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MacFacts

Mac Help Desk

SUPPORT, SALES, TRAINING & SERVICE

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A Message from Dru

Ta-Da! Welcome to our new look. I figured, 'What the hell!', its been 10 years since I started writing these newsletters, its time for a face lift. ☺

I've added new columns for *Product Reviews*, *Ask the Tech*, and an *Opinions* page to add to the *For Your Information* and *Newsline* pages. Feel free to contribute to any page (hint, hint, hint)

Let me know what you think!

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Hope you all had a great Valentine's Day. Carol and I went out for spaghetti.

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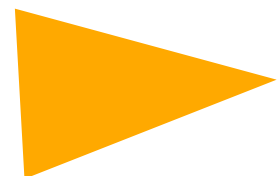
Another one bites the dust...

Dell has dropped its line of hard drive-based MP3 players, but it's taken more than a month for anyone to notice. The absence of the Pocket Digital Jukebox players from Dell's website was spotted last week by Bloomberg. The news agency asked Dell about it and learned the products were canned late December/early January, it reported.

"We saw an opportunity to streamline and consolidate our portfolio," a Dell spokesman said. "We made a decision to transition from the hard-drive products to Flash players at the beginning of this year."

It's not hard to see why: Apple continues to dominate the market. In the US, it has a market share of around 70 per cent. Creative and Samsung have under ten per cent apiece, so there's not much left for all the other player providers, of whom there are many, Dell among them.

Last year, Japan's Olympus said it was getting out of the digital music player market, as did D&M Holdings, the parent of MP3 hardware pioneer Rio. iRiver is believed to have pulled back its European marketing operation back to South Korea in the face of the cost of competing with the likes of Apple and Samsung.





The 'do's' and 'don'ts' of hot spot usage

Wireless “hot spots” are popping up everywhere—and in some cases entire cities are going wireless. But while this can be great for computer users everywhere (especially business travelers), it can be a nightmare if you don’t take proper precautions to prevent identify and security theft.

I recently ran across a list of “Hot Spot Do’s and Don’ts” from [RESCUECOM](#), a national computer repair and technology services company, that I thought I’d share with you.

The Do’s

- DO install a personal firewall on your computer. This crucial step will help protect your information and identity.
- DO consider paying for hot spot access. Many sites charge one-time or ongoing fees for access, and thus are less likely hacker targets. If you choose a free access site, DO ask them about security issues before turning on your computer.
- DO turn off “file sharing” on your

computer. This will help seal your files from others on the network.

- DO ask your company if they have installed a Virtual Private Network. All communications across a VPN are encrypted, so your interaction with your company network will remain hidden, though other actions on your computer aren’t affected by VPN.

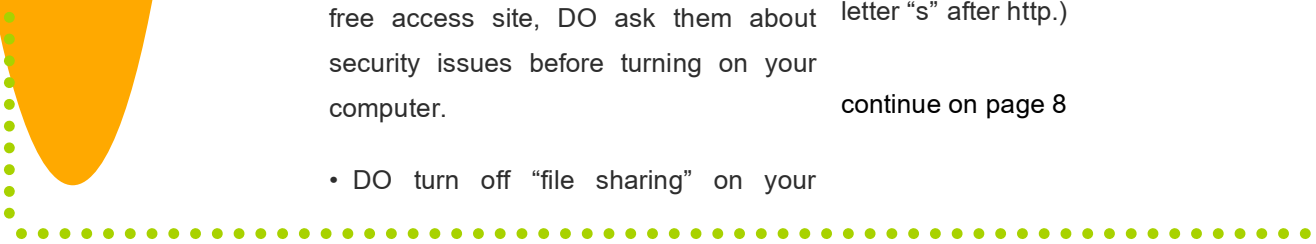
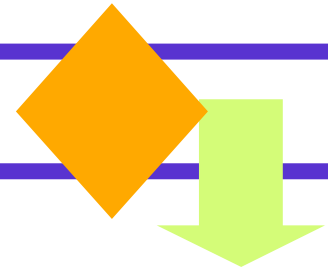
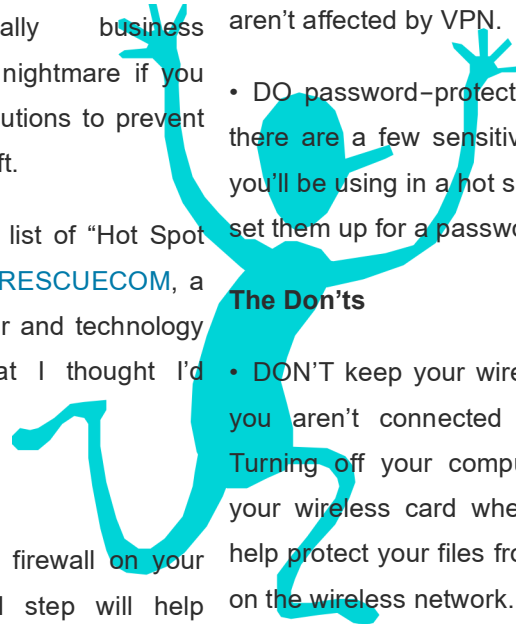
- DO password-protect sensitive files. If there are a few sensitive files you know you’ll be using in a hot spot, you’ll have to set them up for a password individually.

The Don’ts

- DON’T keep your wireless device on if you aren’t connected to the network. Turning off your computer or removing your wireless card when logged off will help protect your files from those who are on the wireless network.
- DON’T perform any financial transactions in a hot spot unless you know the web site has an SSL-encrypted connection. (Look for the “lock icon” at the bottom right hand of the screen or the letter “s” after http.)

continue on page 8

“Turning off your computer or removing your wireless card when logged off will help protect your files from those who are on the wireless network.”



Newsline

Apple 10-Q details Mac and iPod sales figures

Apple released its 10-Q Quarterly Report on Friday.

This form details the products unveiled at Macworld San Francisco in January, and also outlines sales figures for the first quarter 2006 and compares them to the same quarter in 2005.

European net sales were up 47 per cent from \$847m in quarter one 2005, to \$1,242m in quarter one 2006.

Americas net sales were up 65 per cent from \$1,637m in quarter one 2005, to \$2,700m in quarter one 2006.

Retail net sales were up 91 per cent from \$260m in quarter one 2005, to \$1,072m in quarter one 2006.

Apple sold 387,000 Macs in Europe in the quarter, 21 per cent more than the same quarter a year earlier (320,000).

Apple sold 515,000 Macs in the Americas in the quarter, 8 per cent more than the same quarter a year earlier (476,000).

Apple sold 193,000 Macs through its Retail division in the quarter, 62 per cent more than the same quarter a year earlier (119,000).

iPod eclipses Mac

Apple sold 7 per cent more Mac desktops compared to the year ago quarter (667,000 versus 623,000).

Despite there being no significant upgrades to the iBook or PowerBook in that time, the company sold 39 per cent more portable Macs however (587,000 versus 423,000).

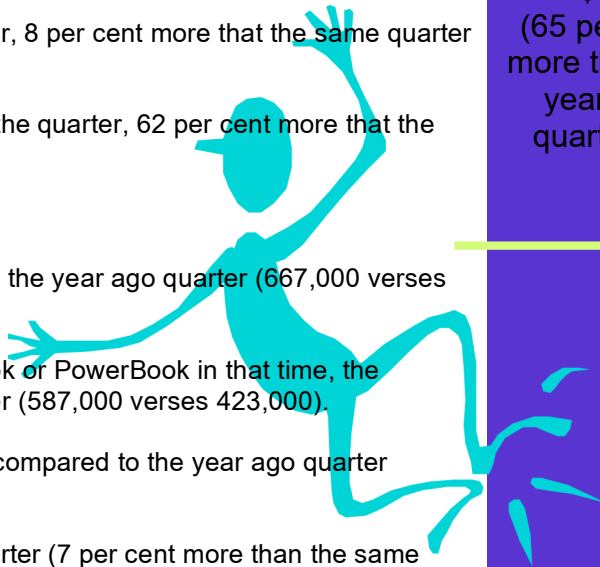
The iPod saw an increase of 207 per cent more sales compared to the year ago quarter (14,043,000 versus 4,580,000).

Apple made \$1,724m through sales of Macs in the quarter (7 per cent more than the same quarter in 2005).

The company made \$5,749m through sales of iPods and related products in the quarter (65 per cent more than the year ago quarter).

Apple released its quarter one 2006 results on January 18, 2006.

“The company made \$5.749b ~ (65 per cent more than the year ago quarter)..”

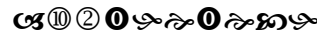


ASK THE TECH

Q: I can't get videos or photos to go on my ipod. I have no clue how to put photos on it and I have my computer set to automatically update my ipod when I connect it. It does everything but the TV shows because there is no folder for it on the iPod I guess. How do I get these onto my iPod?

A: You must have a 5th Generation iPod (one of the newest ones) to load videos. You'll also need a program, such as Handbrake, to properly configure the video to get it into you 'pod.

Thanks
Kyle



Q: I can't get my eMac at home to recognize my Epson C86 printer in the classic mode. It appears in the print list on OSX but doesn't show up in the "chooser". What am I doing wrong?

A: Make sure that you've installed the Mac OS 9 print drivers that came with the printer. Remember, you have two independent Operating Systems on your Mac. Both OS X and OS 9 have printer drivers to install. [This can also apply to scanners, too!]

Leiann



"I can't get my eMac at home to recognize my Epson C86 printer..."

Q: My husband has put letters etc on floppy using imac and all has been well but all of a sudden the logo on floppy has changed to PC and it will not open saying 'sound file invalid'. We are not experienced users and I cannot find the problem. Can you help?

A: Like all things, floppies wear out. It could be that the floppy got 'zapped' and is, in effect, dead. If you can drag the letters off the floppy and onto your desktop, you might be able to open them in your word processing program.

Thanks
LOR



OPINION

Music industry souring on iPod By Fred Reed

If it ain't broke, don't fix it. But if it's really broke bad, like the grammar in this sentence, maybe you need a new approach. So it is with file-sharing.

As most know, the Recording Industry Association of America (RIAA) is upset over the illegal distribution of copyrighted music. It has said that if you get tired of your iPod and sell it with the songs still on it, you are violating U.S. copyright laws and may be sued.

As the RIAA told MTV, such a sale "is a clear violation of U.S. copyright law. The RIAA is monitoring this means of infringement. In short: seller beware."

The RIAA's position is not without logic. If you burn a copy of a CD and sell it, that's illegal. If you copy the music onto an iPod and sell it, what's the difference?

The problem is that digital technology has made copyright law essentially unenforceable. Sharing (or, depending on your politics, "stealing") music has become a way of life. Millions of people are online at any given time downloading music. An unending list of programs has facilitated the sharing - Napster, Grokster, Limewire, Gnutella, BitTorrent, Morpheus and so on. I know respectable business people with 1,500, 3,000, even 4,000 downloaded songs.

Other respectable people regularly check CDs out of libraries and burn copies. In countless countries, pirated copies of CDs and DVDs - music, software, movies - sell openly in markets. While traveling in Latin America and Southeast Asia, I have seen markets with at least a dozen stalls, each openly peddling hundreds of movies, programs and music CDs.

It isn't stoppable, at least by any

means tried so far. When a large part of the population regards something as morally acceptable and the rest of the population doesn't much care (who is going to turn in the neighbor for downloading?), and the practice is cheap, easy and almost undetectable, it is going to happen. Stopping file-sharing is harder than enforcing Prohibition, which didn't work, either.

The RIAA and its allies have tried everything. They have shut down various file-sharing programs, such as Napster, only to have others pop up. They have filed lawsuits against people who share files. It hasn't worked. They have wanted to tax blank CDs on the grounds that the purchaser might share files. They have suggested that computer manufacturers be forced to add hardware to prevent downloading. Nothing has worked.

A problem for the enforcers is that the copiers have more programmers than does the RIAA. As soon as the RIAA and related organizations begin encrypting disks so that they can't be copied, some bright kid writes a program to defeat the encryption and posts it on the Internet. Search "copy" and "DVD" and see how much encryption-removal software comes up.

And now they are going to police the sale of secondhand iPods. Your child can end up in court.

What to do? We can go on and on with such intrusive and ineffective measures. Or we can accept truly totalitarian laws sponsored by the RIAA. At one point, it was suggested that your computer automatically should compare all your files against a list on the Internet of copyright songs, and delete any illegal songs it found. Or Congress can come up with a way of remunerating musicians without making criminals of our neighbors and children.

Meanwhile, the RIAA is monitoring what you do with your iPod.

"Sharing (or, depending on your politics, "stealing") music has become a way of life."



Product Reviews

Hands-On Review- Apple's New iWeb Component of iLife '06

For 2006, Apple added a new application, iWeb, to its iLife '06 consumer suite of applications. The applications that comprise iLife '06 are iPhoto 6, iMovie HD 6, iDVD 6, GarageBand 3 and, now, iWeb 1.0. iTunes 6 and QuickTime 7 are also on the DVD. While each of the applications in the iLife 6 suite have been upgraded with new features and improvements to existing features, iWeb is brand new so we've decided to focus our iLife '06 review on iWeb.

iWeb is designed to be a very-easy-to-use Web site creation tool that also facilitates publishing the Web pages created with iWeb on the internet, especially via a .Mac account. It is, in effect, Adobe GoLive or Macromedia Dreamweaver for the rest of us. Of course, being easy-to-use usually means reduced flexibility and we'll see if this is the case for iWeb.

As a bit of background, Apple's first foray in to Web site creation is a feature of a .Mac account called HomePage. HomePage is still available to .Mac members but is not mentioned on the .Mac main Web page for non-members. It appears that Apple is even encouraging .Mac members to "move" from HomePage to iWeb by demonstrating how to re-

publish pages created with HomePage as iWeb pages. HomePage has additional features like general file sharing, resume templates, invitation templates, etc., so we hope it stays around until all of its features are added to iWeb.

When iWeb is first launched, it offers for selection six different templates-- Welcome, About Me, Photos, Movie, Blog and Podcast--and 12 different themes, very similar to Keynote and Pages. iWeb reminds us so much of Pages and Keynote that we wonder if iWeb was originally intended to be a part of iWork '06 with Pages and Keynote rather than iLife '06.

Each of the templates is very attractively and thoughtfully designed for its purpose. The organization and topical nature of the six primary templates varies somewhat among the 12 themes. For example, the "Formal" theme's default topic is a wedding but it can easily be changed by the user to other topics.

iWeb's interface will be very familiar to those who have been using Keynote or Pages from Apple's iWork suite. The floating palettes used to modify the text or graphics are similar and change context as one uses them so the desktop is not cluttered with too many palettes. As a long-time user of Keynote, we found it very easy to use iWeb. It even has some very cool features like adding a



"iWeb is designed to be a very-easy-to-use Web site creation tool."

iWeb, continued

a small reflection to the bottom of a photo. below.

Fortunately, iWeb's templates and themes are so well designed that many may not ever have to use the palettes. All one really has to do is drop one's own images, movies, songs or podcasts over the place holders on the iWeb page and type over the sample text. iWeb also makes it easy to locate what is needed using the Media Browser (available under the "View" menu) provided, of course, if one's media files are stored with Apple's applications like iTunes, GarageBand, and iPhoto.

If one has a .Mac account, publishing a Web site created with iWeb to the internet is one-click simple. Just click on the File menu and drag and release on the "Publish to .Mac" selection. If one wants to publish elsewhere, iWeb "publishes" the site to a folder that may be uploaded to the internet with an FTP application.

In less than 10 minutes we reproduced the content of today's Macs Only! front page using a standard iWeb theme. We chose iWeb's Blog template because it offers the closest in style to Macs Only!'s front page-check it out. Note that the order of the entries is reversed, an issue that we mention

It is very clear that Apple's intent was to create a tool for an individual consumer or family rather than professional Web designers but we tested iWeb's limits to see how closely we could replicate Macs Only!'s main Web page, ads and all. Without any help, other than our familiarity with Keynote and web design using Adobe GoLive, in under half an hour we were able to fashion a Web site in iWeb that is very similar to Macs Only!-check it out. Of course, the technical style is different in that iWeb's Blog structure provides a short "abstract" of the article that is connected to the full article on a single page with a "read more..." link. We used the insert shape tool (Rectangle) to implement the sidebars. Actually, we could have come even closer with more work but that's not the idea of iWeb. It is not a highly sophisticated web design and publishing tool but a very simple one. We think that the results of using iWeb as intended look very professional.

Returning to the issue of simplicity versus flexibility, we found iWeb's simplicity to be somewhat constraining. The four issues the we have with iWeb are that (1) it produces only fixed-width pages,

"All one really has to do is drop one's own images, movies, songs or podcasts over the place holders on the iWeb page and type over the sample text.."





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.

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.

We're on the Web!

See us at:

[Mac Help Desk.com](http://MacHelpDesk.com)

iWeb, continued

(2) we were unable to group items and lock them together (i.e. if we moved something like the sidebar, then all of the elements within it would move with the sidebar simultaneously) (3) one can not create more than one site in iWeb and publish both to .Mac and (4) we were unable to change the order of the entries or the pages. Fortunately, only the latter is likely to be an issue with iWeb's target user community. We see the logic in the most recent Blog entry being the top-most entry but iWeb should have the flexibility to change the order of entries. If one decides after typing in entries for a given datae that one typed in earlier is more important than the other and it should be first, one should be able to make that happen with drag and drop.

We think Apple has produced an excellent, very-easy-to-use Web site creation tool in iWeb. It will only get better over time but version 1.0 is perfectly usable and does a bag-up job in producing an attractive personal Web site. iWeb is one of the iLife '06 suite of applications that

comes with every new Mac. iLife '06 is also sold alone for \$79.

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Do's and Don'ts continued –

- DON'T send private or sensitive information over a wireless connection. Imagine that everything you send over a network is printed on a postcard, for all the world to see.
- DON'T assume a potential data or identity thief is visible. Just because you don't see another computer user in the coffee shop doesn't mean there isn't one in the above apartment or in a car outside the shop.
- DON'T let your anti-virus software expire.

