**SLO Bytes First Session - Sutter – 01/06/2019**

**Icon replacement** – on Bulletin Board at <http://slobytes.org/smf/index.php?topic=245.0>  
YouTube - <https://www.youtube.com/watch?v=bM_fDpSqmls&feature=youtu.be>

**Parted** **Magic** version **2019\_01\_03** - <https://partedmagic.com/downloads/>

[**TonerRefillkits.com**](http://www.tonerrefillkits.com)

**How to find where an e-mail message is located in Microsoft Outlook 365 -**<http://www.fullbean.com/tutorials/outlook-find-folder.mp4>

**How to speak with a Microsoft representative via phone**  
Go to <https://support.microsoft.com/en-us/contactus/>   
This will bring up Microsoft’s **Virtual Assistant**  
Type a description of the problem.  
Every time that the Virtual Assistant proposes a solution, try it before indicating that the suggestion didn’t solve the issue. After you have done that repeatedly, the Virtual Assistant will ask if you want to speak to a representative over the phone. Respond **YES** and supply the information requested at  
<https://support.microsoft.com/en-us/contact/virtual-agent/?flowId=smc-contactus&partnerId=smc&referrer=support.office.com>

Upon conclusion, the Virtual Assistant will inform you that someone will contact you at the phone number that you provided and give you an estimated wait time. Do not rely on the accuracy of this estimate. A representative will eventually call.

**Alpaca** **Project** – Use **Microsoft Paint** to expand an image so that it prints across multiple pages  
<https://youtu.be/xKge3PXiHAw>

**Microsoft** **Mail** **Merge** **in** **Word** - <https://youtu.be/bd2bPQBvac4>

**Windows 10 Update to version 1809 -**   
<https://www.drivereasy.com/knowledge/fix-potential-windows-update-database-error-detected-in-windows-10/>

----

**Second Session - My Most Often Used Applications –**<http://www.slobytes.org/presentations/sutter-0119/Sutter%20Frequently%20Used%20Programs.docx>

**Ralph Sutter**