

COMPUTER FAQs

Frequently Asked Questions About Computer Technology

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See What We Found

We've been in the computer business now for over 5 years. During that time, we're constantly being asked "why should I buy a computer from you, when I can buy it from a big-name manufacturer for less?" Well, we did some research this month, and we think you'll be surprised by some of the results. We've found everything from vendors selling "remanufactured" components in new machines to class-action lawsuits for misleading advertising and technical support policies. Want to hear what we've found about all of the leading computer manufacturers? Just give us a call and request our free report: document **903072**. We think you'll be surprised at what we've found.

Q: I read somewhere that Intel has put an electronic tag in all of their new Pentium III processors to track Internet transactions. Is Big Brother watching me? Should I be concerned for my privacy? >Geoffrey, Tonawanda NY

A: Intel has added a new electronic processor identification serial number to their new Pentium III processors. This is supposed to be an added security feature for companies and organizations. It basically has the ability to transmit a serial number if requested - however Intel assures its customers that you have to run special software to enable this feature. Right now, Internet sites can track your activity by using "cookies," or special files sent to your web browser which contain information on you. This new feature will allow web sites to identify you from your processor serial number. Other software applications and network servers will also be able to read your electronic signature - if you enable the feature. At least, this is how it's supposed to work in theory. We don't think it will be a big security problem for the near future - just don't turn the ID on. Is it paving the road for government control in the far future? Your guess is as good as ours. For more information on the Pentium III processor, call and request document **903073**. >Rick

Q: I'm trying to copy and paste information from one Word document to another, however I don't want all of the font settings, colors, and other garbage. Is there any way I can copy just the text without having to retype it all? >Harry, Cheektowaga NY

A: The easiest way to do this is to highlight your text and copy it as normal. Now, when you switch to your destination document, click Edit > Paste Special and choose Unformatted Text. You will now paste just the text without all of the formatting. You may still need to edit out some of the bullets or other objects you may have had in your old text, but the majority of the document should copy acceptably. >Iain

Q: We have a debate going on in our office on whether or not it's harmful to use a vacuum cleaner to routinely clean your keyboard, mouse, and the inside of your computer. Can you resolve this debate for us? >Joanne, Amherst NY

A: We would recommend against cleaning your system with a vacuum cleaner. Whenever you have air passing by plastic, you have an environment full of static electricity (much like combing your hair). If you were to build up a static charge and touch your keyboard (or a component inside your PC) you could zap your system and damage a component. We recommend using cans of *environmentally friendly* compressed air to blow dust out of your keyboard and tower. For our list of tips on proper preventative maintenance for your PC, call and request document **903074**.

TIP: Get in the habit *now* of working with four-digit years in everything you do: spreadsheets, letters, and even when you *hand write* checks. The Year-2000 problem isn't just a computer problem. It's a people problem too! For a free copy of our Y2K report, call for document **903075**.

Did you happen to catch us in the *1999 Business First Book of Lists*? If not, call Business First at 716-882-6200 to purchase your copy!

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