

MACFACTS

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'One More Thing...'

A MESSAGE FROM DRU

Happy Birthday to me! I'm a Juneteenth baby (that's the 19th for all you Yankees)

By now you've probably heard that Apple is coming out with a new operating system in September called 'Snow Leopard' (Mac OS X 10.6) Snow Leopard will only run on Macs that have an Intel chip inside. That is to say, if you have a Macintosh with a PowerPC chip, it won't run the newest operating system (until you buy a new(er) computer.) That said, if you have, say, an iMac G5 (or even an older G4) running Leopard (10.5), it will continue to be supported and run great even if you can't take advantage of the enhancements in Snow Leopard, which are largely performance based. Maybe the Finder will be slower, maybe apps will take longer to launch, but you will still have a solid computer that is more than capable of handling a lot of

tasks.

Well, it looks as if His Steveness (that's Steve Jobs, CEO of Apple to the rest of you) has had a liver transplant a few months ago. Along with the pancreatic cancer last year, he's had a rough time of it over the past few years. Best wishes from one cancer survivor (Gads! I hate that expression) to another.

It's almost July and NOW would be a great time to get your Macs ready for the quickly approaching 'new school year'. Clean out all of those old projects, add some RAM, increase the size of the hard drive, or even, purchase a new Mac (the prices have never been lower!) Call me and I'll take care of it for you.

FOR SALE!

G5 Tower - Dual 2.3 GHz G5 Processors; 2.5 GB of RAM (8 GB max); 500 GB Hard Drive [additional 250 GB available for a slight charge]; SuperDrive (CD-RD/DVD-RD); Apple Keyboard & Mouse; 22" LCD Display (1680 x 1050). Airport Card (WiFi) available at additional cost. And more! Astoundingly priced at just \$1175!



Until the Mac Pro was introduced in 2006, this was the most powerful and upgradable computer Apple ever produced. Call the office for more info.

PAGE 2 - FOR YOUR INFORMATION

When Quick Troubleshooting Fixes Fail

If the basics get you nowhere, here's what to do next

by Ted Landau

You've tried quick fixes. You've searched the Web for help. Still, your Mac is unhappy. It's time to focus on finding the cause of your problem instead of just getting rid of the symptoms.

Track down the source of trouble

When your computer is running smoothly, it's a very good idea to set up a separate troubleshooting account using the Accounts preference pane. Leave this account untouched and unused until things start to go awry.

For example, suppose you are having a problem where an application keeps crashing on launch. Log in to your troubleshooting account by selecting Log Out username from the Apple menu, and then selecting the account from your login screen. Launch the troublesome application. Does it launch successfully now? If so, you've discovered a critical piece of information. You now know that the cause of the crash is almost certainly some file within your Home directory—the folder that holds all the files for your usual user account. (Your Home directory is labeled with a house icon and your user name.) You can move on to the next troubleshooting step.

On the other hand, if you use a different account and the crash still occurs, you've learned that the source of the problem is probably outside your Home directory. As you've presumably already tried reinstalling the application to no avail, the problem is most likely in the /System/Library or /Library folders—or perhaps one of the invisible Unix folders. Fixing problems like these

outside your Home directory can be tricky. If you're feeling intrepid, one of OS X's troubleshooting utilities may be able to help. For many people, though, a problem of this type merits a call to Dru at Mac Help Desk.

Solve problems in your Home directory

If you've confirmed that the problem is within your Home directory, you may be able to fix things on your own. Here are several common sources of trouble and ways to deal with them.

Root out corrupted preferences files

To find the preferences file for an application, look in youruserfolder/Library/Preferences. Once you've opened this folder, press Command-F and then limit your search to this folder by clicking on Preferences in the Search bar. Type the name of your program in the Search field. Look for a file with a name in the format com.vendorname.programname.plist. For example, for iTunes you'll see one named com.apple.iTunes.plist.

Drag this file outside its folder and relaunch the application. If the crash disappears, congratulations—you've found the culprit. Delete the .plist file you removed. You may next need to redo any custom preferences you set up for the application. If the crash still occurs, return the apparently OK file to the Preferences folder. If additional .plist files include the name of the application (as is the case with iTunes), you can next try removing them.

Dump corrupted cache files Go to the Cache folder in your Library folder. Again, check for folders or files with the name of the crashing application. Delete them. If you can launch the application, a faster way to accomplish this task is to use the Empty Cache command that's built into some

applications. For example, in Apple's Safari, select Safari -> Empty Cache.

Purge problematic plug-ins It's possible that there's a conflict between your crashing application and some third-party plug-in designed to work with it. For example, if you use Safari plug-ins, you'll find them in youruserfolder/Library/Internet Plug-ins. For Mail plug-ins, check youruserfolder/Library/MailBundles. Remove plug-ins from their folder to see if this fixes the problem. If it does, check for updated versions of those plug-ins. Otherwise, determine which particular plug-in is the culprit and stop using it.

Rebuild the program's database If your program uses a database or library, the problem may be a corrupted database. Many programs of this type offer a way to rebuild the database. For instance, with iPhoto, hold down the Command-Option keys when launching and select Rebuild The iPhoto Library Database From Automatic Backup in the dialog box that appears. If any of the other rebuild options seem relevant to your symptoms, check these as well. Similarly, hold down the Option key when you launch Microsoft Entourage to access the Database Utility. For iTunes, see [this Apple article for details](#) (there are a few more steps involved). For other programs, search the help info or read the documentation to find out whether a simple database-rebuilding procedure exists.

Check your login items If your Mac is crashing at the end of the startup procedure while the desktop is loading, one of your login items may be to blame. Open the Accounts preference pane, select an account, and click on Login Items to see the list.

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PAGE 3 - NEWSLINE

News from Apple's World Wide Developer's Conference

Apple drops entry iPhone to \$99, unveils new model

Apple Inc. slashed the entry price for an iPhone in half and lowered some laptops by \$300 Monday, the company's first dramatic price cuts since the recession began a year and a half ago.

With co-founder and CEO Steve Jobs absent until his medical leave is over at the end of June, Apple's biggest unveiling at its annual conference for software developers was a new model of the iPhone, the 3G S. It looks the same but sports a faster processor, longer battery life, an internal compass, a video camera and a photo camera with better resolution and auto-focus.

A 16-gigabyte version of the 3G S will cost \$199 and a 32-gigabyte version will be \$299.

The 8-gigabyte iPhone 3G, which came out last year, now costs \$99, instead of \$199. When the iPhone debuted two years ago, eager Apple fans had to shell out \$499 for a 4-gigabyte version and \$599 for 8 gigs.

Apple is known for ending events with a last-minute surprise, leading to some anticipation that Jobs might make a cameo in Monday's two-hour presentation. But he did not take the stage, and Apple's top marketing executive, Philip Schiller, exited without uttering the company's signature line that there would be "one more thing."

The latest iPhones go on sale June 19, just as two-year contracts for the buyers of the original models are expiring and Apple faces tougher competition from the likes of Research in Motion Ltd. and Palm Inc. On

Saturday Palm came out with a well-regarded iPhone rival, the \$200 Pre.

Industry analyst Michael Gartenberg, with the Interpret market-research firm, said the new iPhone pricing breaks through an important barrier for consumers. It will likely cause other smart phone makers to offer something similar, he said.

"Every \$100 you move down in consumer electronics brings in a lot more customers," he said. "Ninety-nine dollars is a psychological price point, so that's a real barrier to move through. It becomes something people can afford -- it becomes an affordable luxury."

Shares of Cupertino, Calif.-based Apple slipped 82 cents to close at \$143.85.

Schiller said in an interview that \$99 iPhone will reach people just joining the smart phone market. But lowering the price could be risky for Apple unless its new versions have enough appealing features to keep them selling briskly at higher prices. AT&T Inc., the exclusive carrier of the iPhone in the U.S., said Monday it's confident its wireless profit margins will hold steady overall. AT&T shares fell 16 cents to \$24.40.

Apple might also be banking on expanding the profits it reaps from taking 30 percent of the revenue from downloadable applications on the iPhone and the iPod Touch. A new version of the iPhone operating software, available for download June 17, lets software developers sell additional content, like electronic books or extra levels to a video game, within applications.

Among other upgrades, the new iPhone software will let people download movies and TV shows using

the device's cellular connection. It will let users send photos and videos the same way they send text messages, bringing the iPhone in line with other smart phones. (AT&T won't offer this feature until late in the summer.) And the new software will let parents limit the kinds of applications kids can download.

Apple had already announced other new features in the new software -- such as the ability to cut, copy and paste text -- and the ability for "tethering," which means using the iPhone to connect a computer to the Internet. However, while 22 wireless carriers will enable tethering, AT&T will not.

For its MacBook line, Apple showed off new laptops that boast longer battery life and faster processors. The company rolled out a new 13-inch MacBook Pro that starts at \$1,200, or \$100 lower than an existing similar notebook, and a 15-inch Macbook Pro that starts at \$1,700, \$300 less than the current model.

It also lowered the price on the ultra-thin MacBook Air to \$1,500 from \$1,800. The 17-inch MacBook Pro, unveiled in January, costs \$2,500 and up, though it now has a faster processor at the same price.

Apple also is trying to steal share in the computer market by enhancing its Mac operating system. The next version, Mac OS X 10.6 a.k.a. Snow Leopard, comes out in September, before Microsoft Corp.'s next edition of Windows hits PCs Oct. 22. Among Snow Leopard's improvements is built-in support for Microsoft's Exchange Server software, so Apple programs for e-mail, calendars and contacts could become more useful in corporate settings.

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PAGE 4 - ASK THE TECH



Q: What exactly happens when you “zap the P-RAM” on a Macintosh computer?

A: The Mac stores certain settings in a little area called the parameter random access memory, P-RAM for short. Information like the Mac’s speaker volume, alert sounds, mouse preferences and monitor settings are kept in the PRAM. (Apple has a list at support.apple.com/kb/HT1379.)

But if the PRAM data is corrupted, the computer may start crashing or behaving erratically. If this happens, manually resetting or “zapping” the P-RAM clears out the corrupted data and returns the Mac to its default settings. While this can stop the crashing, it usually means you have to readjust your preferences.

To reset the P-RAM, restart the Mac and hold down the Command, Option, P and R keys all at once while the computer boots up. Wait until you hear the Mac’s start-up chime twice before letting go of the keys. On some Macs, you may also have to reset the system clock as well after a successful PRAM zapping.

Q: I have a huge library of movies on DVD and now that I have an Apple iPhone, I want to be able to copy and watch some of those movies on my phone without having to buy a new

“mobile” version of the film. Can I do that without going to jail?

A: You raise a lot of different issues and the answer is far more complicated than you may realize, actually. The problem is that there are both legal and technological issues, as you’re aware if you’ve ever actually spent the time to read the FBI and Interpol warnings now commonly found at the beginning of commercial DVDs.

In a nutshell, they say that it’s illegal to do anything with the DVD other than watch it. Actually, it’s narrower than that because you also can’t host a commercial screening of the DVD -- read “charge money”.

The problem is that this also flies in the face of “fair use” laws along with common sense. It’s not the issue of charging people money to watch a film, but whether it’s legal/acceptable for you to use the disk for more than putting in a DVD player and pressing “play.”

For example, there are various gizmos that let you broadcast the input signal going into one TV and receive it -- and play the same material -- on other TVs in the same place. That’s technically a violation of the terms of use of a DVD because now you’re broadcasting the movie, not simply watching it on your TV.

Then there’s the pragmatic, practical reality that the only reason you can’t shove your DVD into a slot on your iPhone is the limitation of the physical medium we use to distribute movies: the disk’s just too darn big.

To make a copy of a DVD, you need special software that circumvents the copy protection systems added to the DVD, and that software exists in a rather gray area because it can be used to break copyright law. On the other hand, if you have already bought

a DVD disk, why can’t you watch it on any device you’d like?

I’m not a lawyer, but I will say that publications as prestigious as the New York Times have published articles on DVD copying software, so it’s fair to say that it is widely acknowledged that fair use of your movies includes you being able to make backup copies and/or save movies on your laptop for when you’re traveling and/or reformat movies to be suitable for portable devices (iPhones, Sony PSPs, etc).

If you go into Best Buy or a computer software store, you’ll doubtless see many applications that are “DVD copying” utilities. Read the small print and you’ll find that they generally don’t include the additional software needed to defeat the anti-copying protection on commercial movie DVDs.

My best advice is to go online to find the software you need to both defeat the anti-copying protection (if you decide that’s how you’d like to proceed, knowing that you’re in a gray area of copyright law) and to reformat the movie data to be properly sized and encoded for a specific player.

Some day we’ll buy digital access rights to movies rather than physical objects and it’ll be a non-issue. Until then, however, proceed thoughtfully and good luck to you.

PAGE 5 - OPINION

What Business Could Learn from the New Star Trek Movie

By Ron Miller

I attended two seemingly unrelated events this week: I saw the new Star Trek movie and I attended the MIT CIO Conference in Cambridge. At the conference, Tom Malone, who is the Director of the MIT Center for Collective Intelligence (think about how much they must have just on that campus) was talking about what it takes to be a successful business. He said it takes more than solving a math problem, it's about being innovative and creative and using the collective intelligence of the organization as well as a crowd of people interested in contributing.

That got me thinking about the Star Trek movie where, after all, Spock represents solving math problems and Kirk represents creativity and innovation. Neither would be as successful without the other and the same goes for business. You need your Spock side to develop the underlying technology you sell, but you need Kirk to make it into a product people want. Business could actually learn a lot by watching the Star Trek movie.

Tension Between Fear and Innovation

Another common theme at the conference was the persistent tension between fear and innovation. Successful companies find a way to innovate, often through experimentation. Unsuccessful ones let fear hold them back. At a key moment in the film, Spock wants to take the conventional route and Kirk wants to try something different. While experimenting was certainly no guarantee of success, doing nothing would surely have guaranteed failure,

and business is often paralyzed by fear of failure.

According to Eric Brynjolfsson, director at the MIT Center for Digital Business, successful businesses have three qualities:

- * The willingness to experiment
- * A method for measuring success
- * A way to scale the experiment to the organization at large

He said that companies need to have a way to try things and they need to be prepared for some of their ideas to fail. Kirk is always willing to try things even in the face of possible failure.

It Takes A Team

The wisdom of the crowd is one of the core tenets of Web 2.0, that collectively we can come up with ideas and be more innovative than we are likely to be on our own. For an organization, that means listening to customers, but it also means assembling a team with various talents and abilities. A good CEO knows no matter how smart, he or she may be, you need good people around you.

Kirk certainly understood this in the Star Trek movie. He found Uhura, Scottie, Chekov, Sulu and Bones. They might have been thrown together as people often are in organizations, but they found a way to become a team. Spock and Kirk had lots of tension, which could have threatened the entire organization, but they found a way to make it work.

Ultimately, companies that succeed have lots of these same elements. There is a competitive spirit that sometimes spills over into rancor, but if harnessed can take the best employees have to offer and drive innovation and success. Experimenting, learning, listening,

team building; these are the pillars of successful organizations and they are the pillars of the Star Ship Enterprise. Who knew the Star Trek movie was a business case?



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PAGE 6 - PRODUCT REVIEWS

Easy VHS to DVD for the Mac has one job and does it well

by Dennis Sellers



Admit it: you have dozens of VHS cassettes and other analog tapes sitting in your closet. I know I do. Some of my family videos are collecting dust awaiting their move to a digital format.

Or they WERE collecting dust. They're being moved to hard drives and DVDs thanks to the new Easy VHS to DVD app from Roxio. I received an advance copy of the just-released software-hardware combo, and it's great for bringing your video memories to new, and better, media.

Admittedly, the easiest way to move data from VHS to DVD is a combination VHS/DVD player recorder. But the good ones aren't cheap. Plus, while moving the data is quick and dirty, you have little control over the process.

But the data needs to be moved. Tapes begin degrading after a few years due to temperature, humidity, sunlight, wear during playback, magnetic fields and other factors.

Easy VHS to DVD for the Mac includes USB Video Capture hardware to capture video from VHS, Hi8, Video8 or any analog

camcorder and save it to your Mac. You connect your VCR or other analog sources using S-Video or RCA cables. You can capture video in standard and high-quality MPEG-2 formats. Easy VHS to DVD automatically detects and captures from both NTSC and PAL video sources.



It's a breeze to use. I was up and running without even reading the instructions (though I'm not recommending this). Once you've connected the USB video capture device to your Mac, launch the Easy VHS to DVD Capture software and select a name for your video, an approximate length and recording quality. Then connect the Video Out on your analog device to the S-Video or RCA inputs on the capture device and choose which connection you're using.

When you start playing a video source, you'll see a preview. Also, connect the Audio Out on your analog device to the RCA audio inputs and you'll hear the audio and see the levels displayed.

Queue your VCR to the point you want to begin capturing from, click the Start Recording button and press Play on your VCR. Once you've finished recording, you can choose what to do next.

With one click you can send your captured footage to Toast or iMovie. This means you can burn your DVD with the included version of Toast or edit it with iMovie and send it to iDVD, iTunes or publish it online.

Easy VHS to DVD for the Mac comes with Toast 9 Basic. The latest version of Toast is version 10. I wish there was an upgrade path to the newer version, but, alas, there's not. Still, VHS to DVD is an app with one purpose, which it does very, very well.

Easy VHS to DVD for the Mac works with any Mac with a dual processor PowerPC G5 or Intel processing running Mac OS X 10.5 or higher. In other words, it works with just about any Mac released in the last 3-4 years. It costs US\$79 and is available in English, French, Italian, German, Spanish and Japanese.

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PAGE 7 - HINTS & TIPS

Organize your Mac: 2 great tips

1. Organize your files and folders

I do struggle at times to keep my legions of files and folders organized (in fact only the other day it took me over an hour to find an old document I created 3 years ago!). Here are some tricks that I've found helpful:

Keep your Desktop and Home folders clean. Avoid putting any files or folders on your Desktop - not only is it visual clutter, but it results in a disorganized mess! Similarly, don't dump files directly in your Home folder. Instead, create subfolders in your Documents folder (or wherever is convenient) and put files in there.

Tell Firefox to use your Downloads folder. While Safari plays by the Downloads folder rule, Firefox dumps downloaded files on your Desktop by default. Not good. Go to Firefox > Preferences > Main > Save Files To, click Choose, then pick the Downloads folder in your Home folder.

Organize your Finder sidebar. The left-hand sidebar in each Finder window gives you instant access to files and folders with a single click. Make the most of it by adding the files and folders you use most often. To do this, just drag a file or folder from the main Finder window to the sidebar. While you're there, remove unwanted files and folders by dragging them away from the sidebar.

Make important folders stand out. You can assign a color to a folder by hitting Command-I then clicking a color in the Label section of the Info dialog. Alternatively, give a folder a custom icon. Find the image you want to use - whether on your Mac or on the Web - and copy it. Now select the folder, hit Command-I, click the folder icon at the top-left of the Info dialog, and hit Command-V to paste your image. (You can also grab ready-made icons off various sites.)

Use Smart Folders. These work much like Smart Mailboxes in Mail. Smart Folders don't actually contain any files, but they let you group files and folders together based on specified rules. This is handy if you want to access all documents on a given project in one place, for example.

Use Spotlight comments. Spotlight does a pretty good job of finding files, but you can make its life easier by tagging files and folders. Select a file, hit Command-I, then add your tags in the Spotlight Comments field at the top of the Info dialog. The file will now come up in Spotlight searches for those tags. Good for grouping files by topic or project.

2. Get organized with Mail

Dealing with thousands of email messages - and finding them easily when you need them - can be a real challenge. Fortunately the Mac's built-in Mail app is pretty good at searching for messages, and it also has a couple

of powerful features to help you organize your emails effectively:

Smart Mailboxes: These let you quickly access messages based on specific criteria. Create a new Smart Mailbox by clicking the + icon at the bottom of the folder list and choosing New Smart Mailbox. You can then create rules to determine what messages are viewable in the Smart Mailbox. For example, you can specify all emails from a certain person or group, or all emails that haven't been replied to yet. Messages aren't actually stored in Smart Mailboxes; instead you can think of them more as predefined searches. They're also more powerful than the standard Mail search, since you can specify multiple criteria at once.

Rules: Mail's Rules (Mail > Preferences > Rules) automatically perform actions on incoming messages. As with Smart Mailboxes you can choose from a wide range of criteria to identify the message. Available actions include moving or copying the message to a mailbox; playing a sound; bouncing the Dock icon, or even replying to the message or running an AppleScript. Great for automatically filing emails or alerting you to important emails.

PAGE 8 - COMMENTS

Dru,

Enjoyed the 200th issue (*May 2009 - Ed*) cover to cover this morning over coffee -- congratulations! Your commentary on how to get paid for your time really struck home. Getting paid for your time is important!

For thirty years as a practicing physician I've never billed patients for telephone time, with rare exceptions, and I've never had an unlisted home phone. Actually it's a little strange that I don't get more calls, more often, but your point is well taken. You make your money by selling your time and expertise, and you probably are like me, losing money because you don't have a way to make it "feel right." I can offer a couple of hints.

You might have noticed that when we reconnected a couple of months ago, one of the first things I said was, "I may need to buy some of your time so that I can get this problem solved." I borrowed this phrase from some friend years ago -- probably an accountant or an attorney -- and he used it as a way of saying to the other party, "Hey, I know you don't work for free, and I have no problem compensating you for the time, because you're worth it." It strikes the right chord with the person whose help we need. Don't you wish more clients opened the conversation that way? The other thing that I did was I actually bought something! Now, as it turns out, that old junker that I bought wasn't something I ended up using, but our transaction got me off dead center, saved me a lot of time and energy, and built some good will between my consultant and me. I got all that for less than \$200, which is about what one copy of Final Draft would cost. Along the way I must have gotten answers to a dozen questions about the Mac OS, how to run Windoze, getting Airport to run

properly, yada yada yada. A bargain at \$175, wouldn't you say?

My wife has wanted me for years to charge people a small fee when I call in a refill on a prescription. It's really kind of a pain, takes about ten minutes, and when you have four or five to call in, it's a time soaker. One of my physicians does that, and of course I don't mind paying her, and at \$25 a pop she must be doing a land office business. But sometimes we are afraid it will cost us business or referrals. How to manage this? I'm working on it myself.

One way would be to have a level of service for established customers, like subscribers, what I would call the MacFixIt model. I've subscribed to that site for years and only use it about twice a year, but I want it to stay in business. If your customer base would pay you, say, \$25 annually for the newsletter and access to ten minutes of phone time when they need you, that might work. I'd subscribe for sure. In my practice I'm thinking about letting people know that I am available for phone consultation at a per-10 minute rate, sort of like you suggest in the article.

A doctor can almost insist that someone come in for a visit ("well and happy visits" we call them) just to update the record and maintain the relationship. Why could my computer doctor not charge me a one-time fee for an annual check-up of some kind? Suppose that was part of the \$25 subscription? Not everyone would take advantage of it, but it would be great for the Mac users who don't know much about utilities, cache emptying, preference dysfunction, or repairing permissions.

Just some thoughts -- again, I surely enjoyed the newsletter. I'm going to check out some of those utilities!

PS: I'll bet there's a way you could link with PayPal and get more of your time paid for. I am using that a lot for online shopping, and you could advise folks just to log in and deposit \$20 before they make the call. Not sure people would go for it, but I think in the Mac world you'd find some takers. You don't need help often, but when you need it, it's worth it. PayPal would take you out of the hassle of asking for credit card numbers, etc on the call itself. That's why doctors have such a hard time with it, because we feel guilty asking people for money, and we're afraid people won't like us. I need to see a shrink about this.

Cheers

JT

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PAGE 9 - ONE MORE THING...

Troubleshooting, cont.

Fix your keychain If programs inexplicably reject your passwords or you're having a problem that seems to be password related, launch Keychain Access (/Applications/Utilities). From the Keychain Access menu, select Keychain First Aid and try to repair the Keychain.

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Newsline, cont.

One thing looming over Apple is the growing popularity of cheaper, stripped-down laptops sometimes called "netbooks."

They are one of the few segments of the overall PC business that has been growing in the recession, while Apple's Mac revenue dropped 16 percent in the most recent quarter.

Jobs has said Apple doesn't know how to build a sub-\$500 computer "that's not a piece of junk." That doesn't mean Apple won't someday try to enter that market, but on Monday at least, Schiller sounded similar themes. He said in the interview that netbooks are merely "very underpowered, poorly designed cheap notebooks."

"They have poor keyboards, poor screens, and none of the features and capabilities to do what a MacBook, for example, can," he said. "We think those products are below the quality standards of something Apple would like to make."

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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@tx.rr.com

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.

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