



Bearly Bytes Newsletter

Happy Summer,
almost!

President's Message - Rosemary Lloyd



This is the time of year that the Computer Club sponsors workshops. These are classes composed of a presentation and hands on practice with your computer. Here is the schedule so far:

July 18 - Learn to download and organize photos using your camera, smart phone,

tablet and/or computer.

August 15 - Windows 10 Part 2 - Start Menu revisit, Apps, Settings, Customizing, Back Up, Troubleshooting, Windows Updates and Privacy Settings.

September 19 - Microsoft Excel - Do the math, charts, graphs and more.

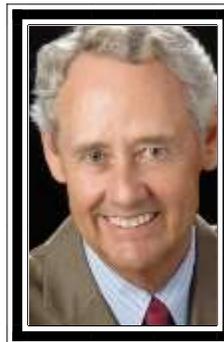
October 17 - Settings on your mobile device - Set up and customize your Android phone or tablet, iPhone or iPad, or Windows phone.

Please contact Rosemary Lloyd to register or ask questions. Email at Rosemary@BigBearCC.org or call 909.547.7257 or contact Marc Busch bigbearjedi@charter.net or call 949.609.9266.



Husband Jim (Left) and
Rosemary Lloyd (Right)

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**NEXT CLUB
MEETING
June 14, 2016**
At Big Bear Senior Center,
42651 Big Bear Blvd
Big Bear Lake
**Scams, Schemes and
Damn Machines**

Everyone is welcome
consider bringing a snack to share during break-time

The June meeting features a presentation by Jim McFarlin, author and popular national speaker on cybersecurity, cybercrime and cyberterrorism. Jim's presentation is designed to help all of us protect ourselves from the threats of cyberattacks and cybercrime. A former Air Force officer and Silicon Valley high-tech CEO who participated first-hand in the evolution of four generations of computing, Jim is in a unique position to provide an informed perspective on the escalating cyber threats in America's future.

How Machines Are Getting Better at Making Conversation

By **Randy Rieland**

SMITHSONIAN.COM

APRIL 27, 2016

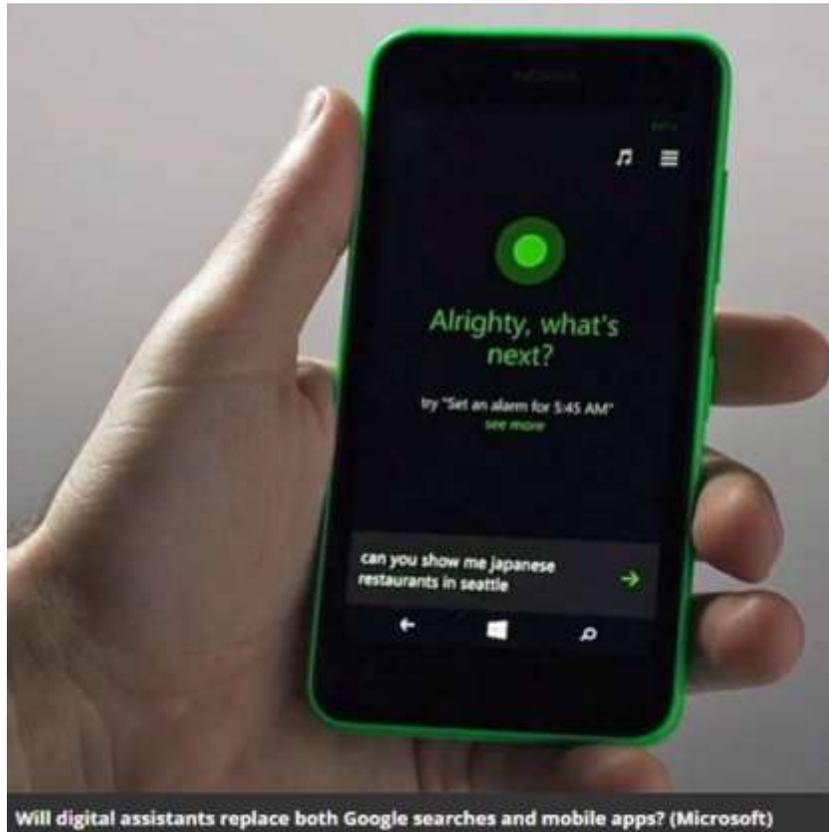
Remember back when just about everything in the digital world revolved around "search," when a high Google ranking was the Holy Grail.

Then there was that stretch when every company felt it needed to have its own mobile app. That was the key to keeping up with the mass migration to smartphones.

But it's time to move on, say the seers of Silicon Valley, to a new phase, one that, believe it or not, is built around conversation.

Microsoft CEO Satya Nadella **said as much a few weeks ago** at the big developers' conference known as Microsoft Build, describing conversation as the next digital "platform." He went so far as to suggest that **chatbots**—software that allows you to communicate directly with devices, when making a purchase, for instance—will have the same kind of profound impact as did browsers that first enabled us to search the Web and Apple's use of the touchscreen on phones.

More recently, Facebook founder **Mark Zuckerberg weighed in**, announcing that chatbots will become a key feature of Facebook Messenger. They not only will be able to understand what a person is saying—either through voice recognition or comprehending a typed sentence—but will also learn enough about your preferences from past conversations that they'll



have the ability to take actions on their own, such as sending flowers or ordering dinner.

The thinking is that instead of searching the Web to get information, we will increasingly rely on bots to do it for us, whether it's through conversational digital assistants like Apple's Siri or Microsoft's Cortana, or through more specialized software, such as a restaurant bot that uses artificial intelligence to get to know a person's tastes and habits so well it can anticipate any needs.

Getting to know you

It's too soon to predict how all this will shake out, but Microsoft's

Nadella shared a vision of people interacting regularly with their digital assistants, which could, in turn, connect them with "worker bots" that actually handle tasks like **booking flights** or **scheduling meetings**. And Amazon has just unveiled **software that will allow us to communicate** with thermostats, light switches and other devices through its digital assistant, Alexa.

That suggests a different kind of relationship with our machines, one that's more personal and engaging. Not that digital assistants will necessarily become our virtual sidekicks, but if we grow to like and trust them—and forgive their mistakes—we're much more likely to **Continued page 3...**

Continued...

Making Conversation

make them part of our daily lives.

So, there's more effort going into making them feel a part of our world, that they're even plugged into pop culture. In line with the start of the new season of "Game of Thrones," Siri was programmed with a bunch of **snappy responses** that showed off her knowledge of the show. And, after a **commercial featuring Cookie Monster** interacting with Siri got more than 10 million views on YouTube, Apple followed up with a **silly behind-the-scenes version** earlier this month.

Shaping a personality

For its part, Microsoft's Cortana has a nice singing voice (I've heard "her" do abbreviated versions of "Danny Boy" and "Auld Lang Syne" when asked to sing a song) and gracious responses to personal questions (When asked her age, it replied, "By your calendar, I'm still in infancy. In bot years, I'm quite mature.").

As it turns out, Cortana has a small team—including a poet, a novelist and a playwright—putting words in her mouth, according to a **recent report by Elizabeth Dwoskin in the *Washington Post***. Their job is to not just make her sound more human, but also to add layers to her personality. As the writers shape her as a character, they wrestle with how she should respond to different types of questions. How solicitous should she be? How coy? How

knowledgeable does she need to be about current events? When should she express an opinion?

Then there's another consideration. Just as having Cortana sound too robotic could keep people from connecting with her, making her seem too human can feel creepy. The dip in empathy a person can feel if a robot seems too real is what's become known in robotics as the "**uncanny valley**." It's thought that a little quirkiness, even a flaw, in a digital assistant isn't a bad thing. It can make it seem less threatening and more endearing.

But Microsoft also knows the risks of inviting humans into a bot's learning process. Late last month, it unveiled on Twitter and a few other chat apps a **conversational bot named Tay**. It was an experiment to see what the audience could teach it. It didn't go well. In a matter of hours, Tay had learned to be outrageously inappropriate, spewing racist comments and suggesting at one point that the Holocaust never happened. **Microsoft issued a quick apology** and Tay went away.

Life guides?

In some ways, Google has the most to lose from the bot boom. As it becomes easier for bots to retrieve information, answer questions and perform tasks, why would we even do Google searches? Google, of course, know this, so it's betting big on its own digital assistant, **Google Now**.

By combining voice search with the massive amount of user data it has collected over the years, Google hopes to develop the ultimate virtual valet, one that knows so much about you that it can be several steps ahead in addressing your needs. The search company's goal is to make the leap, through Google Now, from purveyor of instant information to trusted life guide.

Google's bot ideally will be able to let you know, based on real-time data, when you need to leave for work, or clue you into cool things you can do with your kids over the weekend, or suggest vacation options based on places you've enjoyed in the past. As Amit Singhal, Google's senior vice president of search products, put it during a **recent interview with *Time***, "I want Google Now to help me not only just do the next thing. I want it to enable a better experience in this beautiful journey that we call life."

Singhal also pointed out that Google, at least for now, is not expending a lot of energy in giving Google Now a winning personality. He contends that teaching it to tell jokes would suggest that these bots are more sophisticated than they actually are at this point. Better, he says, to concentrate on refining its mining of vast amounts of data to allow Google Now to learn how to form the kind of connections that make human speech understandable.

Continued Page 10...



I gave my father \$100 and said, "Buy yourself something that will make your life easier." So he went out and bought a present for my mother.

RITA RUDNER

USB is changing as technology advances

By Bart Koslow, Review Chair,
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bartkoslow (at) verizon.net

USB-C? USB 3.1 generation 1 and 2? The USB interface is changing. It is becoming more versatile, faster, smaller and easier to use. Always interested in new computer developments, I decided to check out these latest developments.

USB long ago replaced the old serial, parallel, and other computer ports. Now it is set to replace many more types of connectors and ports and add functionality.

USB 2.0 (maximum speed 480Mbps) and USB 3.0 (now called USB 3.1 gen 1) are being

replaced by USB 3.1 gen 2. USB 3.1 gen 2 will provide up to

100 watts of power for compatible devices. USB 2.0 provides up to 2.5 watts, which can power only small devices like cellphones and tablets. You will get faster charging speeds for all your mobile devices and laptops, and you will be able to deliver power in either direction using a USB-C cable, which means you can use a fully powered device to recharge another device.

USB-C, more properly known as USB 3.1 Type-C, is a new, smaller industry standard cable and connector type that will be used for multiple purposes. All of your devices will use this cable type. A USB-C cable will be used for power,

video, data, and audio. Your computer, laptop, mobile phone, and USB hard drive will all use one type of cable.

The USB-C connector supports and will replace DisplayPort, HDMI, power, USB, and VGA cables. This includes all the multiple USB cable types now being used. Instead

you will be using USB-C cables. You will no longer have to carry AC adapters. All your devices will be charged and powered

using USB-C.

USB-C connectors are not only smaller. They are the same at each end and are symmetrical in cross section so you will not be required to turn them around or rotate them to connect to a USB-C slot.

You will have to buy new cables, but think of the many types of cables you will no longer need and the huge improvement in facility and speed these new standards will provide.



TYPE-C

replaced by USB 3.1 gen 2.

USB 3.1 gen 2 doubles the data transfer speed from USB 3.1 gen 1



Recently Microsoft recalled chargers and AC power supplies for some of its Surface tablets due to overheating.

This recall applies to:

AC power cords for Microsoft Surface Pro, Microsoft Surface Pro 2, and Microsoft Surface Pro 3 devices sold before March 15, 2015.

Read Microsoft's announcement here: <https://www.microsoft.com/surface/en-us/support/warranty-service-and-recovery/powercord>.

Should I Buy a Chromebook?

By John Moss, Member, Green
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What is a Chromebook?

Chromebooks are lightweight laptops that run an operating system called Chrome OS; Chromebooks are made by computer manufacturers like Dell, HP, Acer, Samsung, Toshiba, and Lenovo. These computers are designed to be used primarily while connected to the Internet, with most applications and documents living in the cloud. As a result, these laptops don't have a lot of onboard memory, but they don't have very large price tags, either.

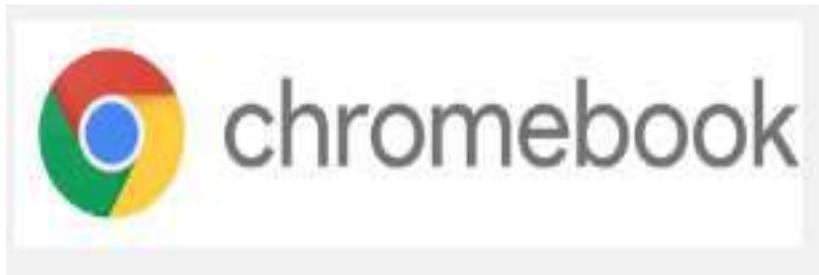
Chromebooks are optimized for Google's apps, such as Gmail, Google Calendar and Google Drive. Getting set up on a Chromebook will be easy if you already use Google's services for your email, calendar and documents. However, if you use other popular services--such as Microsoft Outlook, AIM or Yahoo Mail--it might take some time to get adjusted to Google's OS.

If you use your computer primarily for email, Facebook, and general Internet surfing, you will get along just fine with a Chromebook. After all, that is exactly what Chromebooks were designed for.

Chromebook Key Advantages

So, are Chromebooks good enough for what you do with your laptop? Here are some of the features that draw people to a Chromebook as opposed to a Windows or Mac computer.

1. Price: The majority of Chromebooks cost significantly less than your average laptop. Chromebooks can be had for as little as \$140 with mid-range models in the \$200-250 range.
2. Speed: Chromebooks can power on and be ready to use in around eight seconds.



3. Battery: Chromebooks last a longer time on battery than most laptops.
4. Security: The Chrome OS has built-in virus and malware protection.
5. Sync: Chromebooks sync all your apps and passwords with Chrome browsers on other computers. This also means that you will never lose your work, as all of your data is saved on Google Drive (in the cloud).
6. Cloud Storage: You get 100GB of Google Drive storage free for two years with all new Chromebooks.

7. Updates: Chromebooks update themselves silently, automatically, and in the background.
8. Weight: Most Chromebooks are lightweight.

Disadvantages of a Chromebook

Like anything, Chromebooks, too, have their own shortcomings. It is necessary to be aware of some of the limitations and disadvantages of Chromebooks before making your final decision.

1. If you are married to Microsoft Office products, a Chromebook is not for you. Google encourages you to use its own free online suite of Office-like services.
2. Chromebooks, while startup is quick, can be slow while performing tasks such as working with spreadsheets or retrieving or saving files. This is due mainly to the fact that most of the processing is being done in the cloud.
3. Chromebooks typically only have 16 to 32GB of on-board storage. Limiting storage helps keep the price down because component costs are cheaper. Google wants you to store your data in the cloud, and that is why it includes 100GB of online storage for free for two years.
4. Chromebooks have no optical drive for CDs and DVDs.

PDF File Type – What and Why?

By Phil Sorrentino,
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philsorr (at) yahoo.com

The Portable Document File (.pdf) file type has been around since 1993 when Adobe Systems made the specification available to all, free of charge. However, PDF was initially a proprietary format, controlled by Adobe, until it was officially released as an Open Standard in 2008. Since then it has been controlled by a committee of volunteer experts who are part of the International Organization for Standardization. The .pdf file type was developed as a way to share documents that would include text, formatting, and inline images, among computer users of different types of comput-

ers from different companies. (PCs, Apple, IBM, Sun, anyone remember DEC?). The PDF standard endeavors to present documents in a consistent manner that is independent of application software, hardware and operating system.

The .pdf file type, by its very nature, and name - Portable, was intended to be a file that could be a complex of text, graphics and so on, and be easily shared by people that didn't have the same hardware or software. So, the real benefit was that the file would look exactly the same when displayed on all different types of computer systems.

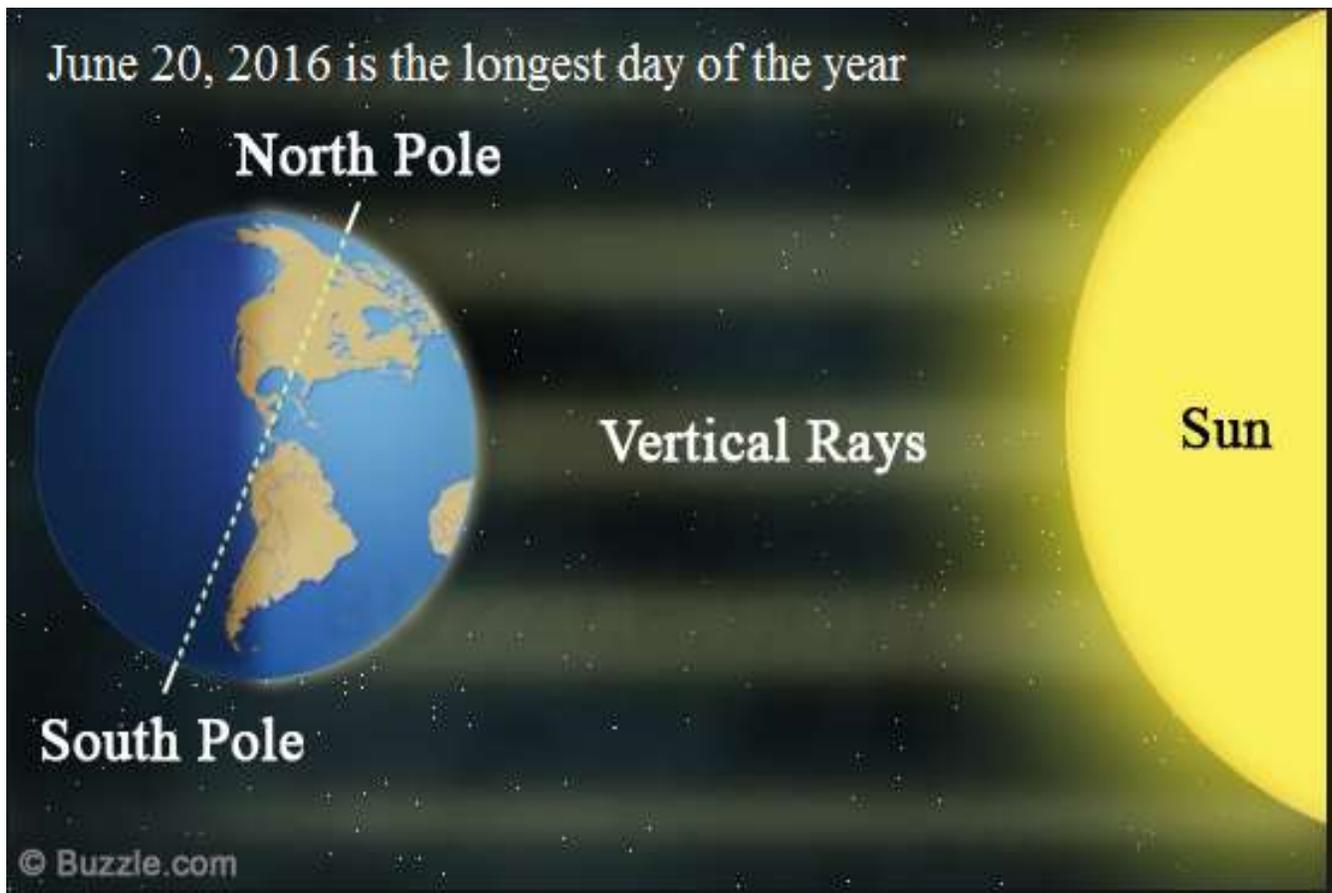
Each .pdf file encapsulates a complete description of a document, including text, fonts, graphics, forms, annotations, outlines, and other information needed to display

the file. .pdf files can also contain links, buttons, audio, video, and business logic; and where security is important, they can be password protected. So a .pdf file can end up as a pretty big file. (When I was almost finished with this article I saved it as a .doc and a .pdf.

The .doc was 36KB, and the .pdf was 106KB. I also looked at a PowerPoint presentation, 127 slides with lots of graphics; it was 11.5MB saved as .ppt, and 32.4MB saved as .pdf. Finally, I saved a fairly large Excel spreadsheet --125 rows, with columns that went out to column AT, with quite a few calculations within the spreadsheet),

which was 157K saved as .xls and 475 KB as .pdf. So from that limited testing it looks like pdf will

Continued Page 8...



Continued...PDF files

be about 3 times the native applications size.)

.pdf files can easily be viewed on your computer using a free PDF Reader from Adobe called “Acrobat Reader DC”. A mobile “Acrobat Reader DC” App is also available, free, for your Smartphone or Tablet. And for Windows 10 users, who are also Microsoft Office owners, PDFs can now be created from the Office Apps, Word, Excel, and PowerPoint. (By the way, you may have seen a reference to an .xps file type along with .pdf. The .xps file type is Microsoft’s alternative to .pdf. It was introduced with Windows Vista but never attracted much of a following. Of the two, the .pdf format is the preferred choice.)

At this point in computer evolution, .pdf files can be opened by just about every major operating system (Windows 7, 10, OS X, iOS, Android) and can be used by many different applications. In addition, the majority of modern web browsers (Chrome, Edge, and Firefox) allow .pdf files to be read without the use of an external application, making them easy to use in web applications. (Though the literature doesn’t give these internal PDF readers much of a good review; and advice on how to replace the internal PDF reader is easily found.) Also, Mobile Operating Systems (Android, iOS) are including PDF readers, making the PDF format almost universally useable. (This can’t be said of any other file type; even though we all may be familiar

with Microsoft’s Word format (.doc), this format can only be used by a limited number of applications.)

Those of you who have been to our File Explorer class know that there are hundreds of file types on a typical computer, and that you can inspect and change the association between a file type and the program that uses that file type, using the Control Panel. (Remember, “Default Programs”, followed by “associate a file type or protocol with a program”?) So, you have to have a program on your computer that knows how to use the .pdf file type. If you are having trouble opening a .pdf document, you probably don’t have a program that knows how to use the .pdf file type, on your machine. If this is your situation, consider getting the free Adobe Reader, from the Adobe website, <http://www.adobe.com>.

Normally, .pdf files cannot be modified by the user, making these files perfect for use by an “end user”, i.e., someone who needs the content of the file without being able to modify the file contents. In other words the file was not intended to be changed, once it was created or “published”. So, originally there was no way to change a .pdf file without using the very expensive PDF Creator software from Adobe (or lesser expensive PDF creation software from Foxit). However, there are situations where it makes sense to change the contents of a received .pdf file, like “if you need to fill in some information on a PDF form”.

“PDF to Word” conversion websites like “PDF Converter”, “PDF to Word” or “PDF Online” are websites that advertise that will do the conversion for free. (Google “free pdf to word” and you’ll see many possibilities.) Also, you could try “free document converter” found at www.hellopdf.com. I haven’t any experience with these, but the literature claims they work as indicated. And, for those of you who need to do a lot of these conversions, Adobe offers “Adobe Acrobat DC” for about \$15/month or you could buy it for around \$200. There must be a large enough number of people who need to convert .pdf files to .doc files because when I Googled “pdf to word”, I was pointed to many websites that could supposedly help me in my quest. There even was a YouTube video that indicated that you could upload a .pdf file to Google drive, (yes, you’ll probably need a Google Drive account), and then download it as a word (.doc) document. When I tried it on a pretty simple PDF, the conversion didn’t seem to preserve a lot of the formatting, so it didn’t look like it would be acceptable, at all, on a more complex document. I haven’t had the occasion to need to convert a document, but if the situation ever arises I’m sure I’ll be able to get it done, though I just might have to go to the lab and get some help from one of the very able and helpful Monitors. So, when all is said and done, the PDF standard is deeply ingrained in modern computing because it allows a single file to provide a display that looks the same on all different types of computers.



Photo by Jerry Land

Big Bear Computer Club Board Notification

The Computer Club Board is looking for a new board member.

The “new” Board of Directors Position -- which is a position that has been filled in the past but within the last couple of years the position became vacated and not re-occupied. This board position is for a person that can make resurrection efforts to recruit website and newsletter business advertisers.

Board News

Computer Club [Bylaws](#) and [Rules and Regulations](#) are now available to be read on our Computer Club website. Soon our Board Minutes along with the club’s finance report will be posted.

2016 Big Bear Computer Club Workshops

All workshops are 1:00-3:30pm and being held at the Senior Center. Each workshop costs \$15.

July 18, 2016 – Digital Cameras, Smart Phones, Computers and Tablets

August 15, 2016 – Windows 10 Part 2

September 19, 2016 - Microsoft Excel

October 17, 2016 – Settings on your mobile device

To Register Contact:

Rosemary Lloyd 909.547.7257
rosemary@sugarloafpc.com



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Apple TV

By Jim Cerny
www.thestug.org
jimcerny123 (at) gmail.com

Apple TV for More TV Viewing Options

The Apple TV is a neat little box device you plug into a power outlet and into the back of your TV for a whole lot of fun TV viewing options. The latest version of Apple TV is called the “Fourth Generation” which, of course, has more possibilities and options than the previous versions. If you are an Apple user of other devices, such as an iPad and/or an iPhone, the Apple TV could be a really fun addition to your Apple family. It is in the price range of \$150 to \$200 depending upon the memory size.



movie, the Apple TV will find it and show you which of your apps has that movie available to you or, of course, you may also watch it through iTunes, probably for a charge. You can even download some relaxing videos such as a fireplace or aquarium just for atmosphere.

compete with the big gamers by providing some game controllers for the Apple TV in the near future.

Photographs are fun and are even easier to share and show on your TV. You can set your iPhone or iPad to save your photos to the cloud and this makes your photos available to view using your Apple TV. Remember the “cloud” is a way of saving your stuff on the internet so that it can be available to your other devices which can also access the internet. Being an Apple product, naturally it works the best and easiest with your other Apple devices using your iTunes or Apple ID account.

Another fun ability of the Apple TV is to duplicate your display screen of your iPad and iPhone on your big screen TV. This comes in very handy for teaching my iPad class.

What does it do? When you connect your Apple TV to your television set or computer monitor (you will need an HDMI cable to connect it which does not come with it) you will be prompted to connect it to your other Apple device(s) and your WIFI home network. When this happens, the following options or abilities would be available to you:

Download Apps (you know, programs and things) such as Netflix, Hulu, and YouTube (which are free) and you can search for movies, TV shows, or any other videos available through the internet. If you are looking for a particular

Music apps, such as the free Pandora, Spotify and others, will open up a whole world of music options for your listening enjoyment. You can “like” or “not like” whatever music you are listening to and Pandora, for example, will bring you more music you like based upon your choices. You can also make up playlists of your favorites by genre (classical, jazz, country, etc.) and pick your playlist to match your mood.

Games are an option too. There are many apps that will allow you to play games on your TV through the Apple TV box and more games are on the way. Apple is looking to

The set-up of the Apple TV out of the box is not difficult and will step you through the process. It comes with a nice remote control which you “swipe” and “click” with your finger to navigate through the settings and options. Please be prepared to “Ask Google” if you have any questions about the set-up. As I mentioned earlier, you will need to purchase an HDMI cable to connect it to your TV. You may not want to consider purchasing an Apple TV unless you also have at least one other Apple device, such as an iPhone or an iPad.

Continued Page 11...

Continued... Making Conversation

That's the real tipping point for bots. Software is much more effective now at recognizing human words than even a few years ago, with an accuracy rate of more than 90 percent, according to most estimates. But truly understanding what those words mean in context remains a hurdle.

At the same time, we tend to raise our expectations. Real conversation moves the interaction well beyond typing a question into a search box. When speaking with a chatbot, we're more likely to feel like we're speaking to another person, to be more open-ended and talk in multiple sentences spiced with double meanings and colloquialisms. All of which makes it that much harder for bots to figure out just what it is we want.

Still, bots are increasingly viewed as a natural extension of how we already communicate and use our mobile phones. And, they're being seen as the way we'll talk to our cars, our TVs and all our other appliances.

Clearly, digital assistants and bots still have a way to go before they can interpret everything we say with precision and express themselves in language that sounds natural. But it seems only a matter of time before they're less novelty and more companion.

Some very big companies are banking on it.

Continued... Apple TV

The Apple TV also comes with "Siri" – the voice recognition capability. This eliminates having to use the controller to key-in one letter at a time to do a search – just hold down the microphone button on the controller and ask it anything. Of course the Apple TV is capable of more uses than these (and more are coming) but they do give you a good idea to help you decide if an Apple TV would be good for you.

Overall, I think it is a very nice device with many possibilities. But I also caution that it is not for everyone. If you are interested, ask your friends or someone at your computer users group who has one, and "Ask Google" too, you will learn more of the possibilities. Like many devices, different people use it for different reasons. Maybe it would be something you would enjoy. It certainly is a big step closer to "cutting the cable" to your video provider and saving a bunch of money every month!

The Bison Is Now the Official Mammal of the United States

With zero fanfare on May 9, 2016, President Obama signed a bill declaring the bison the national mammal. The big beasts are the first official mammals recognized by the federal government. The bill that had received congressional support on both sides of the aisle. The House of Representatives passed it on April 26 and the Senate on April 28.



Official seal of the National Mammal
of the United States



Bearly Bytes Newsletter, past winner of SWUGC & APCUG Newsletter contests. is the official publication of the Big Bear Computer Club. Views expressed in Bearly Bytes are those of the authors and do not necessarily reflect the opinions of Big Bear Computer Club. Other computer user groups are welcome to reprint our articles as long as they give credit to the author and Bearly Bytes, Big Bear Computer Club.

Submissions: All BBCC members are encouraged to send letters, articles, questions, and comments to Bearly Bytes for inclusion in future issues. Submit as plain text in the body of an email and attach any graphics as JPEG or GIF format.



Send to Yomar Cleary –
ycleary@charter.net



Enter "Find the Bear" contest to win a cool prize

1. **Locate this "BEAR"**
2. **Click on it**
3. **Fill in the form**
4. **and then Send**



Must attend the following meeting to receive the prize

May 2016 Club Meeting

The Presenter was Elliott Stern from Maestro Computing Services. His presentation was all about Email, which included Email Etiquette, Email Security, Avoid email Phishing Scams that can steal your identity, and how you can be an "Email Angel."

Attendees



The Opportunity Drawing Winners



left to right ...

- Elliott Stern.....Computer Club Notepad
- Linda Monahan.....All purpose wireless mouse
 (Donated by Elliott Stern)
- Jerry Merino.....White board
- Lori Marquart.....Timer
- Chris Ramirez.....Uniball pens
- Pat Muecke.....T-Shirt

Monthly Calendar

I want to
REFRESH my mind
DELETE all my problems
UNDO all my mistakes
 and
SAVE the happy moments

Your Computer Club donation is tax deductible.
 Donations are accepted though Paypal.

Donate



You do not need a Paypal account to donate through Paypal.

JULY 2016						
S	M	T	W	T	F	S
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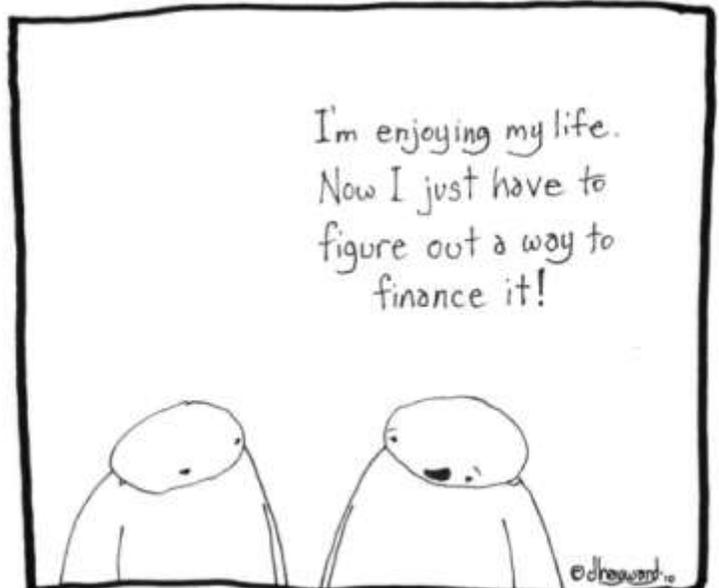
5 Board Meeting

12 Club Meeting is also the **Christmas in July Party!**



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User Group Program



Group Newsletter Sites



An International Association of Technology & Computer User Groups



Make Word 2013 a Touch-Friendly Interface

If you're using a touch-based device, you can change Word's interface slightly to make it easier to use. On your touch-based device, click or tap the small icon of a hand with an upright index finger that's on the top left of the screen and you'll be able to choose between a mouse-based or touch-based interface.

The mouse-based interface is the default. In the touch-based interface, the icons on the Ribbon are enlarged and there is more space between them, making it easier to tap the one you want without accidentally tapping another.

By Preston Gralla, Computerworld

<http://www.computerworld.com/article/2938195/desktop-apps/word-2013-cheat-sheet.html>



Automatically Breaking Text

Have you ever had a string in a cell that you wanted to wrap after every word? The normal way of doing this would be to press **F2** and edit the string. You would delete each space and then press **Alt+Enter** to add a new line character.

There's an easier, less manual method of doing this, however—just use the **SUBSTITUTE** function. Suppose cell A1 contained "This is my text." Enter the following into another cell:

```
=SUBSTITUTE(A1," ",CHAR(10))
```

What this results in is the text of cell A1 with small boxes where the spaces were. Turn on wrapping for the cell (done in the Format Cells dialog box) and each word appears on a different line, just as you wanted.

ExcelTips is your source for cost-effective Microsoft Excel training. This tip (11233) applies to Microsoft Excel 2007, 2010, and 2013.



APP Problems

The focus here is on the iPhone/iPad Operating System (iOS 9).

Sometimes an App simply does not function properly. Unless it is a system bug the problem is normally limited to just a single device. So here are three steps to follow and see if the problem is not cleared up.

Close open Apps periodically

1. Double click the Home Button
2. Push Apps to the top; normally just close all or you can just close the trouble App
3. Click the Home Button once to return to the home page

Device Reset

1. At times the iPhone/iPad may freeze or an App just does not work right
2. Press and Hold the Power/Sleep button and the home button at the same time until the screen goes black.
3. Power back on and check that the issue is resolved

Delete the App

1. If closing the App and/or Device Reset did not solve the problem, delete the App and re-install from the App Store.
2. Press and Hold on any App until they begin to move (dance)
3. Tap on the X in the Upper Left Corner
4. Click the Home Button once to return to normal mode
5. Open the App Store and reinstall the App – Apps previously installed will have a Cloud Icon with a down arrow.



Helpline

The following members have generously offered to help you with your PC problems by phone or by email:

Windows Beginners Yomar Cleary
909.214.6990 ycleary@charter.net

Microsoft Windows Rosemary Lloyd
909.547.7257 Rosemary@bigbearcc.org

MS Outlook Rosemary Lloyd
909.547.7257 Rosemary@bigbearcc.org

MS Excel Yomar Cleary
909.878.5622 ycleary@charter.net

MS Publisher Yomar Cleary
909.214.6990 ycleary@charter.net

Digital Photos Barbara Moore
909.585.7981 barbmoorebbl@gmail.com

CD Burning Rosemary Lloyd
909.547.7257 rosemary@bigbearcc.org

Computer Upgrades..... Marc Busch
949.609.9266 bigbearjedi@charter.net

The Computer Club provides training at the monthly meetings when there is no presenter. SIG groups are also available.

Persons with all levels of computer knowledge are welcome to attend the club's open meetings.

**Your First 2 visits are free!
Bring a friend.**

**Annual Membership is \$25 and spouse \$5.
All recurring membership dues are due in January.**

**THE BEAR WANTS YOU
TO SHARE A TIP**

Send tips to Yomar Cleary –
yclenary@charter.net



Officers and Key Leaders

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Sunshine Chair Angie Pezina
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Name Tags/Hospitality..... Dorothy Sirk
909 585-3449 dorothisirk@hotmail.com

General Information and Membership

Membership Benefits

- Monthly Meeting presentation and demonstration of popular hardware and software
- RAM (Q&A) sessions
- Tech News and Virus Alerts
- Door prize drawings
- Bearly Bytes, our award-winning monthly newsletter emailed
- Website: bigbearcc.org
- Free Software Review
- Member Help Line
- Member E-mail Notifications
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- Training workshops

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For each Family Member (s) add \$5/year towards your dues.

Name _____ E-mail _____

1. Mail your application and a \$25 check for dues to:
BBCC Treasurer
PO Box 645
Big Bear City, CA 92314
OR
2. Bring your application and dues to a meeting
OR
3. PayPal [click here](#)



Big Bear Senior Center, 42651 Big Bear Blvd., Big Bear Lake, CA

For additional information
You can contact
Rosemary Lloyd, President
909.547.7257

Bearly Bytes Newsletter
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PO Box 645
Big Bear City, CA 92314