



September 2005

September is back to school month



Computers 101

Q:
HELP! I lost a file and now I can't find it!

A:
So, you've misplaced a file. It's easier to find than you think.

Click the **Start** button and select **Find** or **Search**. A screen will open up that allows you to search for files.

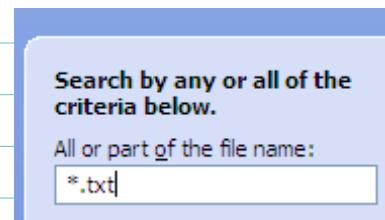
To do a search, just type the name of the missing file in the "**Named**" box. If you're using XP, you'll need to click the "All files & folders item" and type what you're looking for into the "**All or part of a file name**" box.

If you're not sure what the name of the file is, you can use wildcards.

For example, say you're looking for a text file, but you aren't 100% sure of the file name. Type *.txt in

the "**Named**" or "**All or part of a file name**" box. The * is a wildcard, meaning that as long as a file has an extension of .txt, it will be displayed.

Sample shot (XP screen shown)



Don't worry. You don't have to know the file extension if you already know the name of the misplaced file. If you know the name of the file, just type it in the box and it will attempt locate it. In fact, even if you only have a partial file name, that will work.

Once the file is located, just double-click it to open it up.

Save a Windows Search

Well, did you know that you can save a search?

After your search is complete go to the **File** menu and choose "Save Search". Give the file a name and choose a location. Be sure to choose a place where you won't have to search for it :-) I put mine in "My Documents". Click "Save".

Now when you want to redo that search just go to the location you saved it in and double-click the file (it has a .fnd file extension). All your search parameters are there and you can click the "Search" button to run it again.

This really comes in handy with more complicated searches, like when you scan for large files.

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Referrals are our best source of new business, but more importantly, it tells us that you are confident and satisfied with the service that we are providing you.



Tip of the Month

Prefetch Clutter

Do you find that it takes longer and longer for applications to open when you boot Windows XP? One common cause is the Win XP prefetch system.

"What's Prefetch?" you ask. It's a way for Windows to pre-load the data needed for running applications before you launch them. It's supposed to make them launch quicker. What actually happens is that programs you hardly ever use take up space and the wrong data gets prefetched.

Good news—these PF

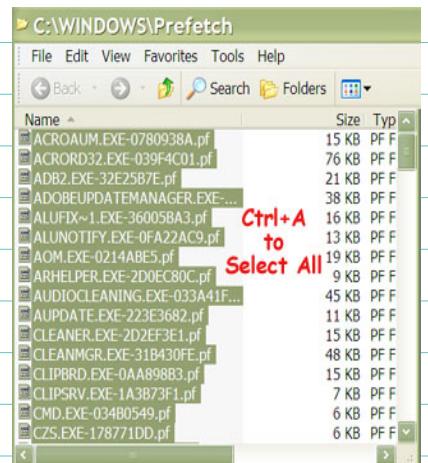
instructions can safely be deleted making your boot time faster.

Go to **Start / Run** and type in "Prefetch" (or go to C:\WINDOWS\PREFETCH). You'll probably see a big long list.

Go ahead and **Ctrl+A** to select all then hit the **Delete** key.

The next time you boot, XP will rebuild the list according to the applications you actually use. When I did this it reduced my prefetch folder from 127 files down to 62.

More speed and more space. Yeah!



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Tech calls from the computer Illiterate (not our customers, of course)...

AST technical support had a caller complaining that her mouse was hard to control with the dust cover on. The cover turned out to be the plastic bag the mouse was packaged in.

A Dell customer called to say he couldn't get his computer to fax anything. After 40 minutes of trouble-shooting, the technician discovered the man was trying to fax a piece of paper by holding it in front of the monitor screen and hitting the "send" key.

Another Dell customer called to complain that his keyboard no longer worked. He had cleaned it by filling up his tub with soap and water and soaking the keyboard for a day, then removing all the keys and washing them individually.

An exasperated caller to Tech Support couldn't get her new Computer to turn on. After ensuring the computer was plugged in, the technician asked her what happened when she pushed the power button. Her response, "I pushed and pushed on this foot pedal and nothing happens." The "foot pedal" turned out to be the computer's mouse.

Customer: "I received the software update you sent, but I am still getting the same error message."

Tech Support: "Did you install the update?"

Customer: "No. Oh, am I supposed to install it to get it to work?"

A user trying to install new software...

Customer: "I'm having a problem here. Do I put the serial number in the box that says 'serial number,' or do I put it in the box that says 'company'?"

Tech Support: "What seems to be the problem?"

Customer: "When I change my font sizes, the letters change size."



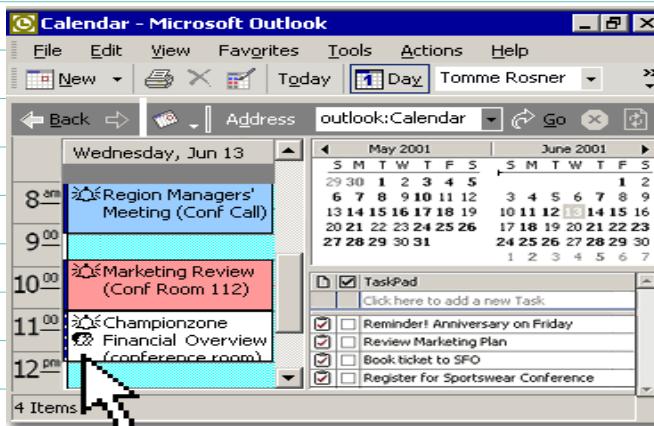
Color-Code Your Outlook Calendar

In your Outlook Calendar, you can use colors to help you manage your appointments. For example, you can choose colors with pre-defined labels such as "Personal", "Needs Preparation," or "Must Attend;" or, you can create your own labels. Here's how:

To color an appointment or meeting with a predefined label:

1. Click Calendar.

Right-click an appointment or meeting, point to **Label** on the shortcut menu, and then click a color-coded label in the list. (To remove the color from the appointment or meeting, in the **Label** list, click **None**.)



To create your own colored label:

1. Click Calendar.
2. Right-click an appointment or meeting, point to **Label** on the shortcut menu, and then click **Edit Labels**.
3. Pick the color you want to rename, type in your new label name, and then click **OK**.