



# MAC FACTS

from

## Mac Help Desk

SUPPORT, SALES, TRAINING & SERVICE

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a Macintosh Solutions Provider company

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### *A Message from Dru*

It's February. It's 82+ degrees. Oh, how I love these Texas winters! ☺



Hello? – A bit of phone protocol for those newbies amongst us. When you call me at the office one of three things will occur. Either *I* will answer the phone or the *answering machine* will answer it. If I answer it, we can chat. If the machine answers it, you can leave a message that, in all likelihood, will be returned the next business day. But, he says with the lopsided grin of his, if you call during the day and I'm not there and you need to contact me to, for example, 'reschedule an appointment' ...in that instance you'll need to *page me*. Otherwise I won't get your phone call until *after* I've been to your place and said very unkind things to myself about you standing me up.



### Mac Help Desk, Inc Announces "Insta-Tech" Service

**Here's the problem:** In some instances you have a problem you can't seem to solve, and calling in a tech seems to be the only solution. Only problem is that techs are expensive and sometimes their schedule doesn't match yours. And when they arrive, they fix your problem within 5 minutes, and then give you a large bill. But no longer, with *Insta-Tech*.

**What's *Insta-Tech*?** Using the power of OS X and Virtual Network Connection (VNC) software we can repair your computer - just as if we were sitting right in front of it - from our office.

With less time and fewer resources than ever before, individuals, businesses, and IT professionals need to solve computer and software problems as quickly as possible. With VNC, we can analyze, troubleshoot, diagnose and resolve your problems – from across town or across the country.

**How can I start using the *Insta-Tech* Service?:** Register\* with Mac Help Desk and we will come over and install and configure VNC for you (or you can download the software from our web site and install and configure the software yourself).

We will bill your credit card \$20 each month for subscription to the service‡. Your will be allowed to call us up to 30 times per month.

If we repair your problem, we will bill your credit card only \$65 per hour (\$75 for corporate accounts)†. That's \$20 off our regular service charge rate!

If *Insta-Tech* can't repair your problem, we'll schedule an 'on-site' visit at our regular service charge rate.

**How Do I Start?** Simple, call Dru at 972-783-9787 or e-mail us at [machelpdesk@comcast.net](mailto:machelpdesk@comcast.net) and we'll take it from there. Simple!

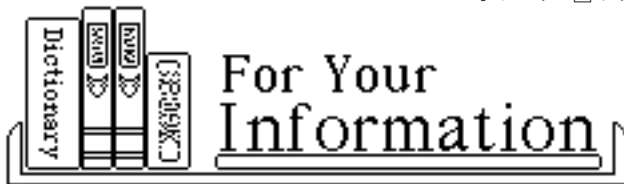
*Insta-Tech* will allow us to better serve you and at a lower price! So call today and start enjoying the benefits of *Insta-Tech*.

**Minimum System Requirements:** Virtual Network Connection (VNC) requires: Mac OS X, version 10.2.8 or higher. High Speed Internet Connection (DSL or Cable)

\* Registration and Re-Start fee of \$20 applies. Valid credit or debit card required for service and to register or re-start.

† 15 minute minimum charge

‡ Billing continues until you cancel your subscription



## Which Mac should you buy?

By Don Foy

One of the most basic decisions a Mac user has to make is when is the right time to upgrade. If it turns out that it is time, or if you just want a new Mac, or if you are ready to take the plunge and get your first Mac, I'll try to help. Remember, this kind of advice is worth only what you pay for it, and since this is a free column, that may be what it is worth.

So, where do we start? With your attitude. Do you like being on the cutting edge, even if it means getting cut sometimes?

Do you have to have the latest and greatest? Do you try every new piece of software that hits Version Tracker just as soon as you can get it installed? If so, you are going to need a lot more computer than the average user. And that means you are going to have to get a new machine more often. Which means spending more money.

Of course, if you are the average user, whatever that is, you are doing only basic things with your computer and won't need a new one every time Steve Jobs accidentally lets word slip of a new model.

If you are not using OS X, you should be. If your computer won't run Mac OS X, it is time to get a new one. Anything beige will not run OS X reliably.

Marginal machines include anything without built-in FireWire, like Bondi Blue or a candy color iMacs. These are getting pretty old in the computer world, and if you can afford to replace it, do so. These machines will run OS X 10.3 (Panther) pretty well (I have two six-year-old Rev. B iMacs – Bondi - running 10.3.7 right now, but I don't use them much because they are getting slower and slower, at least so it seems).

And while the system requirements are not yet official, it appears FireWire will be required for Tiger (Mac OS X 10.4, due by July 1). That's native FireWire, not an add-on card.

Anything with FireWire and plenty of RAM is good enough for basic work. Plenty of RAM means 512MB or better. You can get by with 256, but that is not recommended.

So, if you just use your computer to surf the Internet, email folks and occasionally look at a photo sent via e-mail, or if you just use it to listen to your music or streaming audio on iTunes, and you are satisfied with that, maybe now is not the time to upgrade.

But if you do a lot of digital photography, audio recording, video editing, game playing, desktop publishing or other heavy computing (or are planning to), that old dinosaur may need to be retired and replaced with a shiny new machine.

So what do you need? In the past few weeks, Apple had given us a couple of new choices.

First, if price is the main factor in your decision, the Mac mini is for you. Starting at \$500, the new machine is a very basic computer, but despite that, it is still all Mac. It is a G4, so it adequate processing power for basic computing. You will need a USB keyboard, mouse, and a monitor, but if you already have them, all you are out is the \$500.

There are options available for the mini, but the only one you really need is more RAM. And since Apple has chosen to make it nearly impossible for the average user to get into the thing, you are best served to order the machine with 512MB. That adds \$75 to the price. A cheap used monitor and keyboard should get you into the mini for less than \$700.

If you need a DVD burner, that adds another \$100 to the mini and you might be better served with the eMac. For \$999, you get the SuperDrive, 512mb RAM and it includes a pretty good 17-inch CRT monitor.

The next step in the desktop line is the G5 iMac. Style, grace and a pretty hefty G5 processor are the highlights. Easy user serviceability is also a plus. For amateur video and audio work and light desktop publishing, this is the way to go. \$1,299 gets you the combo drive (DVD play, CD burn) with beautiful 17-inch LCD display. \$1,499 gets the SuperDrive and \$1,899 gets you the SuperDrive and 20-inch LCD.

Of course, the top-of-the-line Power Mac G5 will do anything you want, in four flavors of speed, depending on how much you want to pay.

There are also several models of portables, starting with the 12-inch iBook at \$999 going to the 17-inch Powerbook, which starts at \$2,700.

What it boils down to is how much you want to spend. You can get into a new Mac for as little as \$600, or a tricked out Power Mac G5 for more than \$10,000.

The best thing I can recommend is to go to a Mac user group meeting in your area (like the Apple Corps of Dallas – <http://www.acd.org>) and ask folks what they do and what they use to do it with. Set yourself a budget then go to the online Apple store (<http://store.apple.com>) and play around. Until you enter your credit card number, you won't spend anything and you can have a really good time.



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## NEWSLINE

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### **iTunes Music Store Downloads Top a Quarter Billion Songs**

Apple® announced that music fans have purchased and downloaded more than 250 million songs from the iTunes® Music Store. iTunes users are now downloading one and a quarter million songs per day, which is an annual run rate of almost half a billion songs per year. The iTunes Music Store is now available in fifteen countries, which together represent more than 70 percent of the global music market.

“When we launched the iTunes Music Store we were hoping to sell a million songs in the first six months - now we’re selling over a million songs every day, and we’ve sold over a quarter billion songs in total,” said Steve Jobs, Apple’s CEO. “iTunes is leading the way into the digital music era and together with iPod is changing the way millions of music lovers find and enjoy their music.”

With Apple’s legendary ease of use, pioneering features such as iMix playlist sharing, seamless integration with iPod® and groundbreaking personal use rights, the iTunes Music Store is the best way for Mac® and PC users to legally discover, purchase and download music online. The iTunes Music Store features more than one million songs from the major music companies and 600 independent record labels, over 9,000 audiobooks, gift certificates and exclusive music not found anywhere else online.



### **Apple Unveils Faster, More Affordable PowerBooks**

#### **New PowerBook Line With Scrolling TrackPad & Sudden Motion Sensor Starts at Just \$1,499**

Apple® unveiled the fastest, most affordable PowerBook® line ever, featuring PowerPC G4 processors running up to 1.67 GHz, faster hard drives and a faster 8X SuperDrive™ - all housed in the PowerBook's signature aluminum enclosure. All new PowerBooks come standard with 512MB memory, faster graphics, integrated AirPort® 802.11g, Bluetooth 2.0 wireless networking and two new Apple patent-pending technologies - the scrolling TrackPad and the Sudden Motion Sensor.

“Apple continues to lead the industry with the most innovative notebooks,” said Philip Schiller, Apple’s senior vice president of Worldwide Product Marketing. “With new features like the scrolling TrackPad and Sudden Motion Sensor, the new PowerBooks are the ultimate combination of performance and portability.”

Designed for creative and business professionals, the new PowerBooks introduce Apple’s patent-pending scrolling TrackPad that works with every application and document, so users can easily scroll through long web pages or across large photographs. Simply touch the trackpad with two fingers instead of one to quickly scroll or pan within the window. Every PowerBook also includes Apple’s patent-pending Sudden Motion Sensor technology which integrates a tri-axis accelerometer to help protect a spinning hard drive if the notebook is accidentally dropped. Apple’s revolutionary backlit keyboard with ambient light sensors for working in low-light conditions is now built in to all 15- and 17-inch PowerBooks and is up to 10 times brighter than before.

The new PowerBooks deliver increased performance with both the 15- and 17-inch PowerBook models offering up to 1.67 GHz PowerPC G4 processors and industry-leading ATI Mobility Radeon 9700 graphics processors with 64MB or 128MB of graphics memory. All models now

include 512MB of 333 MHz DDR SDRAM and faster 5400 rpm hard drives for demanding professional applications. The 17-inch PowerBook now features Dual Link support to drive Apple's breakthrough 30-inch Cinema HD Display as an external monitor, and this feature is also available as a build-to-order option on the 1.67 GHz model of the 15-inch PowerBook.

Apple continues to lead the industry in integrated wireless communications, and every PowerBook now includes built-in AirPort Extreme 54 Mbps 802.11g WiFi wireless networking. Apple is the first notebook maker to include integrated Bluetooth 2.0 (Enhanced Data Rate) for up to three times greater data rates, up to 3 Mbps, for faster wireless connectivity to a range of peripherals including cell phones, PDAs, printers and headsets. Bluetooth 2.0 is also compatible with Bluetooth 1.2 devices such as the Apple Wireless Keyboard and Mouse.

Every PowerBook now includes iLife® '05, Apple's award-winning suite of digital lifestyle applications. iLife '05 continues to lead the industry with the most innovative and comprehensive suite of software for organizing, editing and sharing digital photos; creating stunning digital movies and DVDs; and purchasing, managing and creating digital music. iLife '05 includes iTunes® 4.7.1, the world's best digital music jukebox software with the iTunes Music Store inside. iTunes provides seamless integration with Apple's complete family of popular iPods, including the new iPod® shuffle. iLife '05 also includes iPhoto™ 5 for organizing and sharing digital photos; iMovie® HD for digital HD-quality movie-making; iDVD® 5 for creating and burning Hollywood-style DVDs; and GarageBand™ 2, the revolutionary music application that turns the Mac® into a professional-quality musical instrument and recording studio.

Mac OS® X version 10.3 "Panther" is pre-installed on every PowerBook and delivers breakthrough features including iChat AV desktop video conferencing, Mail, Safari™ web browser, Sherlock®, Address Book, QuickTime®, iSync, iCal® and DVD Player. Panther also features FileVault, which uses the latest security standards and 128-bit encryption technology to ensure that data in the home directory is kept secure; Instant On, which wakes the PowerBook from sleep in just one second; and Automatic Networking, which automatically switches the network connections between Ethernet, 802.11 and modem.

The new 12-, 15- and 17-inch PowerBook models will be available later this week through The Apple Store® ([www.apple.com](http://www.apple.com)), at Apple's retail stores and Apple Authorized Resellers.

The 1.67 GHz, 17-inch PowerBook, for a suggested retail price of \$2,699 (US), includes:

- 512MB of 333 MHz DDR SDRAM, with one open slot, expandable up to 2GB;
- a 100GB (5400 rpm) Ultra ATA/100 hard drive and Sudden Motion Sensor;
- a slot-load 8X SuperDrive (DVD±RW/CD-RW) optical drive;
- ATI Mobility Radeon 9700 graphics with 128MB video memory;
- DVI (Dual Link for 30-inch support), VGA, S-video and composite video support;
- AirPort Extreme 54 Mbps 802.11g WiFi fast wireless networking and internal Bluetooth 2.0+EDR;
- Gigabit Ethernet (10/100/1000BASE-T) and 56K V.92 modem;
- two USB 2.0 ports, FireWire® 400 and 800;
- optical digital audio input and output;
- a scrolling TrackPad; and
- illuminated keyboard with ambient light sensor.

The 1.67 GHz, 15-inch PowerBook, for a suggested retail price of \$2,299 (US), includes:

- 512MB of 333 MHz DDR SDRAM, with one open slot, expandable up to 2GB;
- an 80GB (5400 rpm) Ultra ATA/100 hard drive and Sudden Motion Sensor;
- a slot-load 8X SuperDrive (DVD±RW/CD-RW) optical drive;
- ATI Mobility Radeon 9700 graphics with 64MB video memory with Dual Link DVI functionality;

- DVI, VGA, S-video and composite video support;
- AirPort Extreme 54 Mbps 802.11g WiFi fast wireless networking and internal Bluetooth 2.0+EDR;
- Gigabit Ethernet (10/100/1000BASE-T) and 56K V.92 modem;
- two USB 2.0 ports, FireWire 400 and 800;
- a scrolling TrackPad; and
- illuminated keyboard with ambient light sensor.

The 1.5 GHz, 15-inch PowerBook, for a suggested retail price of \$1,999 (US), includes:

- 512MB of 333 MHz DDR SDRAM, with one open memory slot, expandable up to 2GB;
- an 80GB (5400 rpm) Ultra ATA/100 hard drive with Sudden Motion Sensor;
- a slot-load Combo (DVD-ROM/CD-RW) optical drive;
- ATI Mobility Radeon 9700 graphics with 64MB video memory;
- DVI, VGA, S-video and composite video support;
- AirPort Extreme 54 Mbps 802.11g WiFi fast wireless networking and internal Bluetooth 2.0+EDR;
- Gigabit Ethernet (10/100/1000BASE-T) and 56K V.92 modem;
- two USB 2.0 ports, FireWire 400 and 800;
- a scrolling TrackPad; and
- illuminated keyboard with ambient light sensor.

The 1.5 GHz, 12-inch PowerBook, for a suggested retail price of \$1,699 (US), includes:

- 512MB of 333 MHz DDR SDRAM, expandable up to 1.25GB;
- an 80GB (5400 rpm) Ultra ATA/100 hard drive with Sudden Motion Sensor;
- a slot-load 8X SuperDrive (DVD±RW/CD-RW) optical drive;
- NVIDIA GeForce FX Go5200 graphics with 64MB of video memory;
- DVI, VGA, S-video and composite video support;
- AirPort Extreme 54 Mbps 802.11g WiFi fast wireless networking and internal Bluetooth 2.0+EDR;
- Ethernet 10/100BASE-T and 56K V.92 modem;
- two USB 2.0 ports and Firewire 400; and
- a scrolling TrackPad.

The 1.5 GHz, 12-inch PowerBook, for a suggested retail price of \$1,499 (US), includes:

- 512MB of 333 MHz DDR SDRAM, expandable up to 1.25GB;
- a 60GB (5400 rpm) Ultra ATA/100 hard drive with Sudden Motion Sensor;
- a slot-load Combo (DVD-ROM/CD-RW) optical drive;
- NVIDIA GeForce FX Go5200 graphics with 64MB of video memory;
- DVI, VGA, S-video and composite video support;
- AirPort Extreme 54 Mbps 802.11g WiFi fast wireless networking and internal Bluetooth 2.0+EDR;
- Ethernet 10/100BASE-T and 56K V.92 modem;
- two USB 2.0 ports and Firewire 400; and
- a scrolling TrackPad.

Additional build-to-order options for the new PowerBook line include up to 1.25GB DDR RAM on the 12-inch model and up to 2GB on the 15- and 17-inch models, an 8X SuperDrive (DVD±RW/CD-RW) optical drive, 128MB graphics memory with Dual Link DVI on the 1.67 GHz 15-inch (for enabling the 30-inch Apple Cinema HD Display as an external monitor), a 100GB Ultra ATA/100 hard drive running at 5400 rpm on all models, AirPort Extreme or Express Base Station, Apple displays and the AppleCare Protection Plan.



## Apple Announces Two-for-One Stock Split

Apple® announced that its Board of Directors has approved a two-for-one split of the Company's common stock and a proportional increase in the number of Apple common shares authorized from 900 million to 1.8 billion. Each shareholder of record at the close of business on February 18, 2005 will receive one additional share for every outstanding share held on the record date, and trading will begin on a split-adjusted basis on February 28, 2005.



Thanks for taking the time to read this month's newsletter. Hope you enjoyed it. If you have any comments or suggestions for stories (or would even like to write a story - hint, hint, hint), please send them to me at [machelpdesk@comcast.net](mailto:machelpdesk@comcast.net). Feel free to share this newsletter with a friend. The newsletter archives are located at <http://www.machelpdesk.com/page6a.html>. Y'all come back now, y'hear.