >Sam, North Tonawanda

A: If you just want to cancel the hyperlink after Word creates it, simply hit the Undo button right after the hyperlink appears. To completely disable this feature in Word 2000, click on Tools > AutoCorrect and then on the **AutoFormat As You Type** tab check off the box that says, "Internet and Network Paths with Hyperlinks."

LEARN ON YOUR COMPUTER

Amicron has been in the computer training business since 1994. We have put together a series of CD-ROM and Web-based based computer training courses that can teach you Windows, Word, Excel, Access, QuickBooks, Publisher, Web Development, and much more. Learn on your own time. If you are interested in learning more, request document **202013** or go to www.amicron.com/learnonline.



Q: How do I create an icon for a program on my desktop so I don't have to keep searching for it under the Start Menu in Windows 98? >via Email

A: Find it one more time using the Start Menu. Now, using the **Right** mouse button, click-and-drag that icon to your desktop and drop it where you want it. A menu will appear. Select "create shortcut here."

COMPUTER BOOT CAMPS

Due to the enormous success of our **Microsoft Office Boot Camp**, we have expanded our Boot Camps to include many more popular applications, such as Windows, Word, Excel, Access, PowerPoint, QuickBooks, Web Site Design, and more. If you are interested in more information on any of these Boot Camps, please request document **202014** or go to www.amicron.com/bootcamp.

Q: I have a new computer. My power switch doesn't work. I have to unplug my computer to turn it off. >Sal, Angola NY

A: You should try shutting down your computer with Start > Shut Down. If your computer isn't shutting down, you may need to hold the power switch in for at least five seconds. This will force your computer to shut down.

Q: I just installed a CD burner. Whenever I try to drag files to it in My Computer, I get an error message. How can I copy files to CD? >via Email

A: Generally, you have to install special software to access your CD burner. Most CD burners come with an application, such as Easy CD Creator, which allow you to copy the files and "burn" the disc. Some burners come with software, such as DirectCD, which do allow you to copy files directly to the CD drive using My Computer or Windows Explorer. In your case, however, it sounds like you haven't installed any additional software. Consult your documentation.

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Q: I have a whole ton of names in an Excel spreadsheet. Is there a way I can copy these names into a database so I can mail merge them and create custom printed label for each one? >via Email

A: To answer your question, "yes" you can easily import your names into a database like Access. Just open Access and select File > Get External Data > Import. The wizard will walk you through the process. You can, however, mail merge your data right from Excel without going to Access. When you start your mail merge, just select "Microsoft Excel Workbooks" next to "files of type" when you are selecting your data source. We cover this in our Word Intermediate class and Word Boot Camp.

MORE INFORMATION

To request a document, simply **circle** the document numbers you wish to receive, and fill out this form. Please print neatly and legibly, and fax this page back to us at **716-833-6724**.

Name: _____

Fax: _____


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TIP: To create the letter **ô** in MS Word, all you have to do is hold down the control key, press the single-quote key, and the the "o" key. Works for **â** and **é** too.

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