

COMPUTER FAQs

Frequently Asked Questions About Computer Technology

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We've Finally Moved!

That's right, folks. The wait is over. We've finally moved into our new facility in the North America Center in West Seneca. For those of you who haven't written down our new numbers, do so now! Our new phone number is **716-677-4737** and our new fax number is **716-677-4742**. Our new address is 2630 North America Drive, West Seneca NY 14224. If you're coming for a class, bringing down your computer, or just stopping by to see the new facility, give us a call for directions. We're right near Union Road at the entrance to the 400. In other big news this month, don't forget that we're going to be at **COMTECH 99** which is coming up real soon – October 6 and 7 at the Niagara Falls Convention Center. As promised, we're sending out **free tickets** to everyone. With this month's issue of *ComputerFAQs* you should receive your free ticket. Feel free to copy this ticket and distribute it to everyone in the office. As long as you have a ticket, you get free parking, and free admittance to the show. Just make sure you use **our** ticket to get in (yes, the show coordinators see who gets the most people into the show each year, so show your support for Amicron and use **our** ticket!). Finally, if you are interested in **EXHIBITING** at the show, give us a call. Remember, ComTech is for businesses of all kinds – not just computer companies. There are plenty of open booths available if you're interested in exhibiting. Call and ask for Rick. See you at the show!

Q: I've just upgraded to Windows 98 and I see that Windows 2000 is coming out soon. Should I have waited for W2k before spending my \$99 on W98? >Claire, Buffalo

A: No, you made the right decision. Windows 98 has been on the market for several months now, and it has proven itself a stable and reliable operating system. Our general rule is to wait until any product (especially your OS) has been on the market for at least 6 months before recommending you buy it. This allows someone *else* to discover all of the bugs and problems with it. We usually wait until Microsoft has released the first Service Release (SR) before suggesting that our clients buy a product. >Richard

Q: What's happening with the price of computer memory? Just three months ago you guys were selling memory under \$1 per MB. Now it's over \$2 a MB. What gives? >Jon, Cheektowaga NY

A: Nobody is really sure, Jon. We've even checked the pricing of our main supplier with a few other vendors. It's an industry-wide problem right now. The cost of a 64 MB DIMM has gone from \$63 in July to over \$140 today, and it's changing daily. We're suggesting that if you buy a computer in the near future, you buy it with the *minimum* amount of RAM you can get by with (32 MB for office workstations, 64 MB for higher-end systems, 128 MB if needed for graphics or servers) and wait until the memory prices level off or drop after the 1st of the year. What's causing it? Your guess is as good as ours. Power-outages in Asia? Y2K coming up? End of year? Probably a culmination of all of these things. >Don

Q: Several of our employees are using Microsoft Outlook 97 for Internet Email. We would love to be able to share our calendars and send Email between ourselves in the office without having to dial the Internet. How can we do this? >Marion, Orchard Park

A: To answer the second question first, you can all send and receive inner-office Email by setting up a Microsoft Mail Postoffice. Under Windows 95 and NT there is an icon for the MS Mail Postoffice Manager in your Control Panel. If you have Windows 98, it's a little harder to find. Look on your CD in the Tools > OldWin95 > Message > US folder, and run the WMS.EXE program to install Windows Messaging. This will give you a Postoffice Manager in your Control Panel. Now, run it to set up a Postoffice. The rest should be pretty self-explanatory (or call for help). Now, to share your folders and calendars, you need to buy a different piece of software called Microsoft Exchange Server. This is a more powerful piece of software that does lots more than just share calendars, however. You can use it to centralize your Internet Email, collaborate on your schedules, and so much more. If you'd like more information on setting up an Exchange Server, call and request document **909201**. >Richard

TIP: To run Windows Explorer at any time, press and hold the **Windows Key** and **E**

Grand Opening Specials. Yes, we are offering a few specials to celebrate the grand opening of our new office. These specials are all good until 10/31/99. First, we'd like to get you to come down and see our new training facility, so we're offering **\$20 off** any daytime class (limit one discount per student, quantity discounts do not apply, standard open-enrollment classes only). Next, if you're not looking for training, let us suggest our *PCDoctor* service at **half price**. When was the last time you had your computer cleaned and checked out? With the special, we'll run our full diagnostic check on your system for just \$24.50 (carry-in service only, limit three systems per customer). Finally, if you're looking to upgrade your system, we know it's tough with the memory crisis right now. So with this special, we'll take **\$20 off** any *service* charge related to an upgrade of \$100 or more (again, carry-in service only). You *must* mention this advertisement to receive this special pricing. If you would like more information, please call and request document **909202**. These specials are only valid until 10/31/99.

Computer Systems. We have several systems on special this month, but due to the fact that memory prices are changing *daily*, we're refraining from quoting any prices in this month's newsletter. For up-to-date pricing, request document **909203**.

Computer Training. You've got to see our new training center! We have classes for everyone: from basic Windows usage to advanced programming. Best yet, we don't herd you together like cattle. All of our classes seat at *maximum* of four students to make sure everyone gets plenty of attention. To get a schedule of classes, request document **909204**. Also, we're taking a poll to see how many students are interested in possibly attending **weekend** classes. If so, request document **909205**.

Want To Build Databases? We're starting our next Microsoft Access Developer Series very soon. It will be running on Tuesday evenings through September and October. For a schedule, and more information request document **909206**. Previous students: you're welcome to sit in, and if you didn't get any of your manuals or video, call and speak with Rick.

Laptops. It's now laptop season. We sell more laptops in September and October than the rest of the year combined. Laptop manufacturers know this, and now is the best time of the year to buy a new laptop computer. We have a complete line of AMS Tech laptop computers. Request document **909207**. We have something for everyone: from executive to college student.

Power Problems account for a good number of damaged computers we see every month. A surge protecting battery backup can protect you from surges, spikes, power outages, and brownouts. Plus, the cost of an UPS (uninterruptible power supply) is **less than** the cost of a service call to fix a damaged machine! Want to care for your equipment? Req doc **909208**.

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

Name: _____
Company: _____
Phone: _____
Fax: _____

If you would like to **STOP** receiving *ComputerFAQs*, check here:

Documents are **free** by fax to the Buffalo/WNY area. You can call us at **716-677-4737**, fax us at 677-4742, email us at cfaqs@amicron.com, or visit our web site at www.amicron.com. Be sure to leave your name and fax number. For a complete listing of documents, or for back issues of this newsletter, request document **909209**. *ComputerFAQs* is copyright ©1995-1999 by Amicron Technology Services, all rights reserved. Please contact us if you are interested in any of our products or services, or if you would like your number removed from our database. *We never sell our database of fax numbers to any outside sources.*

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