

Computer Corner

By Jim Jeup
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Attention: All dial-up Internet Users

The month of January is always a hard month for dial-up Internet users to connect and stay on-line through their Internet Service Provider (ISP).

December is the number one month for computer sales, and new internet users. Many people “sign-on” for the first time. “**Internet Traffic Congestion**” (ITC) is the result of everyone connecting to the Internet at the same time.

Symptoms to recognize ITC:

- Several busy signals when attempting to sign on
- Loss of connection for no apparent reason
- Slow response from web sites
- Poor connection speeds
- Slow email response
- Generally poor Internet experience

Take Heart

February is coming! Like many New Year’s exercise programs, people lose interest, or switch programs by the end of January. And, ISP’s upgrade their equipment to meet new demand during January.

Cable/DSL Users

During January, you may feel the fall-out of new users. Cable and DSL users may notice slower response time from web sites due to heavy Internet traffic. This will pass by the mid January. Keep your head up; you still have better connections than most of the country.

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Q: *I don’t remember my AOL password. Can you change it for me?*

A: Change your password by calling AOL. They will give you a new “temporary” password, and will explain their process to you. AOL will want to speak to you (the account holder) and will not speak with anyone else (security measure). Good luck

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Q: *A friend sent me a WordPerfect document through Email. I have Windows 2000 and cannot get the material printed. What can I do to overcome this predicament?*

A: Windows 2000 is your operating system. Do you have Microsoft Word (or MS Office)? If you have Word, open the file in Word and print it from there (it should convert the document for you). A better solution is for your friend to save the document in “**Rich Text Format**” (.rtf). Anyone with the Windows Operating System can read .rtf files in WordPad (native to all Windows systems).

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Q: *My laptop makes a strange clicking noise when it starts up and it is very slow. Is it about to die?*

A: The laptop hard drive **is** about to cease functioning. The more you use it, the faster it will cease usefulness. Back up important data/documents **NOW!** Once it fails, an expensive Data Recovery Lab will be the only recovery method available. Professional Technicians have the tools to backup your important data before the drive fails. A professional can also make an exact copy of your drive so you won’t know the difference the next time you boot your laptop (other than the absent grinding noise and faster operation).

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Jim Jeup is a Certified Master Technician for Advanced Mobile Tech Computer Service. Reach him at (813) 508-4378. Computer Corner Archives can be found at <http://www.advancedmobiletech.com/computercorner.shtml> - Email your computer questions to: cornerquestions@advancedmobiletech.com, or on the web at www.advancedmobiletech.com