

Newsletter

Issue #3: June 2002

Welcome!

Welcome to the third issue of the quarterly CyberText Newsletter.

Our aim is to help make you more proficient by sharing some productivity hints and tips, and to let you know about some of our services. If you'd like me to address a particular aspect of productivity, let me know.

You have received this newsletter because you are one of our current or previous clients, or because you're a friend/colleague. If you don't want to receive notification of any further issues let me know and I'll remove you from the mailing list.

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Word hints and tips: Getting Rid of Blue Hyperlinks

Don't you love how Word wants to think for you?

You type a web address and it puts a blue underline underneath it, and you can't click in the line and edit it! Or you type something like *pretty* and it removes the asterisks and makes the word bold. You don't have to take it any more! On the next page are some workarounds; I've documented how to do them in Word 2002, but similar features are available in Word 2000 and Word 97....

Is it email, e-mail, or eMail?

With both 'web site' and 'e-mail' I find that I'm starting to go down the closure and lower case route - 'email' and 'website' - at least in personal communications. I did a bit of research into some print and online style guides and found the following.

The *Associated Press Style Guide* (2000) is clear about using 'Web site' and 'e-mail'. AP also uses 'Web page' but 'webcast' and 'webmaster'.

The *Microsoft Manual of Style for Technical Publications* (2nd ed.) says 'Web' except for words such as 'webzine', and has this to say about 'E-Words': "In general avoid forming new words with 'e-' (for electronic) unless you know your audience will understand. Some words that may be appropriate in certain circumstances are 'e-commerce' and 'e-money'. E-mail and e-form are acceptable. Use lowercase and always hyphenate for clarity". Further on, under e-mail they add: "...Maintain the hyphenation to show the meaning of 'electronic mail' and to be consistent with terms such as 'e-commerce'. Use 'E-mail' at the beginning of a sentence and in headings."

Sun's *A Style Guide for the Computer Industry* (1996) uses 'email', as does the *Columbia Guide to Online Style* <http://www.columbia.edu/cu/cup/cgos/idx_basic.html>. The *Guardian Style Guide* <<http://www.guardian.co.uk/styleguide/page/0,5817,184836,00.html>> has 'email' but also 'e-commerce'. The Guardian also uses 'web' and 'website'.

The *Chicago Manual of Style* (CMS; 14th ed.) has a general principle at 6.38: "For some years now, the trend in spelling compound words has been away from the use of hyphens. ... a tendency to spell compounds as solids as soon as acceptance warrants their being considered permanent compounds, and otherwise to spell them open. This is a trend, not a rule, but it is sometimes helpful, when deciding how to spell [a] new combination, to remember [this] trend."

The new Australian *Style Manual* (6th ed) has a bet each way! Within the body of the book, they use 'email' and 'web site', yet when talking about how to deal with 'e' words, they state: "For the growing set of words prefixed with 'e' (for 'electronic'), hyphenation is recommended: e-book, e-business... The 'e' prefix is so small that such words would be in danger of being misread unless the hyphen is there." Yet on the same page (p.90) they state that both the *Macquarie* and *Australian Oxford* dictionaries use 'email' and, "With the growing number of similar words that use a hyphen, it is possible that 'e-mail' will become the preferred term." On 'web sites' they are at least consistent and refer to them as two separate words, in lower case: "... a growing tendency to use lower case for these words. ...lower case appears to be the predominant usage for 'web site', which is also often seen as one word."

The *Economist Style Guide* <<http://www.economist.com/library/StyleGuide/index.cfm>> doesn't appear to make any statement on these, but a quick search of their site resulted in 385 hits for 'e-mail' and 429 for 'email' - about even.

So, if you have a house style guide or use a standard one, follow their guidelines. If not, just be absolutely consistent in your usage within a document.

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STC 49th Annual Conference
Nashville, May 5-8, 2002...

YeeHa! (see over)





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...getting rid of blue hyperlinks

From page 1...

- Turn off the auto underlining permanently: From the menu, select **Tools > AutoCorrect Options**. In both the **AutoFormat** and **AutoFormat As You Type** tabs, clear the options for **Replace as you type: Internet and Network Paths with Hyperlinks**. Clear the ***bold*** and **_italic_ with real formatting** options as well, if they're causing you unexpected behaviour.
- If the hyperlink needs editing: Right-click on it, then select **Edit Hyperlink**. In the **Text to Display** area, make the changes. You can click **Remove Link** to make the text plain again.
- To remove all hyperlinks, press CTRL+A to select the entire document, then press CTRL+SHIFT+<F9>. Be careful—any bookmarks, automatic table of contents entries, or other linked field codes will also be removed.

How do I hide the list of email recipients?

When you send out the same email message to numerous people, you usually don't want everyone to see who else has received it, and you may even be contravening the current privacy laws in Australia. At the very least, you would be in breach of common courtesy if you haven't asked permission of all those on the list to post their email addresses to everyone else.

So how do you hide everyone's address? By using the BCC field (BCC = Blind Carbon Copy—and who is old enough to remember a *real* carbon copy?). These instructions are for Outlook, but most email clients have something similar—check their online help for 'BCC'.

1. If the BCC button isn't displayed underneath the TO and CC (Carbon Copy) buttons, select **View > BCC Field** from the menu.
2. Either:
 - Click the **BCC** button, then choose all the email addresses to send your message to, or
 - Click the Address Book icon, select all the email addresses, click the **BCC ->** button, then click **OK**.
3. The addresses will be listed in the BCC field. When you click **Send**, the emails will be sent out without any address information displayed.

Couldn't resist!

You've all seen them, those little disclaimers at the end of e-mails from work addresses. Here's one we couldn't resist sharing. Unfortunately, we don't know who wrote it.

IMPORTANT: This email is intended for the use of the individual addressee(s) named above and may contain information that is confidential, privileged or unsuitable for overly sensitive persons with low self-esteem, no sense of humor or irrational religious beliefs. If you are not the intended recipient, any dissemination, distribution or copying of this email is not authorized (either explicitly or implicitly) and constitutes an irritating social faux pas.

Unless the word absquatulation has been used in its correct context somewhere other than in this warning, it does not have any legal or grammatical use and may be ignored. No animals were harmed in the transmission of this mail, although the kelpie next door is living on borrowed time, let me tell you. Those of you with an overwhelming fear of the unknown will be gratified to learn that there is no hidden message revealed by reading this warning backwards, so just ignore that Alert Notice From Microsoft. However, by pouring a complete circle of salt around yourself and your computer you can ensure that no harm befalls you and your pets. If you have received this email in error, please add some nutmeg and egg whites and place it in a warm oven for 40 minutes. Whisk briefly and let it stand for 2 hours before icing.

Clear instructions

From an IBM maintenance manual, 1925 (source unknown):

"All parts should go together without forcing. You must remember that the parts you are reassembling were disassembled by you. Therefore, if you can't get them together again, there must be a reason. By all means, do not use a hammer."

Contributions to "Clear Instructions" welcome! If you find a terrific or horrendous piece of technical writing, send the details to info@cybertext.com.au

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News!

- I presented a paper at the 49th Annual STC Conference in Nashville, May 2002, entitled "Training 101: Learn How to Train". You can get PDFs of the paper, the presentation, and the handouts from <http://www.cybertext.com.au>. Just click on **Tips > Training**. The presentation went well—and the little koalas I gave out to all attendees at the session went over a treat!
- Instead of flying, we drove from LA to Nashville and back, crossing through 16 different states and covering 6670 miles (10670 kms) in 14 days of driving. Add to that the flying and airport transit time of 25 hours to get to LA from Perth, and the 25+ hours to get back to Perth via Hong Kong, and it was a lot of coverage in just over 3 weeks.
- Thanks to Gina at Alpha Travel who organised a lot of it (gina@alphatravel.com.au).

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Official And Ominous-Looking Small Print

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