



MAC FACTS

from

Mac Help Desk

SUPPORT, SALES, TRAINING & SERVICE

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A Message from Dru

A ton of stuff has been going on since last month...and all of it good! Let's start with iTunes – Apple's jukebox software and legal music download store that's built into every Mac – was released for (hold on here) *Windows-based computers!* And the Windows folks ate it up by downloading the free software one million times in the first three and a half days it was available. They downloaded over 1 million songs, too! • Apple and Pepsi have announced that starting Superbowl Sunday (Feb. 1), Pepsi will give away 100 million iTunes songs over a 3 month period. • Apple and AOL will join together in providing legal downloadable music for AOL's 25 million clients via the iTunes Music Store. [There's also a rumor floating around that McDonalds will be offering up to 1 Billion songs from the iTunes Music store in the spring.] Way to go, Apple! See Newsline for more good stuff.



Moving? Either physically or electronically – please put Mac Help Desk on your 'to notify' list. So many of you are changing locations that we can't keep up. Just for funsies, please e-mail us your current e-mail address so we can update our records. Thanks!



Thursday November 27th is Thanksgiving (and daughter Hillary's birthday). I just want to express, once again, how thankful I am to all of you for your continuing support and confidence. I appreciate it!



The office will be closed from 2pm Wednesday November 26th through Sunday November 30th. (Thanksgiving on Thursday in Brenham and then Friday and Saturday in Houston gigging with the band) We will re-open bright and early Monday morning December 1st.



Did I say band? Having a holiday party at your home or office? How's about 'live' music? My band, LoveSong, can be had for just about a song. Call me at the office at 972•783-9787 for details. Don't dally, there's not much time left! Go here - <http://www.machelpdesk.com/lovesong/demo.htm> to hear a preview of our upcoming CD, *Promise Me Moonlight*.





Mac OS X Hints Sampler

Mac OS X 10.2 may be the world's best operating system, but for most people, it's a whole new world. Both Mac and Windows fans have spent years picking up bits of lore - a keyboard shortcut here, an undocumented double-click there - and suddenly find themselves faced with an alien OS. As it turns out, Mac OS X has just as many delicious secrets as anything that came before. You just have to know where to find them - and *Mac OS X Hints*, from David Pogue and *macosxhints.com* creator Rob Griffiths, is exactly the guide you need. Here's a sneak peak: a few choice morsels, plucked from among the 500 you'll find in the full-size book.

Fun with a Scroll-Wheel Mouse

If you've bought a non-Apple mouse with a scroll wheel on the top, all kinds of joy await:

- In a Finder window, turn the wheel to scroll the window. Press Option to turbocharge the scroll speed.
- Press Shift while scrolling to scroll *horizontally* instead of vertically. (This works in the Finder, Excel, some System Preferences panels, and so on. In less enlightened programs, nothing happens at all when you try.)
- Save your wrists - you have many years ahead of you. Once you've opened a menu (by clicking, for example), spin the scroll wheel to move up or down the menu, highlighting successive commands.

Where Do You Want Your Windows?

One of the first things you may want to do in Mac OS X is to establish a standard size and location for new windows. Although it's easy to do, it's not obvious how to do it. Start by closing all open Finder windows, and then open one new window (by choosing File → New Finder Window). Set up the size and location of this window manually, and then - this is the important part - close the window without selecting anything in it. From now on, any new window you create (by choosing File → New Finder Window or pressing ⌘-N) new windows appear at the location you set, and at the size you specified.

Dock Tips

Some people love it, some people hate it; but the Dock, the row of icons at the bottom (or side) of the screen, is a crucial command center in Mac OS X.

The Dock's Semi-Secret Keyboard Modifiers

You can have hours of fun just by *clicking* icons on the Dock, of course. But there's much more power to be savored when you hold down *keys* as you click (Shift, Option, and so on). Here, for the first time under one roof, is the master list of modifier keys and what they do to the Dock:

- If you're holding down **Option** when you click a program's icon on the Dock, that program opens as usual - but the one you *were* using is instantly hidden, along with all of its windows.
- If you're holding down **Apple and Option** as you click a program's icon on the Dock, you'll jump to that program and hide all windows of *all* other open applications. It's a fantastic way to leap into one program - the Finder is a frequent candidate - and instantly get all of your other programs out of your hair.
- If you press **Apple** as you click any icon on the Dock, you jump to the Finder, where a folder window opens to show you the actual icon, already highlighted, of whatever you clicked on the Dock. You might use this technique when you want to back up a document or a folder whose icon is on the Dock, for example, but aren't sure where to find it on your hard drive.

- If you press **Control** as you click the vertical line separating the right and left sides of the Dock, you produce a secret pop-up Dock options menu. It harbors quick access for Dock settings changes like position, magnification, and minimize.

Move the Mailbox Drawer to the Other Side

The Mail drawer is the sliding panel that contains your mailbox “folders,” and it’s usually on the right side of the Mail window. Either that, or it’s the left side. Although it may not have occurred to you, you can position this drawer on either side of the Mail window. To make it swap sides, click any email message and keep the mouse down. Now drag directly across the screen to the opposite side of the Mail window. You’ll see the drawer switch sides as you near the opposite edge. Release the mouse (without dragging it so far that you file the message in another mailbox), and your drawer will now always appear on the side you chose. You may be surprised at how different Mail feels with themail folders on the opposite side.

Send a File from the Finder

Most people know only two methods of attaching a file to a piece of outgoing mail:

- Clicking the Attach icon (which looks a paper clip) on the toolbar of the message window; then, in the Open File dialog box, browsing the hard drive for the desired file.
- Dragging the icon of a file right off of the desktop (or another Finder folder) and into the window of the outgoing message.

But when you’re not yet in Mail, there’s an easier, much more fun method: Just drag the file you want to send onto the Mail icon *in the Dock*. In one fell swoop, your Mac opens the Mail program, opens a new composition window, attaches the dragged file, and deposits the insertion point in the “To:” field. Using this Finder-based drag-and-drop method to send saves you the trouble of switching to Mail, opening the new composition window, and then (again!) finding the file in the Finder.

Want more? Download the entire 28 page sampler at <http://www.machelpdesk.com/macxhints.pdf.sit>

FYI – It’s a 1.7MB file.

Enjoy!



NEWSLINE

Apple Announces Mac OS X “Panther”

Apple® announced that Mac OS® X version 10.3 “Panther,” the next major release of the world’s most advanced operating system is now available. Panther delivers more than 150 breakthrough new features including a completely new Finder™ that provides one-click access to a user’s favorite files and folders; Exposé, a revolutionary new way to instantly see all open windows at once; and iChat AV, a complete desktop video conferencing solution for business, education and consumers.

“Panther sets the new gold standard for operating systems,” said Steve Jobs, Apple’s CEO. “With more than 150 new features, we’re delivering innovations today that will not be seen in any other operating system for years to come.”

Panther features a completely redesigned Finder with lightning-fast file searching that is up to six times faster than Mac OS X version 10.2 “Jaguar.” The new Finder provides one-click access by putting a user’s favorite folders, storage, servers and iDisk in one convenient location. The new

Finder also offers dynamic browsing of the network for Mac®, Windows and UNIX file servers.

Panther also introduces Exposé, a revolutionary new way to instantly view all open windows and choose any of them to be on top. Exposé visually unshuffles overlapping windows on the desktop into an organized thumbnail view so a user can instantly locate and switch to any open window or get to any file on the desktop. Powered by the Mac OS X Quartz™ graphic engine, Exposé is a breakthrough in working with multiple files, applications and projects.

Panther extends instant messaging to the next level with iChat AV, the world's easiest to use desktop video conferencing solution, offering full-screen, full-motion video over broadband, crystal-clear audio and a familiar easy-to-use interface. iChat makes natural conversations over the Internet immediate and effortless, and has been enjoyed by over half a million beta users since its introduction in June.

Other new features in Panther include:

- Fast User Switching to elegantly switch between active users without having to quit applications or log out;
- FileVault, which uses the latest security standards and 128-bit encryption technology to ensure that data in the home directory is kept secure and private at all times;
- Font Book, a new application that provides system-level font management with double-click font preview, one-click installation and an intuitive interface for managing font collections, and activating or deactivating fonts;
- the world's fastest PDF reader in a significantly improved Preview application, with super-fast text searching that builds an instant index of search results in a PDF, text selection and copying, URL support and support for the PDF 1.4 format;
- a fully integrated iDisk that increases productivity by automatically syncing a user's offline work to their .Mac Internet server storage once they're online again, so users can work locally on files with hard drive speeds and have them synced automatically back to their iDisk later;
- enhanced Mail, with advanced spam filtering technology and the ability to organize mail into convenient threads to make it easy to read, file or delete related emails;
- a new Address Book that includes powerful new features for printing labels and easily notifying contacts when a user's personal information changes;
- integrated faxing synced with the Address Book so sending and receiving faxes is as easy as printing, and includes support for adding cover pages;
- enhanced Windows compatibility that ensures files, printers and network services can easily be shared with Windows users. Support for Microsoft Exchange is built into Mail and Address Book to make it easy to access Exchange email and sync address book entries;
- advancements to the open-standard UNIX-based foundation, including support for the latest open source libraries, commands and technologies, X11 applications, IPv6, Kerberos integration and a greatly improved NFS file system;
- Xcode™, the fastest way to create Mac OS X applications. Xcode combines an easy-to-use interface with proven developer tools such as GCC 3.3 to make it easy for developers to take advantage of the latest technologies from Apple; and
- the latest versions of iSync, iCal™, iPhoto™, iMovie®, the iTunes® Music Store and Apple's new default web browser, Safari™.

Pricing & Availability

Mac OS X version 10.3 "Panther" is available for a suggested retail price of \$129 (US) for a single user license. The Mac OS X Panther Family Pack is a single-residence, five-user license that will be available for a suggested retail price of \$199 (US). Volume and maintenance pricing is available from Apple.

Panther requires a minimum of 128MB of memory and is designed to run on the following Apple products with built-in USB support: iMac®, iBook®, Power Macintosh® G3, Power Mac G4,

Power Mac G4 Cube, Power Mac G5, PowerBook G3, PowerBook G4.



Apple Introduces 20-inch iMac Largest Flat-Panel Display Ever Offered in All-in-One Desktop

Apple® introduced the amazing new 20-inch iMac®, the largest flat-panel display ever offered in an all-in-one desktop. The new 20-inch iMac joins the 15- and 17-inch models in the popular consumer desktop line and offers twice as much screen area as the 15-inch display model, enabling users to view more than two full pages side-by-side. The new iMac also includes Apple's latest operating system, Mac OS® X version 10.3 "Panther," pre-installed, offering over 150 breakthrough new features, including Expose for instantly viewing all your open windows at once; iChat AV, the ground-breaking video teleconferencing software; and Fast User Switching, to easily enable the iMac to be shared among multiple users.

"The new iMac builds upon the revolutionary, all-in-one, adjustable design that remains unmatched in the industry," said Philip Schiller, Apple's senior vice president of Worldwide Product Marketing. "By offering a huge, gorgeous 20-inch widescreen display, Apple has once again raised the bar on what customers can expect from an all-in-one desktop."

The new 20-inch iMac with its widescreen display and pixel resolution of up to 1680-by-1050 is ideal for tasks such as video editing, creating or watching DVDs or browsing the web with multiple pages open at once. The brilliant LCD display gives you flicker-free images with twice the brightness, twice the sharpness and twice the contrast ratio of a typical CRT display.

Designed around an ultra-compact base, the iMac flat-panel display appears to float in mid-air, allowing users to effortlessly adjust its height or angle with just a touch. All iMac models include two FireWire® 400 and three high-speed USB 2.0 ports for fast, simple, plug-and-play connections to devices such as digital cameras, DV camcorders, the iPod(TM) and the iSight(TM) video conferencing camera. They also offer the latest in wireless communications with support for 54Mbps AirPort® Extreme 802.11g wireless networking and optional built-in Bluetooth for wireless connectivity to a range of peripherals such as cell phones and PDAs, as well as the new Apple Wireless Keyboard and Apple Wireless Mouse.

The iMac line sports PowerPC G4 processors running at 1.25 GHz in the 20- and 17-inch model and 1.0 GHz in the 15-inch model. All models include 256MB of fast 333 MHz DDR SDRAM and an 80GB Ultra ATA/100 hard disk drive running at 7200 rpm. The 20- and 17-inch models also include NVIDIA's GeForce FX 5200 Ultra graphics processor with 64MB of DDR video memory, for incredible graphics performance.

Every iMac ships with Apple's iLife(TM) applications, a completely integrated suite offering iTunes® 4 for managing and purchasing digital music, iPhoto(TM) 2 for organizing and sharing digital photos, iMovie® 3 for making movies and iDVD(TM) 3 for burning DVDs that play in consumer DVD players. Also included is a collection of productivity and entertainment titles such as Quicken 2003 Deluxe, World Book 2003 Edition and the recently introduced Tony Hawk's Pro Skater 4.

The new 20-inch iMac comes with Panther pre-installed to deliver over 150 breakthrough new features. In addition to Expose, iChat AV and Fast User Switching, Panther also offers a completely new Finder(TM) that provides one-click access to a user's favorite files and folders; FileVault, which uses the latest security standards and 128-bit encryption technology to ensure that data in the home directory is kept secure and private at all times; and enhanced Windows compatibility that ensures files, printers and network services can easily be shared with Windows users.

Pricing & Availability

The new 20-inch iMac, in addition to the 15- and 17-inch models, are available immediately through the Apple Store® (www.apple.com), at Apple's retail stores and Apple Authorized Resellers.

The 15-inch flat-panel iMac, for a suggested retail price of \$1,299 (US), includes:

- 1 GHz PowerPC G4 processor with Velocity Engine;
- 256MB of 333 MHz DDR SDRAM;
- 32x Combo (DVD-ROM/CD-RW) optical drive;
- NVIDIA GeForce4 MX graphics processor with 32MB video memory;
- Two FireWire 400 and three USB 2.0 ports;
- Internal support for AirPort Extreme wireless networking and Bluetooth;
- 80GB Ultra ATA/100 hard drive running at 7200 rpm; and
- Apple Pro Speakers.

The 17-inch widescreen flat-panel iMac, for a suggested retail price of \$1,799 (US), includes:

- 1.25 GHz PowerPC G4 processor with Velocity Engine;
- 256MB of 333 MHz DDR SDRAM;
- 4x SuperDrive (DVD-R/CD-RW) optical drive;
- NVIDIA GeForce FX 5200 Ultra graphics processor with 64MB video memory;
- Two FireWire 400 and three USB 2.0 ports;
- Internal support for AirPort Extreme wireless networking and Bluetooth;
- 80GB Ultra ATA/100 hard drive running at 7200 rpm; and
- Apple Pro Speakers.

The 20-inch widescreen flat-panel iMac, for a suggested retail price of \$2,199 (US), includes:

- 1.25 GHz PowerPC G4 processor with Velocity Engine(TM);
- 256MB of 333 MHz DDR SDRAM;
- 4x SuperDrive(TM) (DVD-R/CD-RW) optical drive;
- NVIDIA GeForce FX 5200 Ultra graphics processor with 64MB video memory;
- Two FireWire 400 and three USB 2.0 ports;
- Internal support for AirPort Extreme wireless networking and Bluetooth;
- 80GB Ultra ATA/100 hard drive running at 7200 rpm; and
- Apple Pro Speakers.

Build-to-order options and accessories include additional memory, AirPort Extreme Card, AirPort Extreme Base Station, Bluetooth, Apple Wireless Keyboard and Apple Wireless Mouse, 160GB Ultra ATA hard drive and the AppleCare® Protection Plan.



Apple Introduces New Dual Processor 1.8 GHz Power Mac G5 Power Mac Lineup Now Starts at Just \$1,799

Apple® introduced a new model of its revolutionary Power Mac® G5 desktop computer, a dual processor 1.8 GHz Power Mac G5 desktop starting at \$2,499 (US), and lowered the price of the single processor 1.6 GHz model to \$1,799 (US). The Power Mac G5 lineup now includes three models: dual processor 2.0 GHz, dual processor 1.8 GHz and single processor 1.6 GHz. Featuring the world's first 64-bit desktop processor with the industry's first 1 GHz front-side bus, the Power Mac G5 offers unprecedented memory expansion of up to 8GB and advanced 64-bit computation, while running existing 32-bit applications natively.

"Our customers told us loud and clear that they love dual processors, so now two of the three Power Mac G5 models feature lightning-fast dual processors," said Greg Joswiak, Apple's vice president of Hardware Product Marketing. "And with the entry level model now starting at just

\$1,799, the Power Mac G5 lineup is more affordable than ever."

All Power Mac systems ship with Mac OS® X version 10.3 "Panther" to deliver the most substantial benefits of 64-bit computing -- breaking through the 4GB physical memory barrier. The combination of the Power Mac G5 and Panther provide creative professionals and scientists computational power never before realized on a desktop system. Examples include the ability to manipulate multiple streams of DV and SD content in real time, process an unprecedented number of audio tracks with complex filters and digital effects, execute high-precision math on extremely large 64-bit numbers receiving results faster than ever, and model and render complex 3D visualizations at amazing speeds.

The new Power Mac G5, offering dual 1.8 GHz PowerPC processors, each with an independent 900 MHz frontside bus, provides for more than 14 GBps of bandwidth. In addition to providing fast throughput to main memory, this high performance frontside bus architecture enables each PowerPC G5 processor to discover and access data in the other processor's caches -- further increasing bandwidth on dual processor systems.

Pricing & Availability

The complete Power Mac G5 line is available immediately through the Apple Store® (www.apple.com), at Apple's retail stores and Apple Authorized Resellers in three standard configurations.

The Power Mac G5, with a suggested retail price of \$1,799 (US), includes:

- 1.6 GHz 64-bit PowerPC G5;
- 800 MHz front-side bus;
- 256MB 333 MHz 128-bit DDR SDRAM (4GB maximum);
- 80GB Serial ATA 7200 rpm hard drive;
- AGP 8X Pro graphics slot;
- NVIDIA GeForce FX 5200 Ultra with 64MB DDR SDRAM;
- 3 PCI slots (64-bit, 33 MHz); and
- 4x SuperDrive(TM) (DVD-R/CD-RW).

The Power Mac G5, with a suggested retail price of \$2,499 (US), includes:

- Dual 1.8 GHz 64-bit PowerPC G5;
- Dual independent 900 MHz front-side buses;
- 512MB 400 MHz 128-bit DDR SDRAM (8GB maximum);
- 160GB Serial ATA 7200 rpm hard drive;
- AGP 8X Pro graphics slot;
- NVIDIA GeForce FX 5200 Ultra with 64MB DDR SDRAM;
- 3 PCI-X slots (one 64-bit, 133 MHz, two 64-bit 100 MHz); and
- 4x SuperDrive (DVD-R/CD-RW).

The Power Mac G5, with a suggested retail price of \$2,999 (US), includes:

- Dual 2.0 GHz 64-bit PowerPC G5;
- Dual independent 1 GHz front-side buses;
- 512MB 400 MHz 128-bit DDR SDRAM (8GB maximum);
- 160GB Serial ATA 7200 rpm hard drive;
- AGP 8X Pro graphics slot;
- RADEON 9600 Pro with 64MB DDR SDRAM;
- 3 PCI-X slots (one 64-bit 133 MHz, two 64-bit 100 MHz); and
- 4x SuperDrive (DVD-R/CD-RW).

All Power Mac G5 systems ship with iChat AV, Safari(TM), Sherlock®, Address Book, QuickTime®, iLife(TM) (includes iTunes®, iPhoto(TM), iMovie® and iDVD(TM)), iSync, iCal(TM), DVD Player, Classic environment, Acrobat Reader, Art Directors Toolkit, EarthLink,

FileMaker Pro Trial, GraphicConverter, Microsoft Internet Explorer, Microsoft Office v. X Test Drive, OmniGraffle, OmniOutliner, QuickBooks for Mac New User Edition, Developer Tools and Zinio Reader.

Build-to-order options include up to 8GB of RAM, 250GB hard drives, Combo (DVD-ROM/CD-RW) drive, graphics cards (NVIDIA GeForce FX 5200, ATI Radeon 9600, ATI Radeon 9800), AirPort® Extreme Card, Bluetooth module, Apple Fibre Channel PCI Card and Mac OS X Server version 10.3 "Panther."



PC Magazine Announces the Winners of the 20th Annual Awards for Technical Excellence

PC Magazine, a Ziff Davis Media publication, announced today the winners of its 20th annual Awards for Technical Excellence. The awards recognize products or technologies that have advanced the state of the art; and will have a significant impact on the future directions of technology. The winners were revealed at a special ceremony held on November 17, 2003 at the Venetian Hotel in Las Vegas, Nevada. The ceremony was sponsored by CDW.

"We review thousands of products each year and have found the entries in this year's awards to be among the best the technology industry has to offer," said Michael J. Miller, editor-in-chief, PC Magazine. "2003 has been a year of steady recovery, regained confidence, and renewed optimism, and nowhere is this better reflected than in our finalists and winners. Congratulations to all of them."

In order to be eligible for these awards, the products had to ship or be generally available between September 2002 and September 2003. PC Magazine's editorial staff and Lab analysts nominated the products, protocols and people who had the most impact on the industry. Over 35 products in 11 different categories were selected as finalists. All finalists and winners will be posted online at <http://www.pcmag.com/techex> and will be featured in the December 30th issue of PC Magazine. The 2003 winners are as follows:

Personal Computers

-- **Apple Power Mac G5**

Mobile Devices

--PalmOne Treo 600

Components

-- AMD Opteron & Athlon 64

Storage Devices

-- Cornice Storage Element

Digital Input Devices

-- Foveon X3 5M Direct Image Sensor

Digital Output Devices

-- Epson Stylus Pro 4000

System Software

-- VMware ESX Server 2 & Virtual SMP

Collaboration Software

-- Colligo Workgroup Edition

Communication Software

-- Microsoft Office 2003 System

Development Tools

-- BEA WebLogic Workshop 8.1

Protocols

-- 802.11g
Person of the Year
-- Carly Fiorina, CEO, Hewlett-Packard
Lifetime Achievement
Scott Cook, Founder, Intuit



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