



HACKette

NEWSLETTER OF APPLE/MACINTOSH USERS' GROUP OF HAMILTON VOL. 24 NO. 7 MARCH 2006

The next meeting is on:

Wednesday
March 8, 2006
in Dundas
6:30 P.M.

Steven Toth Digital Artist

Steven Toth is a leading innovator in the world of digital painting. Since 1998 he has been creating non-objective digital artwork. The work is drawn entirely on computer in Adobe Photoshop and offered as limited editions digital prints.

Over the past 20 years I have taught cartooning and illustration at a number of schools including Dundas Valley School of Art

COMING MEETINGS...

April 12, 2006

HACK is a member of



NEXT EXECUTIVE MEETING...

March 13, 2006
at Jim's

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This week Apple (<http://www.apple.com/macmini/>) unveiled the several new products including the new Mac mini with Intel processors. This new Mac mini offers a new system architecture for significantly improved performance including 667 MHz DDR 2 SDRAM memory expandable to 2GB, 667 MHz front-side bus, built-in 10/100/1000 BASE-T Gigabit Ethernet, built-in Bluetooth 2.0, built-in 802.11g WiFi card, and four total USB 2.0 ports. The Mac mini also includes both a DVI interface and VGA-out adapter to easily connect to a wide variety of displays. The Mac minis also ship with iLife '06, Front Row and an infrared Apple Remote.

Two models are available today at the Apple Stores and other Apple Authorized Resellers. The 1.5 GHz Mac mini (\$599) includes a 1.5 GHz Intel Core Solo processor, 512MB RAM, a combo drive (CD-RW/DVD-ROM) and a 60GB Serial ATA hard drive. The 1.66 GHz Mac mini (\$799) includes a 1.66 GHz Intel Core Duo processor, 512MB RAM, a 8x SuperDrive with double-layer support, and a 80GB Serial ATA hard drive.

Apple's new iPod Hi-Fi (<http://www.apple.com/ipodhifi/>) is a high-fidelity speaker system for the iPod. The Hi-Fi speaker system's all-in-one design includes two custom designed wide-range speakers and a tuned, ported bass system. The system has touch-sensitive volume control buttons and an Apple Remote for easy song and volume control. The power supply is built into the unit so there's no bulky power brick to lug around. The iPod Hi-Fi can also be powered by 6 D-cell batteries. It comes with 10 Universal Dock connectors and automatically recharges any docked iPod and is available today at the Apple Stores and other Apple Authorized Resellers for \$349.

MACS WITH INTEL INSIDE

The new Core Duo processor chip set from Intel makes these new Macs run even faster, three to four times faster than their predecessors.

What is Core Duo? Core Duo is the trade name for Intel's dual core processor chip set. The dual core means that there is actually the core of two processors in the single processor chip. This theoretically allows the computer to do things twice as fast while consuming the same or possibly less power. It's this improved power-performance curve that drove Apple from the PowerPC chips to the Intel chips. The G5 chip set was just too hot for low-top computer applications.

The Good news:

- The Core Duo processor is 2 to 5 times faster than the G5.
- You won't have to (and probably never will be able to) run Windows on one of the Intel based systems. Except via a program like Virtual PC. (Why would anyone want to?)

The Bad news:

- The speed increase is based on running native applications. Your old applications will possibly perform slower than they did with the G4 or G5 systems
- There are no classic applications with the new Intel based systems.
- Some older OS X applications may not perform well or even work on these new processors.

The bottom line seems to be that OS 9 support has completely gone away. The message was some time ago that the then new Macs would not start up in Classic but the operating system would support the Classic environment. It now seems to be the case where the new systems will not even support that. Not surprising, since there is a heck of a lot of code required to continue to support a dead operating system. The message seems to be Upgrade or else.

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The Apple Macintosh User Group of Hamilton is a non-profit organization that meets informally at 6:30 PM, the second Wednesday of each month at the Marlatt Family Center, 195 King St. W., Dundas. This group is made up of users of the Apple Macintosh family of personal computers, whose interests range from word processing to publishing, music, and games to formal presentations, art to accounting and often times . . . more. Our main purpose is to provide a forum for questions, solutions and inspiration for everyday computing. For more information about the user group, please attend the next Club meeting, contact a member of the executive, or visit our web site.

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www.hamiltonmacintosh.com

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Submissions for Next Issue

March 25, 2006

YOUR OWN RADIO SHOW, TV SHOW OR NEWSPAPER COLUMN

Now you can have your own newspaper column, radio show or TV show with iLife '06 and .Mac. They will be in the new-age format of blogs and podcasts. Now that I have had some time to dive into the new iLife '06 it's no surprise that iLife took center stage and the bulk of Steve Job's time during his Macworld Expo Keynote. These apps combined with a .Mac account enable "mere mortals" to publish information on the web in the formats that are taking the world by storm. With the latest version of iLife Apple has taken all the separate pieces and processes required to do blogging and podcasting and integrated them seamlessly into the new iLife '06 suite. Now more than ever owning a Mac with iLife is a very compelling solution for those of us who want to get their messages out.

People often think of publishing on the web as something that is HARD to do and best left to professionals or that podcasts are again for the pros to get their existing messages out on the web. iLife '06 now makes it possible for ANYBODY to publish information with a couple of clicks. It's literally that easy.

Blogging

"Blog" is short for "weblog," a word meant to evoke the notion of a journal or log-book, periodically updated, living on the web. You can create a Blog that covers any topic you want. You can update it as often as you want with new entries. People can either read your Blog by visiting your page each day or subscribing to the RSS feed so that they will be alerted when a new entry has been made.

iWeb is a part of iLife '06 makes blogging as easy as using a word processor.

You don't have to know anything about html or xml because the application handles everything. You write, you add photos if you want and you press the Publish button. It's that easy! iWeb then creates all the html and xml necessary and uploads your updated blog to your .Mac account.

Podcasting

Podcasting takes it up a notch by enabling you to create audio or video broadcasts. It's literally like having your own radio or TV show. They can be as simple or elaborate as you want. A perfect example of video Podcasting is PhotoshopTV. The Photoshop Guys have created their own TV show complete with paid sponsors.

<http://www.photoshoptv.com/>

You can record your Podcast in a variety of methods including a video camera, iSight camera, Snapz Pro or even using the built-in microphone on your Mac. You can assemble it in GarageBand or iMovie or both. Once you have the clip edited the way you want, you simply hit the **Share to iWeb** option and it wraps it all up as a Podcast. You can then hit **Publish** to put it on your site. People

can subscribe directly to your Podcast and you can even submit it to Apple for inclusion in the iTunes store; all from iWeb. Contrary to popular belief you don't need an iPod to watch a Podcast. You can watch them in iTunes, or on the web. If you look at the success of the iTunes Music Store, Podcasting, and OnDemand video, traditional TV and radio may become a thing of the past.



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DEALING WITH TECH SUPPORT

Sooner or later, we all end up dealing with tech support. What follows are my hints to make it a less painful process. It's never painless, but you can lessen the pain with a little careful planning.

The main rule is to keep detailed records. Yes, it's a pain in the butt, but trust me, it's worth it. Keep a simple text file, or use blogging software, even if you don't publish it to the web and only keep it in your documents folder. Keep it in a spreadsheet if that's your preference, but write it down! Note dates, what happened, how you resolved it. If it was a repair, note what was replaced or repaired. Don't count on finding that receipt at a later date.

If you've used repair software, whether it was DiskWarrior, TechTool Pro or just a command line instruction, note it. Note what worked, as well as what didn't. If you zapped the PRAM or reset the NVRAM, trashed preferences or reinstalled, write it down! These things are important.

When all else fails and you must call tech support, have those notes in front of you. Tech support's first "cure" is generally to tell you to reinstall whatever is not functioning. If you start by telling them what you've already done, they get the picture that they are not dealing with someone who is easily snowed. They tend to pay attention to what you are saying. The first tier techs who are reading from a predetermined script and really don't know what they are doing will generally pass you on to the next support level where, if you are lucky, you'll find someone who might have a clue as to what is going on. And believe me, you'll accomplish your task in much less time.

If you have hardware that must be repaired, those notes will be important. In the case of a lemon of any sort, computer, hard drive, TV, auto, whatever — if you can call and say "It was repaired on June 5th, October, and again on January 5th. How about a replacement?" they will be more inclined to agree with you. If you



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call and just say it's not working again without giving them details or what you've done to try to fix it, their first reaction will be to schedule you for more repairs. It's faster and easier than the paper-work involved with replacing your failing hardware.

If you are having the same problem for the third time, don't be afraid to ask for a replacement. The worst that can happen is that they will push for yet another repair. Just remind them of your loss of productivity with each breakdown, and the time and trouble it is causing.

Finally, be nice to the person on the other end of the phone. Getting mad won't help. If you do find yourself starting to lose your cool, stop and apologize. Tell the person that you know they are doing everything they can, but you are just frustrated. If you are lucky, they will imagine being in your position and go the extra distance to resolve the problem

ACTUAL COURT DIALOGUES:

Lawyer: Did you blow your horn or anything?

Witness: After the accident?

Lawyer: Before the accident.

Witness: Sure, I played for ten years. I even went to school for it.

Lawyer: This myasthenia gravis, does it affect your memory at all?

Witness: Yes.

Lawyer: And in what ways does it affect your memory?

Witness: I forget things.

Lawyer: You forget. Can you give us an example of something that you've forgotten?

Lawyer: You say the stairs went down to the basement?

Witness: Yes.

Lawyer: And these stairs, did they go up also?