

Mac Basics For Everyone!

Problems I have with my Mac!

May 15, 2014

**Would
We
All
Turn
Ringers Off?**



Mac Help

Tom Miller

tdmill@me.com

325-518-6662

Purpose Of The Class

How to use the Mac!

Please, Please don't be afraid of an update!

**To See All the
Slides in this
Presentation....Go to:**

tommillermachelp.com

look to the right to see recent posts and go to May 15, 2014

**Our presentation
is not
about any one
specific app*!**

***As the “presenter”**

**There are some difficulties in knowing
what is of importance and interest!**

Will a Mac Crash?

Yes.

But Who and Why and When?

Kernel Panic

You need to restart your computer. Hold down the Power button for several seconds or press the Restart button.

Veillez redémarrer votre ordinateur. Maintenez la touche de démarrage enfoncée pendant plusieurs secondes ou bien appuyez sur le bouton de réinitialisation.

Sie müssen Ihren Computer neu starten. Halten Sie dazu die Einschalttaste einige Sekunden gedrückt oder drücken Sie die Neustart-Taste.

コンピュータを再起動する必要があります。パワーボタンを数秒間押し続けるか、リセットボタンを押してください。

Kernel Panic Cont.

<http://www.macworld.com/article/2027201/how-to-troubleshoot-a-kernel-panic.html>

**Most of the time an App will
Quit.**

**However, sometimes the
entire system will quit.**

**Kernel Panic is a system wide
failure.**

You will have to restart!

Prevent Kernel Panics

Do a safe boot...hold the left shift key and start.

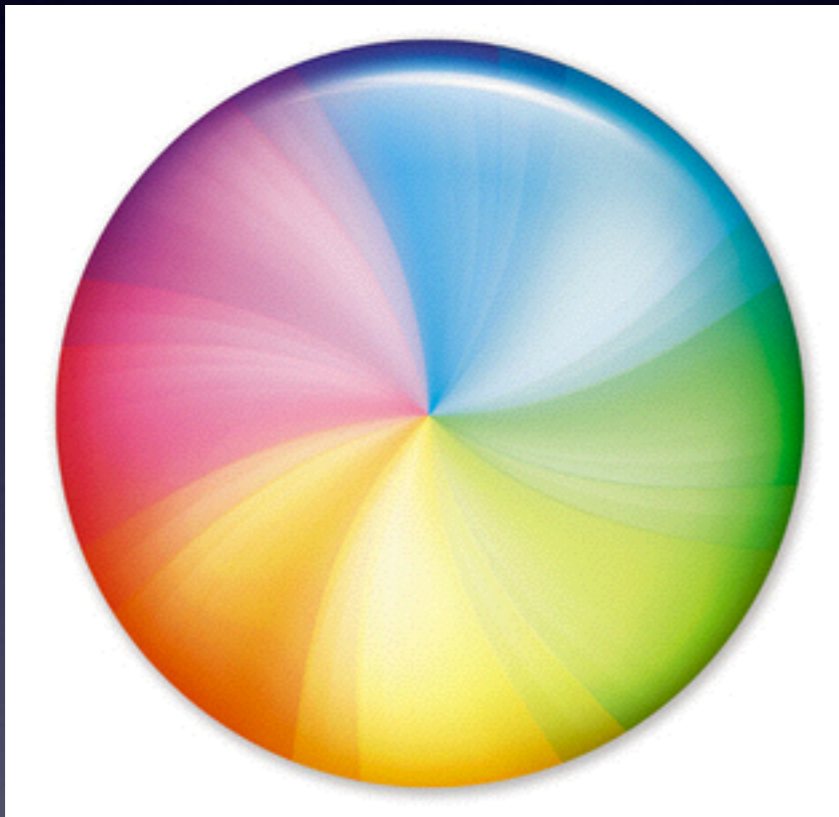
Make sure your software is up to date.

Check disk for at least 10% free.

Check peripherals.

Check your Ram.

Spinning Beach ball



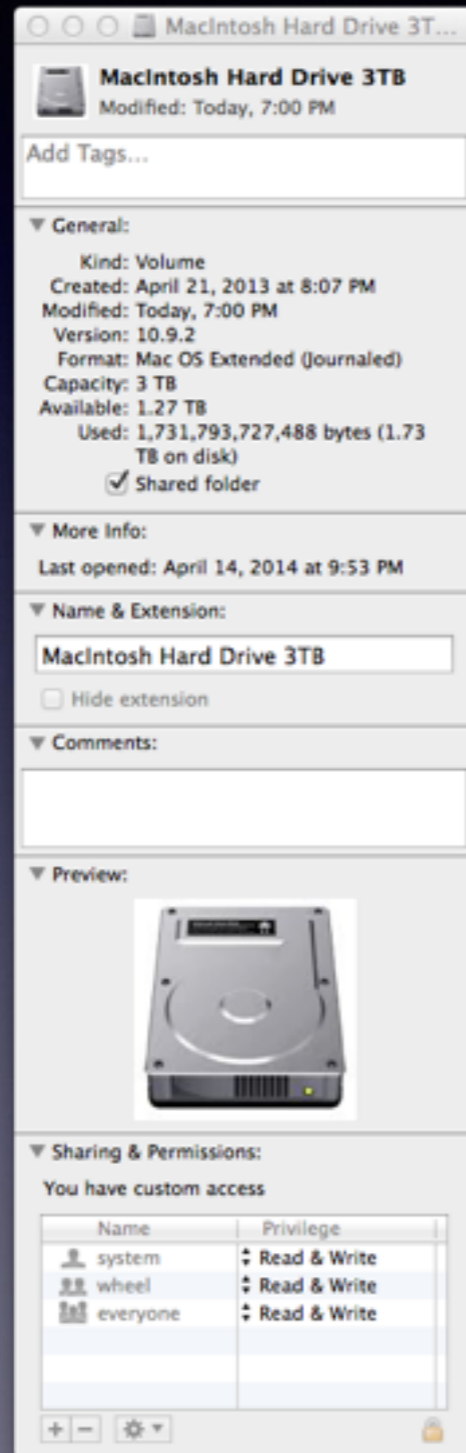
Sometimes called “SPOD”

Also, officially, “Spinning
wait cursor.”

Trying to do too many things
at one time.

A good clean up Utility
may be necessary!

Hard Disk is Full



**25% free [available]
is best!**

**Under 10% will
cause problems!**

I Can't Eject a Disc

New computers do not have a Disc Drive.

dragging icon to trash can.

ejecting from iTunes.

eject via disc util.

reboot while holding Opt-Comm-O-F.

eject in terminal. NO GO

I Can't Connect to The Internet

Call Service Provider Check local Internet service.

Check your wires and cables

Check to see if everything is plugged into the wall.

Sometimes only a web site is down and not working. Try another site.

Shut down and restart you computer.

My Internet Speed is too Slow

Do you have:

DSL

Clear

U Verse [Fibre Optics]

Suddenlink.

I Spilled Liquid on My Mac, iPhone, iPad

<http://osxdaily.com/2013/04/11/dropped-iphone-into-water-save-damage/>




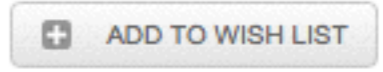



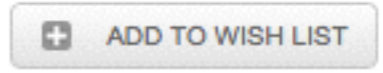
1. Remove from water as soon as humanly possible (obvious, right? But seriously, seconds can matter here so move quick)
2. Turn the iPhone off immediately by holding down the power button until it shuts off
3. Remove any case or enclosure right away since they can trap in moisture, screen protectors are fine to leave on unless there's an obvious water bubble
4. Dry out the iPhone as best as you can using cloth (t-shirt, socks, whatever is readably available) or an absorbent material. Wipe down the screen, sides, and back. Pay special attention to the power button, volume buttons, mute switch, speakers and microphones, and the audio output jack, try and get all visible moisture soaked up
5. Use a Q-Tip if possible to try and soak up extra water from the audio output jack and in small crevices. If you're out and about or have no q-tips handy, a little stick or sharp pencil poking through a t-shirt or cotton material can work too
6. Disconnect any headphones, ports, chargers, USB cables, or accessories immediately

**Vacuum
Water
from
device in
a plastic
bag.**

Now with all visible water removed, you're ready to stuff the iPhone into a rice bag.

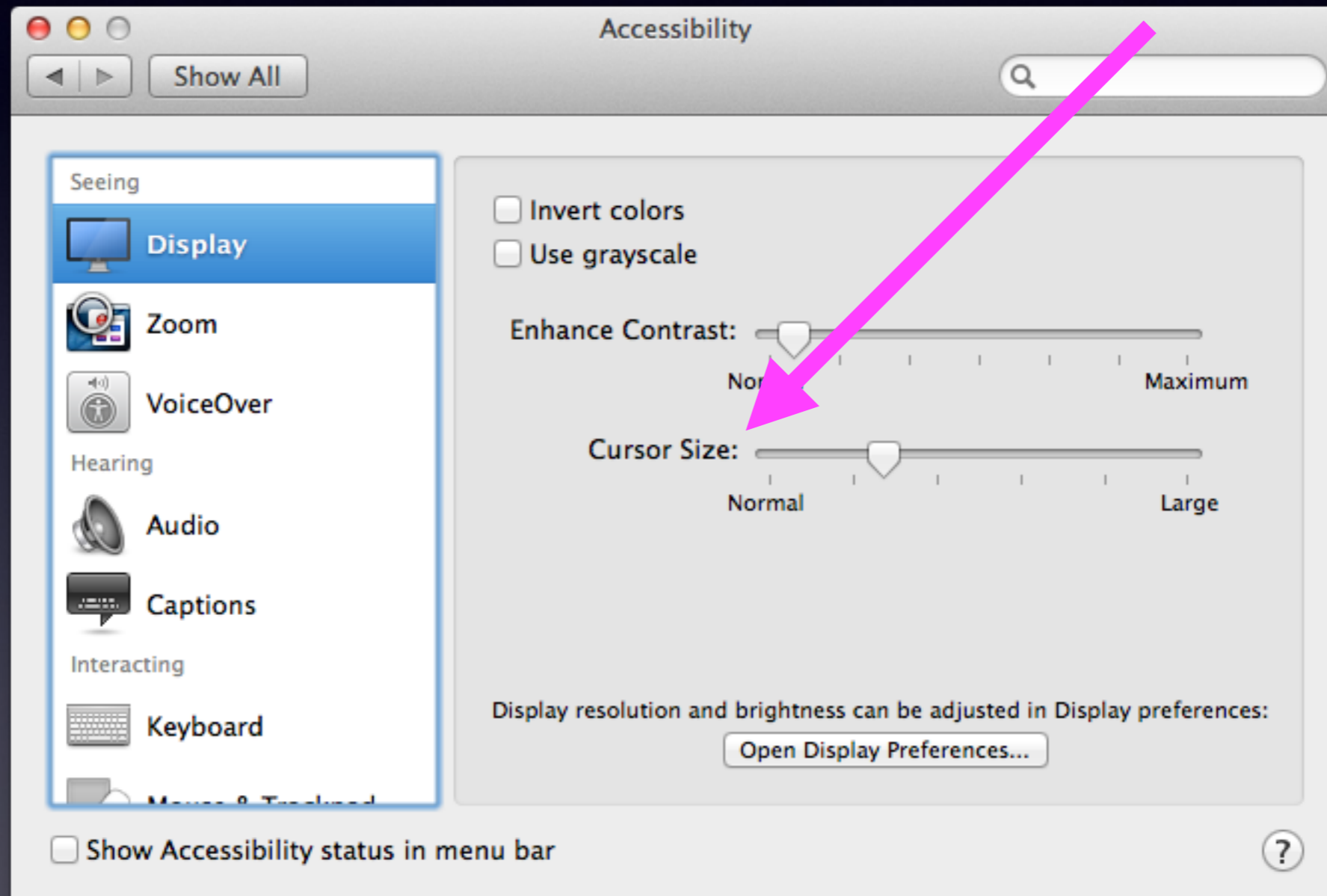
My Computer Doesn't Have a CD/DVD Drive!

<http://www.bhphotovideo.com/c/search?Ntt=optical+drives&N=0&InitialSearch=yes&sts=ma&Top+Nav-Search=>

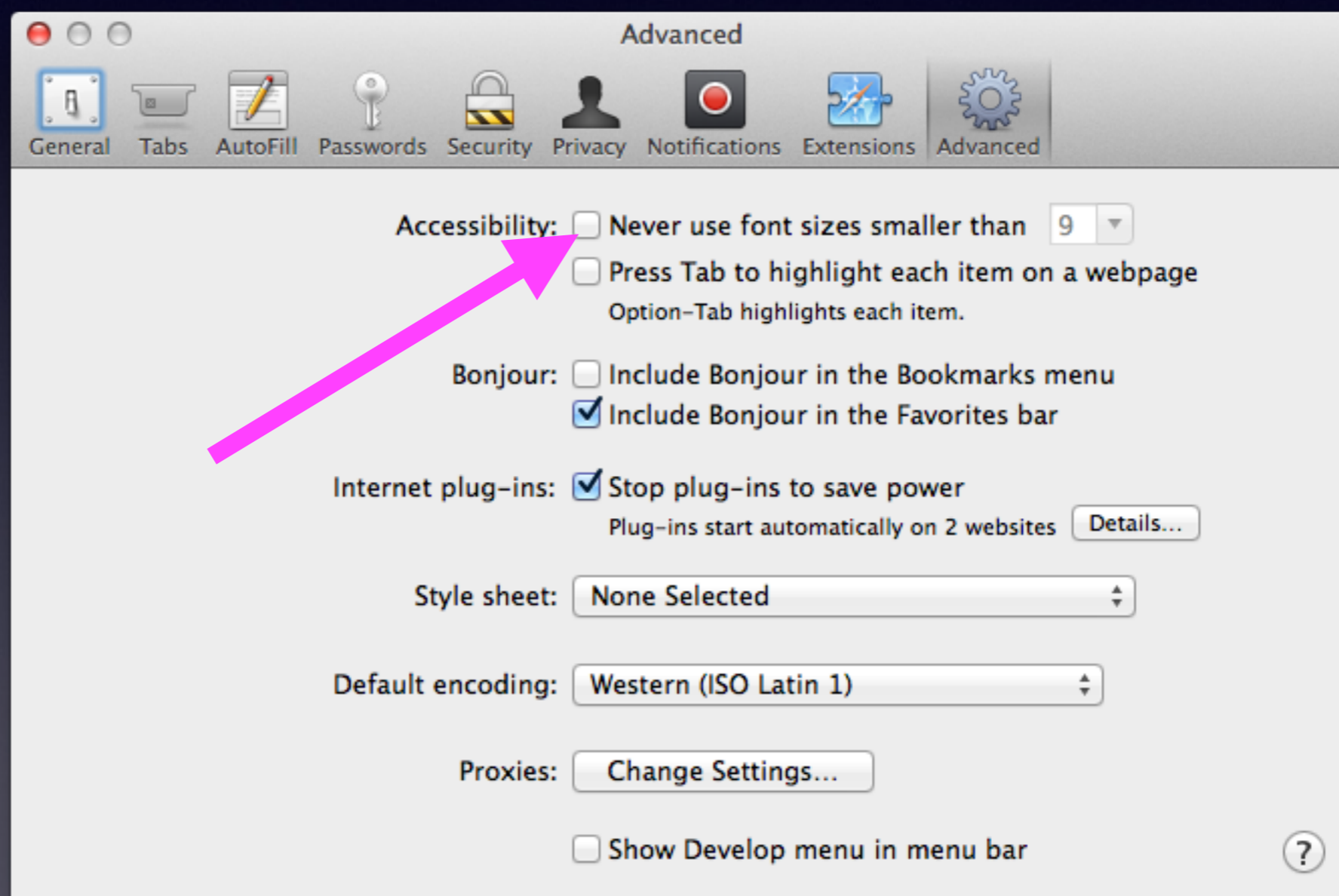
 	<h3>Apple USB SuperDrive</h3> <p>B&H # APMD564ZMA ▪ Mfr # MD564ZM/A</p> <ul style="list-style-type: none">• External Slot-Loading 8x SuperDrive• MacBook Pro w/ Retina, MacBook Air, Mini• DVDA±R DL/DVDA±RW/CD-RW• USB Powered• Slim and Portable <p>IN STOCK Free Shipping (USA)</p>	<p>You Pay: \$69.99</p> <p>1  ADD TO CART</p> <p> ADD TO WISH LIST</p>
 	<h3>Samsung SE-208DB/TSBS Slim Portable DVD Writer (Black)</h3> <p>B&H # SASE208DBTB ▪ Mfr # SE-208DB/TSBS</p> <ul style="list-style-type: none">• USB 2.0 / 3.0 Interface Connector• 150ms Random Access Time• 1MB Buffer Memory• Mac Compatible• Horizontal Drive Installation• Slim Design <p>IN STOCK Free Shipping (USA)</p>	<p>You Pay: \$27.50</p> <p>1  ADD TO CART</p> <p> ADD TO WISH LIST</p>

I Can't See the Mouse

Go To Sys Prefs and Then Accessibility and Display

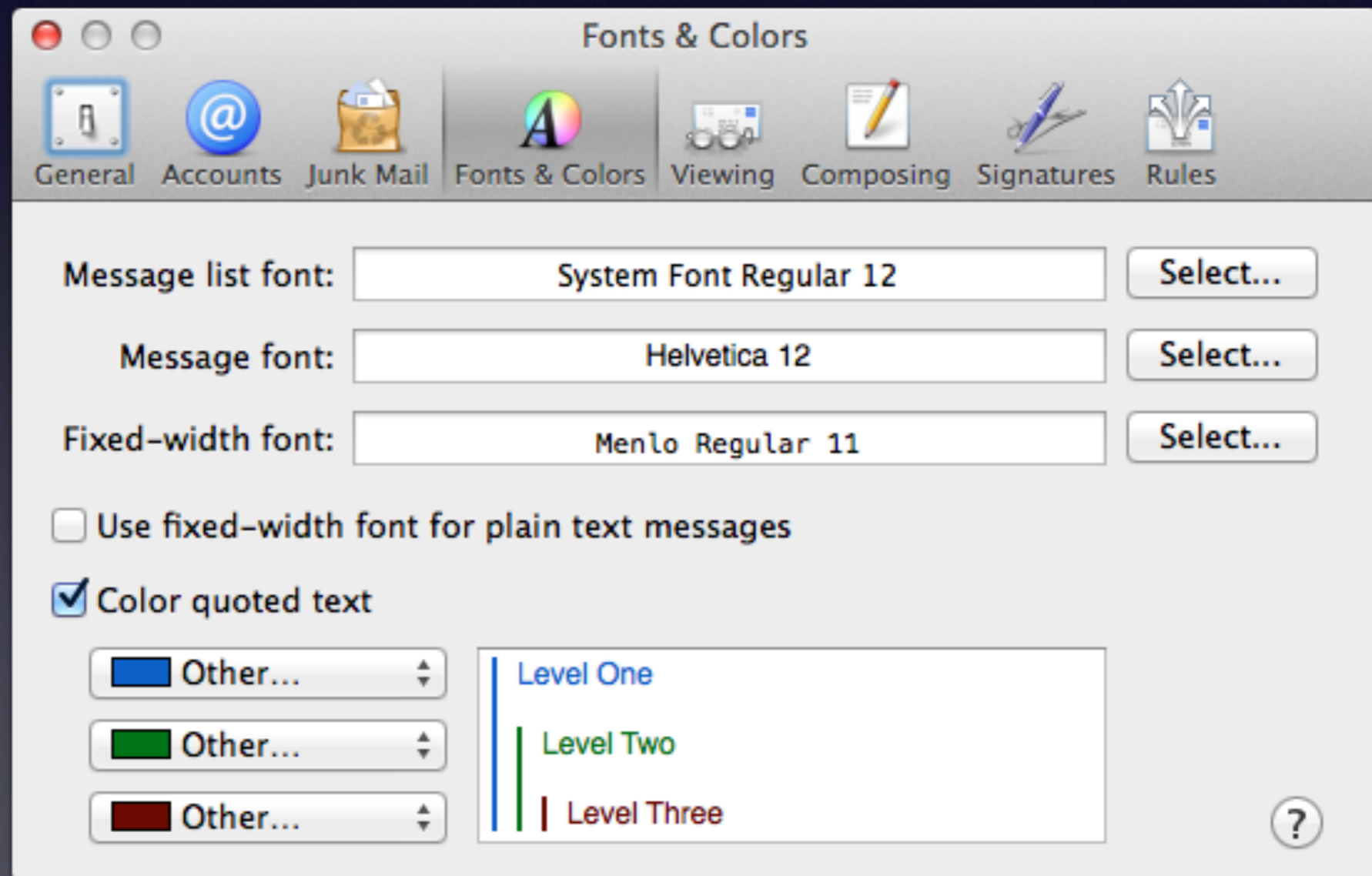


Safari Font is Too Small

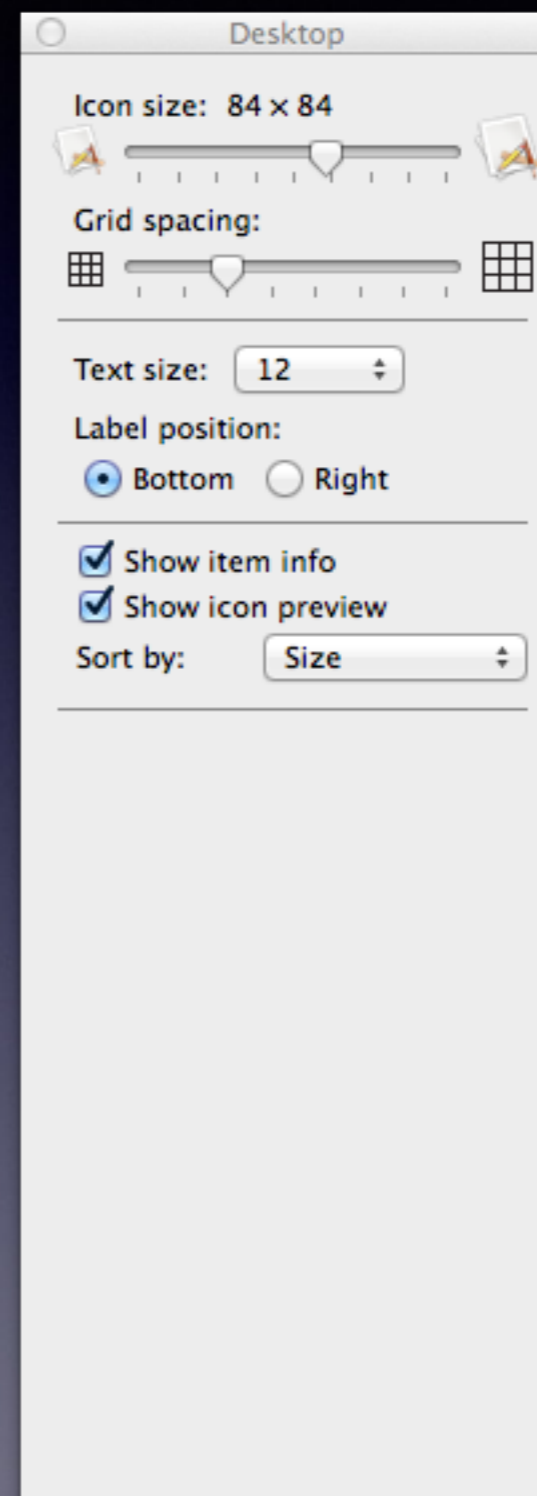
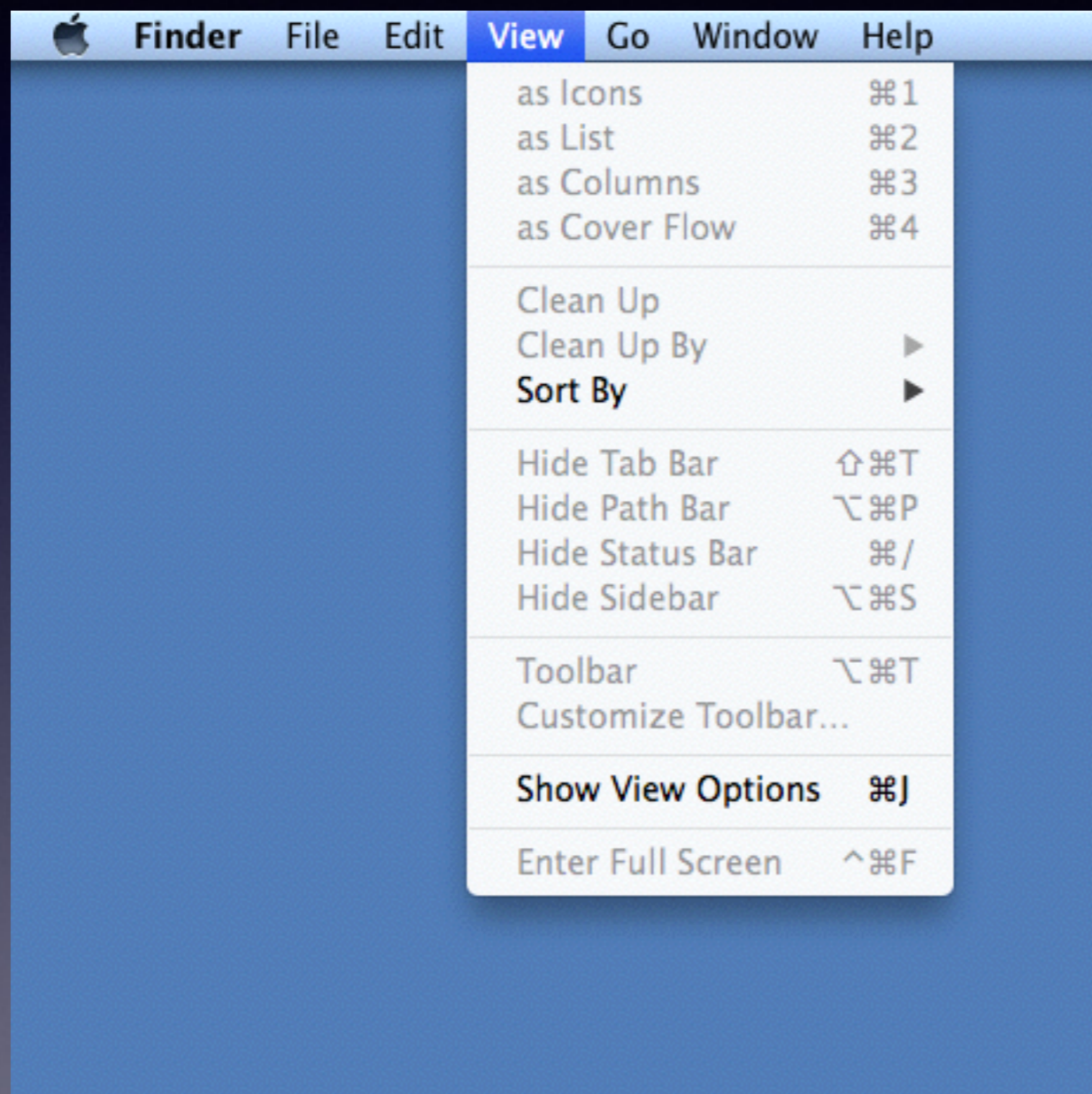


I Can't Read My Mail

Fonts are too small.

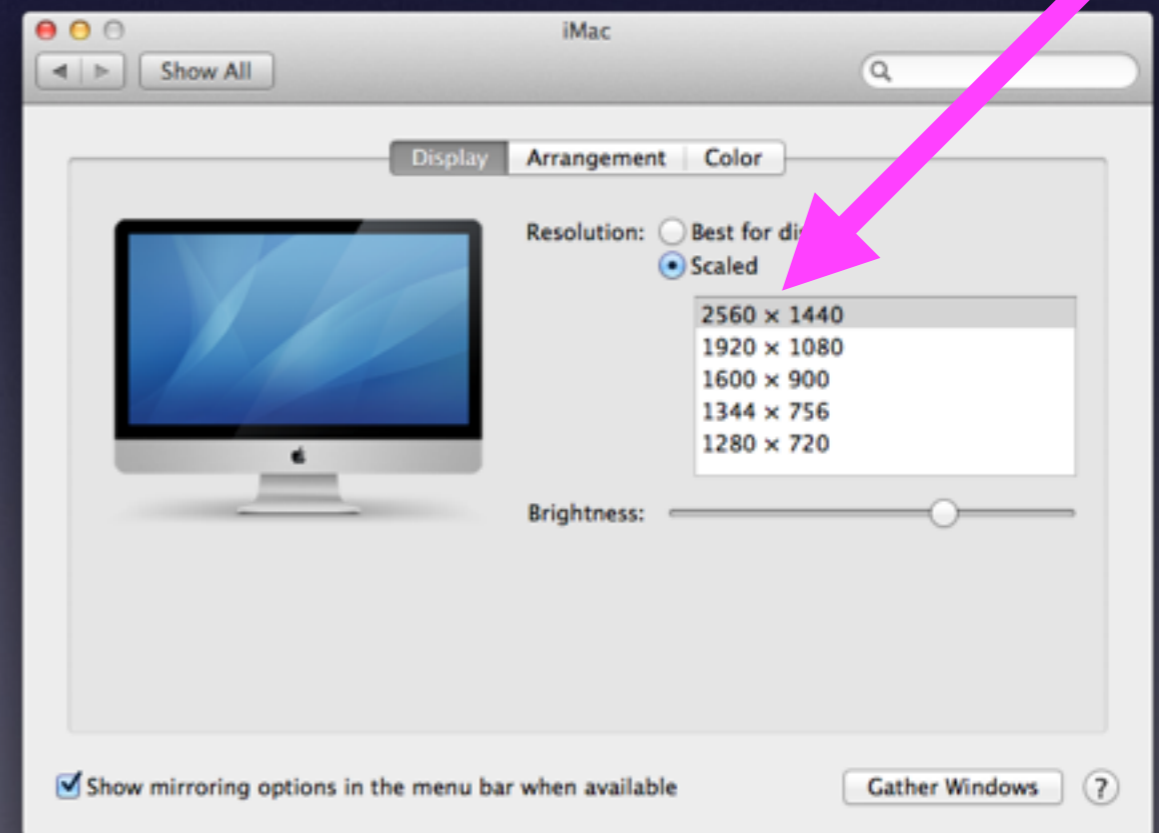


My Desktop Icons Are Too Small



Screen Resolution is Too Small

I Want Everything to Be Bigger!



No Wi-Fi Internet Connection

Remember CRM and MRC

Shut down Computer

Turn on Modem
and wait three [3] minutes

Shut down Router

Turn on Router
and wait two [2] minutes

Shut down Modem

Turn on Computer

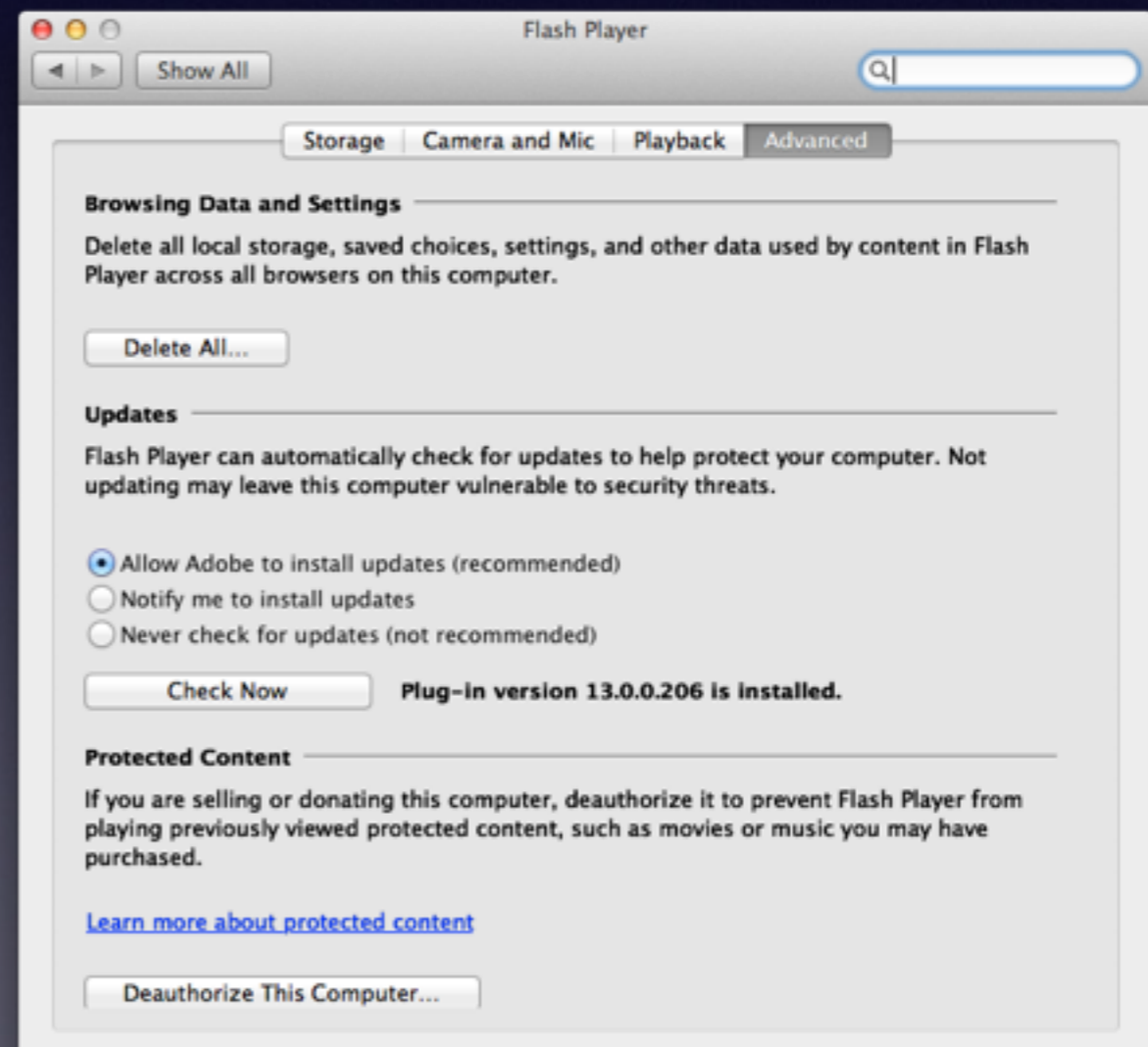
I Cannot Watch Netflix or a YouTube video.

**Does the video stop and start?
Do you see the word “Buffering?”**

Internet speed is very slow!

**“Streaming” requires at least
five [5] Mbps**

When I Open a Video Flash Player is “Out of date!”



Adobe Flash Player

The screenshot shows the Adobe Flash Player download page. The main heading is "Adobe Flash Player". Below it, there is a paragraph stating: "When you see the installation completion movie above and text below, your installation was successful. The installation should only take a minute or two on a 56k modem." A "Note:" section follows with two numbered points: "1. If a browser Security Warning dialog box appears like the one below, you will need to click Yes to install the player." and "2. Your computer may require a reboot after auto-installation of the Flash Player ActiveX control, if the Flash Player is already in use during the installation process." An "Internet Explorer - Security Warning" dialog box is overlaid on the page, asking "Do you want to install this software?" with fields for "Name: Adobe Flash Player Installer" and "Publisher: Adobe Systems Incorporated". It has "Install" and "Don't Install" buttons. On the right side of the page, there are sections for "FLASH PLAYER HOME", "FLASH PLAYER HELP" (with links for System requirements, Flash Player Support Center, and FAQ), and "MORE DOWNLOADS" (with buttons for "Get ADOBE READER" and "Get ADOBE SHOCKWAVE PLAYER"). The footer contains navigation links for Products, Download, Support & Learning, Buy, and Company.

It is free.
It is a System Pref.
Allow updates.

Slow Internet vs. Fast Internet

Do a Speed Test.
Check with Service Provider...
What Speed are you paying for and what speed are you getting?

Speedtest.net by Ookla - The Global Broadband Speed Test

OOKLA SPEEDTEST

CREATE ACCOUNT PINGTEST MY RESULTS SUPPORT

Before you begin the speed test:
Scan for issues and speed up your Mac

START NOW

Stick a Tile to anything and track it with your iOS device.

Pre-order

50.26.195.82
Suddenlink Communications
Rate Your ISP

BEGIN TEST

5.953.166.957

[speedtest.net](https://www.speedtest.net)

DSL
UVerse
Suddenlink.

Mac Computer is Too Expensive!

https://www.youtube.com/watch?v=DbSwuZ4i_Is

PC

Mac

\$399.99

\$1,199.99

People complain that Macs are so expensive.

0:34 / 7:17

Macs Are Cheaper



	\$399.99	\$1,199.99
Word Processing	\$139.99	\$19.99
OS upgrades	\$240.00	\$60.00
Anti-Virus	\$200.00	\$0.00
Fixing viruses	\$350.00	\$0.00
Total:	\$1,310	\$1,280

6:43 / 7:17

Remove \$60 and \$19.99 = \$1,199

Can My Mac “Catch” a Virus?

At This Moment.....No!

You may have problems ...but...You don't have a virus!

I won't spend any time here! I refer you to the best video I have seen. Here is the YouTube description. All you have to do is click on MacMost Now!

Posted by [Gary Rosenzweig](#) on 2/12/10

MacMost Now 357: Do Macs Need Anti-Virus Software?

Gary Rosenzweig tackles the controversial question of whether you need to buy anti-virus software for your Mac. There are currently no active Mac viruses and anti-virus software could cause unexpected problems. Staying informed and up-to-date is a better option.



When I boot up I see a Folder with a ? Mark

http://support.apple.com/kb/TS1440?viewlocale=en_US&locale=en_US

A flashing question mark or globe appears when you start your Mac

Languages English

Symptoms

If you see a flashing question mark or a flashing globe appear when you start your Mac, it usually means that your Mac can't find the system software it needs to start up.

Resolution

If a flashing question mark appears for just a few seconds

If your computer starts up normally after showing a flashing question mark or flashing globe for just a few moments, you may need to reselect the startup disk in Startup Disk preferences. You can select a startup disk in System Preferences to resolve this.

1. Choose System Preferences from the Apple menu
2. Click the Startup Disk icon in the System Preferences window
3. Click the icon of the disk you normally use to start up your computer (by default this is named "Macintosh HD") so that it is highlighted.
4. Close the System Preferences window.

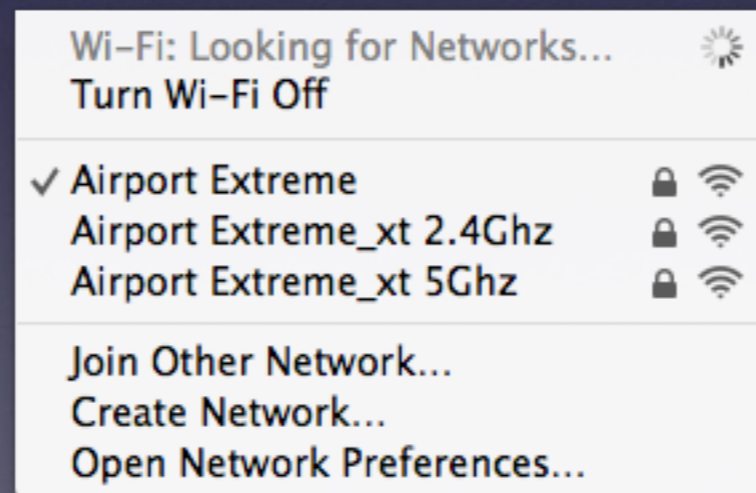


If your Mac doesn't get past the flashing question mark

If your Mac starts up to a gray screen (with no flashing question mark) or a flashing question mark or flashing globe, give the computer a few more moments to locate its system software. If you normally start your computer

Can't Move Files From Mac to Another!

Make sure you are on the same Wi-Fi Network.



An App Isn't Working Properly.

Depress the left shift key after hearing the Apple Chime!