



# The RAG Times

January 2009

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## Post-Expo Roundup



This past week's Expo was bittersweet. It's the last time we will see Apple at the annual Macworld Expo, and without Steve Jobs delivering the annual keynote, the event took on a more somber tone.

Still, Apple was able to announce new versions of its [iWork](#) and [iLife](#) suites. Extended support for third-party applications and new features, including outline, were added to the iWork productivity suite.

[iLife](#) got a big boost with an almost magical facial recognition feature added to iPhoto. While GarageBand is finally able to actually teach you how to play an instrument with its celebrity tutorials. We can't wait for iLife to drop at the end of January. iWork is available now.

Apple also updated its [17-inch MacBook Pro](#) with a unibody case, glass trackpad, and most surprisingly, a battery that isn't replaceable by the end user. Apple says the battery life is eight hours and over its lifetime will last three times longer than a standard battery. The newest addition to the unibody family will be available at the end of January.

We also had a chance to [talk with some Expo goers](#) last week, and they shared their thoughts on the future of the Macworld Expo.

Even without Steve, and the knowledge that Apple won't return next year, this year's Expo was a good time and we look forward to next year.

Unless [we end up in Vegas](#).



## IDG on the Future of Macworld Expo: It's People!



Soooo... in case you've been living under a rock, you've heard that Apple is pulling out of Macworld next year. And here at Moscone, everyone's buzzing about whether or not this is the death of Macworld (if I hear one more person say "Well, remember Boston..."). But it sounds like IDG--the cool kids that put Macworld together--have a plan. And for 2010 at least, they're committed to bringing Macworld back to San Francisco. Wednesday, they held a Town Hall meeting to toss out ideas and hear feedback from the community.

Find out what [IDG plans on doing](#) next year and beyond.

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**RIAG Officers:**

President \* Mark Rafferty (401) 232-2023  
 Vice President \*Helen Anger (401) 247-1457  
 Secretary \* John Gentile (401) 946-2486  
 Treasurer \* Dave Angell (401) 941-8934  
 Librarian: He\* Michelle Smith (401) 434-0946  
 Librarian: Hgs John Gentile (401) 946-2486  
 Editor \* John Gentile (401) 946-2486  
 Membership David Angell (401) 941-8934  
 Program Paul Gerstenbluth (401) 884-1330  
 President Emeritus\* Dave Angell (401) 941-8934

\* = Member of RIAG Board

**NEED HELP?**

This is a list of RIAG Consultants. We may not be able to answer all your questions but hopefully we will be able to direct you to a knowledgeable source.

Appleworks: Mark Rafferty (401) 232-2023  
 Paul Gerstenbluth (401) 884-1330  
 Hardware: Mark Rafferty (401) 232-2023  
 Internet: John Gentile (401) 946-2486  
 Mac OS/X Mark Rafferty (401) 232-2023  
 Modems: Mark Rafferty (401) 232-2023  
 MS Windows: Mark Rafferty (401) 232-2023

This is a volunteer service. Please be reasonable as far as calling times are concerned and try to have all the pertinent data at hand before you call. Before calling, have your computer running so we can quickly answer your questions. If you would like your name listed, please call the editor.

**Editor's Note**

Well, we all survived the holidays and probably gained a couple of pounds in the process. I trust you all had a wonderful holiday whatever one you celebrate. You also have lots of pictures and video to take care of, and I hope our lessons over the last few months will help you do that. Now we need to contend with any neat gifts we now have to play with! I got a new digital video camera and an old broken iPod I need to play with. More on that later.

John

**Club Calendar**

SIG = Special (or Specific) Interest Group. These smaller meetings focus on just one type of computer and often can be the place to get more detailed help or advice on your problem.

Monthly Meeting Jan 17, Saturday  
 At Mark's house TIME: at 2 PM. Come see the new Photoshop Elements in action for your holiday photos!  
 Map on page 4.

RIAG Board Jan 27, (Last) Tuesday  
 At Dave Angell's house. Time: 7:30 PM. The membership is invited. Call (401) 941-8934 for directions.

\* AppleWorks SIG (Last)Thursday  
 The AppleWorks SIG is taking a hiatus. If you have any questions call Michelle or Dave Angell.

Internet SIG The Internet SIG is ending because of low turnout. If people request it this group will meet from time to time. For dates, location and directions call John at 946-2486.

**Up-Coming Dates:**

General Meeting Topic: To Be Announced	Saturday	Feb 21, 2008
RIAG Board meeting at Dave's	Tuesday	Mar 3, 2008
General Meeting Topic: To Be Announced.	Saturday	Mar 21, 2008
RIAG Board meeting at Dave's	Tuesday	Mar 31, 2008
General Meeting Topic: To Be Announced	Saturday	Apr 18, 2008
RIAG Board meeting at Dave's	Tuesday	Apr 28, 2008
General Meeting Topic: Holiday photos at Mark's House	Saturday	May16, 2008
RIAG Board meeting at Dave's	Tuesday	May26, 2008
General Meeting Topic: Holiday Party (date to be determined)	Saturday	Jun 20, 2008
RIAG Board meeting at Dave's	Tuesday	Jun 30, 2008

Please let us know what meetings you would like to see.

## Ramblings from the editor!

Did you know that there are iPods out there that are not Apple branded? My son-in-law had an old "4th generation" photo iPod that has a big HP logo on the back instead of the usual Apple. It turns out that Hewlett Packard sold their own brand of iPod from Jan 2004 to July 2005. The problem with them now is that Apple will not service them, and neither will HP. Thus the problem we have with this iPod.

The battery started failing and my son-in-law decided to buy a new one and install it. That failed to fix it and he gave it to me to look at. I discovered that a wire from the battery was pinched against the metal cover causing a short. I fixed that, but the battery still failed to hold a charge, doing exactly what it was doing before the battery was changed. Anyway, I'll bring the strange iPod to the next meeting and see if anyone can solve the battery issue.

But I learned a few things about iPods. You can reset an iPod to all it's factory settings by holding various combinations of the control wheel buttons. Different models have different button combinations. You can also enter into a diagnostic mode using similar button combos. I'll put that info into an article.

Another discussion now is TAX TIME! Are you game enough to do your own taxes? Have you used any of the 2 major tax software products out there? TurboTax by Intuit and Tax Cut by H&R Block I find are both very good at what they do. I don't see any difference in the way they work, and they both have a good reputation behind them.

There are also some free versions out there for folks that have very simple returns to make. If you don't have any business, rental property, self employment, etc then the free ones online are great. We should plan a tax meeting before the April deadline and discuss all the options available to us Mac users!

John



## New Mac users?

Is there anyone out there who got a new Mac for Christmas? Maybe you are switching from a PC to a Mac for the first time. Or maybe you know someone who did. Well, the following is a tutorial from the Apple web site to help you answer a lot of questions. The blue text will link you to the site to start your

Mac experience! If you know someone, just send them this newsletter!



## Switch 101

Migrate to Mac

**Welcome to the Mac family! If you're a PC user who has just switched to the Mac and want to find out how to adapt your old working habits to the Mac OS, you've come to the right place. Welcome to Switch 101: The former PC user's guide to getting the most out of your Mac.**

Whether you want to learn how to get around and access everything on your Mac; find out how to move your old PC files to the Mac OS environment; figure out how to connect your printer, iPod, digital camera, or other device; learn how to do those tasks you did on a PC on a Mac; learn how to use the software that came with your Mac; or even find out what to do when things don't go as planned; we have the answers.

**Ready to begin? Just tell us what you want to know:**

### •Welcome to Mac

This section shows you how to shed some of your old PC habits and do the same tasks on your Mac. We show you how to get around the Mac's interface, tell you where things are located and how things are done, and show you how to do the same tasks you're used to doing on a PC on a Mac.

### •Migrate your files

You can move many of your old PC files to your Mac. This section shows you what kinds of files you can bring right into the Mac platform, how to move everything into your new Mac home, and what you may need to do to make some things work.

### •Connect your peripherals

Got a treasure trove of digital devices? Find out how to connect your former Windows printer, modem, network, scanner, digital camera, DV camera, iPod, external drive, and more to your Mac.

### •Get me started on the software

Ready to email, surf Safari, groove to tunes, or get an iLife? This section shows you how to use the Apple applications

that come with your Mac. The link above transports you to "Mac 101: All Work and Play" (our special web series for new computer users).

### ● Show me how to set up my Mac for me

Make your Mac work the way you want. Click the link above to visit "Mac 101: Customize My Mac," which shows you how to create multiple accounts, customize your Mac's look and feel, set preferences, adjust the sound volume, and more.

### ● My Mac needs help

For those times when things don't go as planned, this link takes you to "Mac 101: Troubleshooting 101," which will help you troubleshoot common Mac issues and show you some maintenance tips to keep your Mac happy.

### ● My Mac Cheat Sheet

Who wants to remember Internet settings, account information, computer specs, and other bits of important data when there's so much to explore on your Mac? With this helpful sheet, you won't need to. Jot down the information once, and you're good to go.



## iPod Diagnostic Mode

### Quickly find out if your iPod has a hardware problem

Even though you are probably not aware of it, virtually everything you own, which uses electricity, has a diagnostic mode. Everything from your [cell phone](#) to your dishwasher can tell you what is wrong with it, or at least give you a clue, if you know the secret combination of buttons to push. The iPod is no different.

If you suspect there is something wrong with your iPod, you can switch it to diagnostic mode to determine what the problem may be.



1. You need to restart your iPod before putting it into Diagnostic Mode. Check that your hold switch is off by sliding the switch away from the headphone jack. You should not see any orange. Toggle it on and off to be safe.

2. Press and hold the following combination of buttons simultaneously for approximately 10 seconds to reset the iPod.

- iPod 1G to 3G (scroll & touch wheel iPods): "Menu" and "Play/Pause"



- iPod 4G+ (includes Photo, Nano, Video, and Mini): "Menu" and "Select Center Button"



- iPhone & iPod Touch: "Menu" and "Sleep Button"



If your iPod isn't listed here, please [see this page for more info](#).

3. The Apple logo will appear and you should feel the hard drive spinning up. Press and hold the following sequence of buttons:

- iPod 1G to 3G: "REW", "FFW" and "Select"
- iPod 4G+ (includes Photo, Nano, Mini, etc.): "REW" and "Select"

You will hear an audible chirp sound (3G models and higher) and the Apple logo should appear backwards. You are now in Diagnostic Mode. Don't worry, running these diagnostic tests will NOT damage or corrupt the data (music, photos, playlists, videos, etc.) on your iPod?

4. Navigate the list of tests using "REW" and "FFW". The scroll wheel will not function while in diagnostic mode.

NERD NOTE: If you run the Hard Drive Diagnostic Test, make sure you have your iPod connected to a power source. This test requires a lot of power will drain your battery in the matter of minutes.

### Diagnostic Mode Tests for newer iPods:

Compared to the oddball geek speak of the older iPod diagnostic tests, the terminology used in the newer tests is much closer to plain English. The bigger screen of newer iPods and higher resolution must have enabled Apple to improve this feature.

Once in diagnostic mode, you can run either the Manual Test (Menu) or Auto Test (Back). Here's the breakdown of Manual mode:

NTF  
Memory  
IO  
Power  
Accessories Test  
SysCfg  
Reset

### Diagnostic Mode Tests for older iPods:

Here's a breakdown of the tests:

#### A. 5 IN 1:

This runs the following 5 tests at once (J through N as listed below): LCM, SDRAM, RTC, FLASH/CHECKSUM, and FIREWIRE/FW ID. If you have a 3G iPod, at the end of the test, your buttons will now play a series of sound effects.

#### B. RESET:

Can your iPod reset? Run this test and find out.

#### C. KEY:

After you start this test, you need to press all the buttons on your iPod within 5 seconds. If you don't do it fast enough, it will fail.

#### D. AUDIO:

Plug in headphones, but don't expect an electronic rendition of Pink Floyd's [Dark Side of the Moon](#). This test checks the audio subsystem. You will see a message that says "0X00000000 DONE" if your iPod passed the test.

#### E. REMOTE:



This will test your iPod's [Remote](#) if you have one. Plug it in or the test result will be "RMT FAIL".

#### F. FIREWARE:

Checks your iPod's FireWire port. A successful completion of the test will return "FW PASS".

#### G. SLEEP:

Will put your iPod to sleep. You will need to reset your iPod to wake it [back up](#).

#### H. A 2 D:

Tests the iPod's power. Your results should look something like this: "3.7V 0X000000E2 CHG OK FW 1 BAT 1". The results will be different depending if your iPod is plugged into your computer, a wall outlet or is just running off battery power.

#### I. OTPO CNT:

Tests your scroll wheel. Results are returned in hexadecimal.

#### J. LCM:

The LCM is your iPod's screen. Keep pressing the "Select" button to toggle through several pattern tests.

#### K. RTC:

Tests the iPod's built-in "Real Time Clock".

#### L. SDRAM:

The RAM memory test. Hopefully it will tell you "PASS"

#### M. FLASH:

Your iPod has built-in Flash memory that stores firmware information. This test will tell you what Firmware version you have installed.

#### N. OTPO or Wheel A2D:

Tests the A2D (analog to digital) input of your iPod's scroll, touch or click-wheel. You need to reset your iPod to exit this test.

#### O. HDD SCAN:

Scans your iPod's hard drive. This is a great way to see if you have a healthy iPod. This test will take a few minutes so be patient.

#### P. RUN IN:

Tests your iPod's chip sets continuously.

**To get your iPod out of Diagnostic Mode, you will have to restart it again.**



## Resetting the keychain

by [Christopher Breen, Macworld.com](#)

**Reader Adam Goetz has gotten himself into a pas-sel of trouble in regard to his Mac's keychain. He writes:**

*I've changed my account password multiple times, and along the way of changing all my passwords I forgot what my keychain password is. Is there a way to reset the keychain access password?*

There is, but the following instructions may not provide the solution you're looking for.

Launch Keychain Access (found in the Utilities folder within the Applications folder), choose Preferences from the Keychain Access menu, and in the General tab click the Reset My Keychain button. As the text below this button indicates, this creates a new, empty keychain that can be opened with your current Admin password and saves a copy of your old keychain. From this day forward, passwords will be added to that new keychain.

It's quite likely that, at this point, you're muttering "Dude, I want access to my old keychain and the

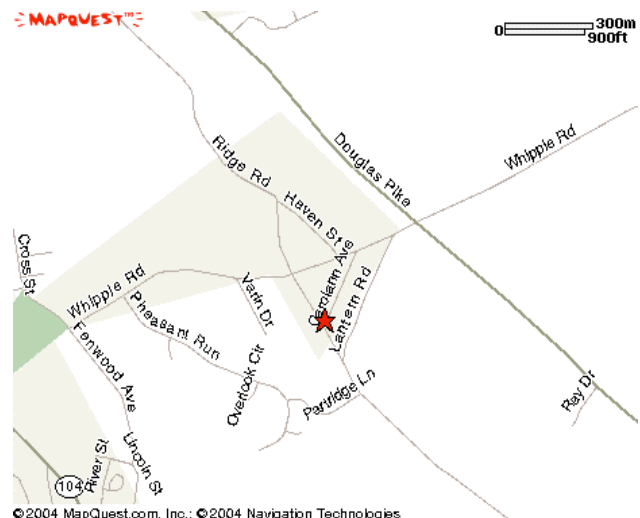
passwords it contains, not a new keychain!" to which I'd mutter right back "Do you really want a keychain so insecure that any joker with a Mac tips-and-troubleshooting blog can reveal how to crack it open with a piece of string and steely gaze?"

No, you don't.

Therefore, the answer is to start fresh. Should you need those old passwords, search back through your memory and try every darned password you can recall in the hope that one of them unlocks your old key-chain.



## Meeting Directions: Directions to Mark Rafferty's House.

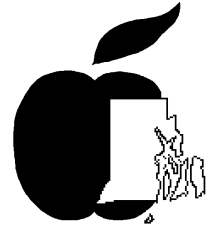


From 295, take the route 7 exit south to Whipple Road, turn right and take the 2<sup>nd</sup> left onto Carol Ann Drive.

From 95, take the route 146 exit and then take the Twin River Rd exit, turn right on Twin River Rd and go 1 mile to Route 7 (Douglas Pike). Turn right and go up to Whipple Road, turn left and then take the 2<sup>nd</sup> left onto Carol Ann Drive.



**Membership Application**  
**RHODE ISLAND APPLE GROUP**  
**PO Box 387**  
**East Greenwich, RI 02818-0387**



Please fill out the information below and send it with a check for \$30 (\$20 for one year's membership and a one time fee for initiation of \$10) to the above address or bring it to any meeting. (Please Print)

Name: \_\_\_\_\_

Address 1: (Home) \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Email: \_\_\_\_\_

Address 2: (Business/School) \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephones: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (Home) (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (Business)

Would you like your ( ) Home or ( ) Business/School # on the Membership list?

In an effort to better serve our members, we would like to know a few things about you and your computer system. This part is, of course, OPTIONAL but the information will help us better serve you.

Occupation: \_\_\_\_\_ (Optional)

I use my computer in: (Home), (Business), (School), Other \_\_\_\_\_ Circle all items that apply)

Briefly describe your computer system (present and planned). Please include any modem, hard drives, or major pieces of software, you have.

Computer \_\_\_\_\_

Printer: \_\_\_\_\_ Hard Drive: \_\_\_\_\_

Modem: \_\_\_\_\_ Other: \_\_\_\_\_

• Is your computer used primarily for business, entertainment, science, education, or other applications?

\_\_\_\_\_

• What are some of the things (help, software, etc.) that you want or expect to get out of this group?

\_\_\_\_\_

• Is there anything you would be willing to contribute to the club. This might include: Demonstrations of Software or Hardware, newsletter articles, programs, and teaching others.

\_\_\_\_\_

How did you hear about the club?

# January 2009

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30 7:00 PM RIAG Board of Directors meeting	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17 2:00 PM RIAG Main meeting at Mark's house
18	19	20	21	22	23	24
25	26	27 7:00 PM RIAG Board of Directors meeting	28	29	30	31

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