

# COMPUTER FAQs

Frequently Asked Questions About Computer Technology

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## Time To Upgrade?

Is your computer running slower than it used to? Does it seem that it takes your computer longer to boot and load applications? Are you tired of waiting on your PC? There are two possible reasons why your computer slows down over time. First, you may just need to clean it up. Over time, your hard drive can get cluttered with junk, especially if you are the kind of user that loves to load lots of software on your computer. If this is the case, you may just need our *PCDoctor Preventative Maintenance* service to clean up your system (request document **004230** for more information on this). The other reason why your computer may seem to be running slower is that the newer software you've loaded on your PC has a higher hardware requirement than your system was designed for. Let's say you bought a Pentium II 200 with 32 MB of RAM and a 2 GB hard drive a few years back. You've just recently loaded Microsoft Office 2000 Professional on it (in addition to the latest utilities off the Web). It's no wonder your system is running slow. Your machine is under-powered for the software you're trying to run. No problem. We can upgrade your machine. In fact, if you've bought your computer in the last 2 to 5 years, it makes much more sense to upgrade than to buy a new PC. We've put together a very detailed report about upgrading your PC that can explain more than we have room for here. It's free by fax. Just give us a call (or fill out the mini form below) and request document **004231**.

**Q:** Our business generates lots of paperwork. We keep all of the forms in series of large filing cabinets, and every time we want to look something up it takes us 10 minutes of searching – and our filing system is pretty good. Someone mentioned that we should scan all of our forms into the computer and we could look up the information that way. Is this possible, or is it still something that's futuristic? > *Jon, Amherst NY*

**A:** Jon, that all depends on your expectations and your budget. Yes, the technology is here, but there is a balance between time and money. In other words, the more money you spend, the less time you'll have to invest. If you use a low-end scanner on a 486 PC, you can get by, but you'll be spending lots of time scanning your documents and indexing them. However, if you have some budget to work with, we can put together a system for you that's very fast and efficient. Interested? Request document **004232**.

**Q:** We have a file server sitting in our closet that does its job, but I can't stop wondering whether or not we should be doing something on a weekly or monthly basis to make sure it's running smoothly. Should we? > *Sue, Hamburg NY*

**A:** Sue, there are a few things you should do with your file server on a regular basis if you *don't* have a network administrator on staff. Request document **004242**.

**Q:** After taking your Web Page Basics class, I've recently designed my own web page using Microsoft Word. I've included links to other pages, graphics, and even a table or two, like we learned in class. One thing I didn't ask in class, however, is how do I add in a page hit counter to track visits, a scrolling marquee, a shopping cart, or a feedback form? These are a bit more advanced, but you see them everywhere. > *Tim, Buffalo NY*

**A:** Tim, these features are a bit more advanced, and we don't cover them in our Web Page Basics because they're beyond the basic capabilities of Word. The easiest way to include most of these features into your web site is to invest the money in Microsoft FrontPage which is designed solely for building web pages. In fact, hit counters, scrolling marquees, feedback forms, hover buttons, and a bunch of other advanced features are real simple using FrontPage. Of course, we have a class for FrontPage. Request document **004233** for a schedule. A shopping cart, however, is a bit more advanced for even a basic FrontPage class. Shopping carts involve web programming in a language like JavaScript. We'll talk about this in a future issue of *ComputerFAQs*.

**TIP:** Microsoft recently released Service Pack 1 for Office 2000, but they quickly pulled it off of their web site. We expect there were problems with it. If anyone you know has a copy, or if you find it somewhere else on the web **don't** install it!

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

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