



BMUG PDF enewsletter

February 07

committee

Ron Begg, President
Dick Brown, Vice Pres.
Steve Craddock, Sec.
Graeme May, Treas.
Margaret Boyles
David Dixon
Don Patrick

*our email addresses
are on the website...*

Contents:

February 14 meeting.....	1
Xmas party & AGM	1
Members wanted	2
BMUG reference library	3
Mac 101	4
AUSOM First Class	4
Members' marketplace — wanted or for sale	5
BMUG mentor program	6
Mac 101 cheat sheet	7
A cautionary tale	8
Troubleshooting your Mac	9



February meeting — 14 February

Email presentation part 2 — secrets of the address book, & iChat and Skype — free video chats at home or overseas

Welcome back everyone, we have 2 great workshops at our February meeting, offering great opportunities to learn and share. And although we have taken the formal steps to become an incorporated organisation, we have resolved to keep our meetings informal with lively workshop and sharing sessions. Members don't have to worry — BMUG continues to be a formality -free zone!

Christmas party and AGM

Members appeared to greatly enjoy our inaugural AGM and Christmas party, which was carried out in a very convivial atmosphere, with some brilliant exhibits, including the superb antique Apple IIC seen below right...

Our newly elected office bearers are:

President: Ron Begg
Vice president: Dick Brown
Secretary: Steve Craddock
Treasurer: Graeme May

our committee members are:

Margaret Boyles
David Dixon
Don Patrick (co-opted)

Our annual fees have been set as:

- attending members — \$25, plus \$5 for family membership of the Neighbourhood Centre and \$2 a meeting for attendance.
- virtual members — \$25

and BMUG is now officially incorporated.

Apologies were received from Graeme May, Morrie Aitken, and Peter Fayers.



[BMUG website](#)

[email BMUG](#)



Members WANTED

We are always looking for new members. How about bringing a friend along?

And now that BMUG has a number of member benefits to offer even if people are unable to actually attend meetings, we are keen to recruit *virtual members*, who participate from remote locations. Our first virtual members were signed up over January. Do you have Macintosh friend who lives elsewhere, perhaps even interstate? Encourage them to join and take advantage of the membership benefits listed below...

[check out
free web
hosting](#)

Member benefit 1

BMUG offers unique FREE website hosting!

Member benefit 2

BMUG members privileged access to AUSOM FirstClass

Member benefit 3

'Getting started' manuals — a bargain at \$2...

We are very proud of our small but growing library of *do it yourself* manuals for the Macintosh, all written *for members by members*.

Tip: we bring copies of each manual to meetings and they always sell out, so if you are after a particular one, just email Steve to place an order and be sure of getting yours at the next meeting. Of course we're also happy to mail you a copy, if that's more convenient.

They presently include:

- Buying a Mac
- Absolute Beginners
- Mail tutorial
- iChat with your Mac
- Music and listening with your Mac
- iWeb with your Mac
- Scanning with your Mac

[check out
BMUG
Manuals](#)

Member benefit 4

BMUG reference library

See news of exciting new titles on the next page...



In your home or office, at a time to suit you

- ✿ Geelong, Surf Coast & district
- ✿ Hardware installation and setup
- ✿ Troubleshooting, problem solving, tuition
- ✿ Mac OS X upgrades
- ✿ Broadband, Airport, networking
- ✿ Digital photography & scanning

Expertise – experience – very reasonable rates **5243 2946 or 0419 331 424**

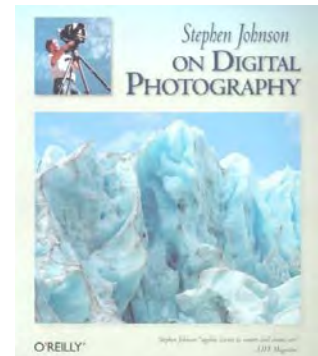
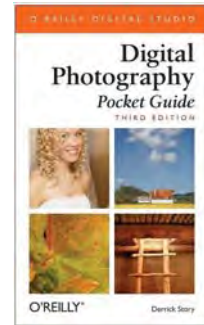
**Mac
Assist**



BMUG reference library

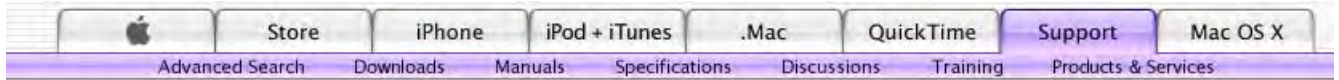
We have established partnerships with a number of publishers of Macintosh reference books and the club has a growing number of titles to borrow. To find out more, speak to or email our librarian, David Dixon.

Click on the cover images of our new library titles to read more about them at Amazon:



Mac 101 — Apple tutorial documents

We are always on the lookout for help for our members, and Don has recently identified the following collection of helpful online tutorial documents:



[check out
Mac 101](#)



Mac 101

Get started with the Mac.

If you're new to computers or simply need a refresher course on how to get the most out of your Mac, you've come to the right place. Welcome to Mac 101: Your guide to using a Mac effectively and efficiently. If you've switched to Mac from Windows, [Switch 101](#) is just for you.

Whether you want to learn how to get around your Mac desktop (or find out what a desktop is, for that matter); figure out how to connect your printer, iPod, digital camera, or other device; discover email and the Internet; learn how to do various tasks; learn how to use the software that came with your Mac; or even find out what to do when things don't go as planned; we have the answers.

[check out
AUSOM
FirstClass](#)

AUSOM FirstClass



Computer Topics

FirstClass's open discussion forums encompass the full spectrum of basic computer use — computer and peripheral purchase and setup, software installation and use, Mac operating systems, networking, maintenance and troubleshooting of both the equipment and its software. All popular equipment and software is discussed by beginners and experts alike. Their experience is available to you for the asking.

Special Interests

Other open forums discuss such topics as desktop publishing, genealogy, the internet, finance and investment, graphics, digital movies and photography, music, hardware and peripherals, networking and

telephony. Web development, FileMaker and many other topics that involve the use of Mac computers. Dozens of new messages are posted every day by both professional and amateur users. You'll be amazed at the amount of information that is present and freely available to subscribers of AUSOM's FirstClass.

Downloads

Downloads available from the system include updates from Apple and other commercial software publishers, as well as hundreds of shareware programs and utilities in many categories, to suit both new and older Macintosh computers. Large files and/or broken connections are no problem, as FirstClass

allows you to resume interrupted downloads in a later session. The File Exchange area is one of the most-used on the system.

Access to FirstClass

Using the easily-installed FirstClass Client software, you can access AUSOM's FirstClass via any internet connection. Away from home, you can access it via any Web browser (simply click the Web Login button from the AUSOM website). There's even a Windows version of the Client software (for instance, you use a Windows PC at work). To download a version of the FirstClass Client software appropriate to your needs, click the Client Downloads button found on the AUSOM's FirstClass page on AUSOM's website.

Application to join AUSOM FirstClass

Name:	
Address:	
Telephone:	Fax/Email:
E-mail:	
<input type="checkbox"/> Casual (at meeting only) <input type="checkbox"/> Casual (made payment to BMUG)	
Fee: \$50.00 inc GST, per annum	

Post your completed application form to:
Bellarine Mac User Group
 25 Hallibut Avenue
 Ocean Grove VIC 3226

or join at any BMUG meeting



www.ausom.net.au/firstclass.html



Members' marketplace — wanted or for sale...

Many of our members are running old machines that won't run OS X. Imagine how frustrated they become when they are constantly hearing about stuff they just can't do!

Can you help? We are looking for good older iMacs...



[email Steve with your advert](#)

If you know someone with an unwanted older machine running OS X that is in good condition, ask them to email Steve and we will advertise it in this newsletter for just \$5.

Of course members' adverts are **free**.

BMUG members are always welcome to send us brief descriptions of any computers or accessories you would like to buy or sell. Obviously the club cannot take responsibility for any grievances that might arise from transactions, so keep the descriptions of gear as accurate as possible.

FOR SALE, \$495 — valued at over \$700!

Brand New — includes 2 year on site warranty (Transferable)
Contact David Dixon on 5258 2219

magicolor 2450
A4 Full Colour Laser Printer
5ppm Colour, 20ppm mono
Postscript Level 3

4.5k Toners

→ BONUS Comes with FULL capacity toner set valued at over \$700 rrp



BMUG mentor program

Members who weren't able to get to recent meetings may be unaware that we are now running a formal club mentor program. A group of highly experienced members are willing to answer your queries over the phone, by email, and even by attending at your home to give you personal training sessions.

The program has just begun, but already we are getting very positive feedback from members who say the sessions have given them the confidence to really progress with their machines.

From our experience so far, may we suggest:

- if you are using a really old machine, particularly if you are not running System OS X, we can do little to help you, so consider upgrading. Already several members have made this move, and they are invariably delighted with the new opportunities that are available to them.
- Invest in some handbooks. We highly recommend David Pogue's *Mac OS X, the Missing Manual* and our own *BMUG Absolute Beginners manual*.

Presently, the following members are participating in the mentor program, and we are getting very good feedback from them:

[email Steve about the mentor program](#)

Bruce Murray — assisted by David

Leonie Crook — Don
John Crook

Cynthia Potter — Cliff

Gwen Cox — Dick

Carol Wilson — Steve

Ed Scouller — Dick

Keith Wayth — Ron

To participate, either as a mentor or as a beginner, sign up at the next meeting, or phone Steve on 5254 2576. And if you are a virtual member, we can offer assistance by phone or email.





Mac 101 cheat sheet

Organised members will immediately see the advantage of printing out the following sheet and filling it in. If you are not that well-organised (and the editor certainly isn't) do yourself a favour anyway, and make an effort!

[Download page here...](#)

My Mac Cheat Sheet

**don't forget to hide me*

My Mac

I have a _____ computer
It has a _____ processor
I have _____ MB/GB of memory
It has _____ memory chips inside
My hard drive is _____ GB
My serial number is _____
I'm running Mac OS _____

My User Account

My user account name is _____
My account password is _____
I am/am not an administrator (circle one)
• If not, the admin is _____,
• and his/her phone # is _____
I do/do not have more than one Keychain
• If I do, my Keychain names/passwords are:
First _____
Second _____
Third _____

My Internet

My ISP is _____
Their phone number is _____
Their website address is _____
My account name is _____
My password is _____
To connect, I use (check all that apply):
 internal modem cable modem
 DSL router
The device brand/model is _____

I do/don't use a dial-up connection (circle one)
• If I do, my dial-in number is _____
• My alternate number is _____
I do/don't connect wirelessly (circle one)
• If I do, I have a (check one):
 802.11a network
 802.11b network
 802.11g network
• My wireless device is a _____
• My password is _____

My Email

• *Main Account*
My email provider is _____
Their phone number is _____
My email address is _____
My email password is _____
This is a .Mac/POP/IMAP account (circle one)
My mail server address is _____
My SMTP server address is _____

• *Work Account*
My email provider is _____
Their phone number is _____
My email address is _____
My email password is _____
This is a .Mac/POP/IMAP account (circle one)
My mail server address is _____
My SMTP server address is _____

• *Other Account*
My email provider is _____
Their phone number is _____
My email address is _____
My email password is _____
This is a .Mac/POP/IMAP account (circle one)
My mail server address is _____
My SMTP server address is _____

• *Other Account*
My email provider is _____
Their phone number is _____
My email address is _____
My email password is _____
This is a .Mac/POP/IMAP account (circle one)
My mail server address is _____
My SMTP server address is _____

My Mac Emergency Contacts

AppleCare: <http://www.apple.com/support>
Apple Tech Support: 800-275-2273
Retail Apple Store _____
Apple Service Provider _____
Mac-savvy friend _____

don't forget to hide me • don't forget to hide me • don't forget to hide me • don't forget to hide me • don't forget to hide me



A cautionary tale or... to shop or not to shop online by Don Patrick

I have made many web purchases, and until recently have been 100% satisfied with both the products and service received from online sellers and retailers. However, this recently all fell in a heap when I decided to buy one of the well-reviewed Griffin iCurve laptop stands.

As usual, I thoroughly researched the item and then shopped around for the best price, but perhaps this time I didn't take as many steps as usual to verify the credentials of the seller (use Ebay Feedback Comments and Contact Details as well as Forum Comments etc. where available, to get a 'feel' for the advertiser).

I found availability and a good price from, of all places, an interstate Apple Authorised Retailer. Enough said, no more checking needed, off went my order. Now, most of the online sellers I had dealt with previously have given amazingly good and speedy service, sometimes even providing next day delivery, but this time it was definitely not to be, as you see from the following timeline...

- Day 1 Online order submitted and email confirmation received that my order had been "queued"
- Day 7 Second email stating that my order had been processed and my credit card debited. (*"Ah! It should be here before Christmas"*)
- Day 12 Still not received — phone call by me to enquire when I could expect delivery, and after several long delays and trips away from the phone I am told the item had been superseded and a new model not yet released. I am offered an immediate refund. (*"Shouldn't they have told me this before now and why did they take the money when they couldn't supply?"*)
- Day 13 No refund appears when I check my credit card balance online. I ring and finally after much button pushing, I get to talk with a real person who says *"I am doing something else at the moment, please hold"* and 10 minutes later I am disconnected. I ring yet again and ask to talk to someone from accounts and get switched through to... an answering machine; I leave a rather terse message and request a return phone call. I follow this up with an annoyed email.
- Day 15 No refund, no return call, no return email. I write a complaint to the Managing Director via snail mail plus a second copy by email. (*Christmas comes and goes without any satisfaction in the matter*)
- Day 18 Another phone call (*"thank heavens for 10 cent VoIP calls"*) — and am told that no one from accounts is in attendance and that no one else can help. I send yet another very terse message via the seller's web page.
- Day 19 Finally a very unapologetic and offhand phone call from someone in accounts — could they have my credit card details so they can make a refund. (*"they had the details to debit but can't use them again to credit?"*) They promise to do it straight away.
- Day 20 You guessed it — not in my account. Phoned and amazingly got the same person who said it had been processed. I ask to speak to the Manager but *"he's busy with a customer"*. I finally get a call back from the Manager who says the refund has been given and was quite unconcerned when I informed him that this was the worst online transaction I had ever experienced. (*"Could I get a copy of the Credit Card deposit slip pleased?" "Yes, I'll scan and email it straight away"*).....did it come?.....don't even ask!!!
- Day 21 Refund received — original item **still** listed for sale on the retailer's web site.

Moral of the story – caveat emptor (even when it's an Apple Shop!)



Troubleshooting your Mac – what to do when you can't get things to work

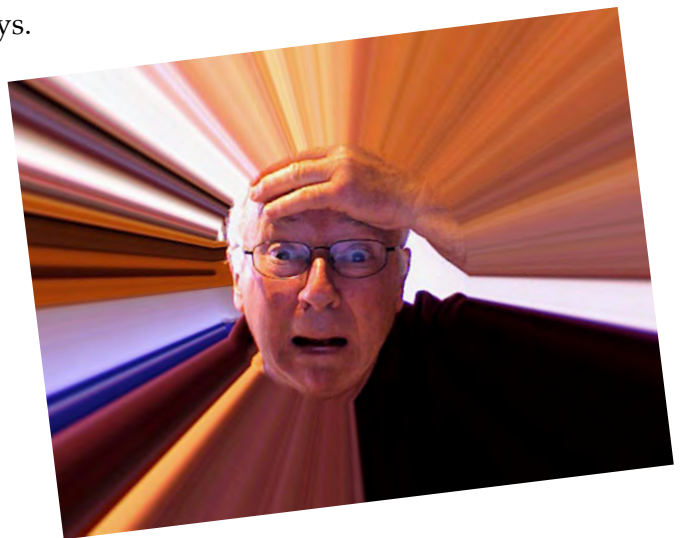
Has something like this ever happened to you?

- an application crashes;
- you can't access a web page;
- the document won't print;
- an email has gone wonky;
- the dreaded "spinning beach ball";
- etc. etc.

Hopefully you won't have lost any work. **And you won't have, if very time you pause for thought, whatever you are doing, you hit command 'S' for save.** Let it become an invariable habit so you never have to remember to do it. *I can't stress this point too much.*

Well first up, don't panic, you are not alone, it has happened to all of us many times before, and we can take heart in how much more stable the system is these days.

Thankfully, these days, the problem typically only affects one application, rather than the whole system at once...



and there are some simple solutions to try yourself, before you panic:

- Relax, have a cuppa and take a break, it might just fix itself.
- See if you can save your work with command 's' or the File Menu.
- Quit — command 'q' the application, and reopen it,
- Force quit if normal quit doesn't work — in the Apple Menu.
- Repair the Permissions. Use Disk Utilities — it's in the Utilities Folder in Applications.
- Run one of the freeware repair utilities such as *MainMenu*, *OnyX*, or *Maintain*.
- Log out in the Apple Menu, and log in again.
- Restart the computer.
- Try deleting the *preferences* for the application. Note that if you do this for some applications like *Mail*, you'll take some time to re-do all your settings.

If it's still no go, think about searching and/or asking for advice on the internet. Often a solution will be suggested. Next try one of the help forums such as AUSOM FirstClass, Apple Discussions, Mac FixIt, Macosxhints Forums etc. Apple Care offers phone help, if your machine is still under warranty, and also a BMUG mentor or committee member may be able to help.

Finally, think about bringing in the cavalry in the form of paid consultancy from a guru such as Steve Cooper from Macassist.

And remember — all is not lost, there's always your backup, of course!!!!???