

# MacGuide

The **SuperSource**™

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## MacGuide®

### Timid Computer Users.

Once upon a time, in the earlier days of personal computers, computer user groups provided information and support, including computer configuration and application use. [en.wikipedia.org/wiki/Users%27\\_group](https://en.wikipedia.org/wiki/Users%27_group). With the massive expansion of personal computer, their graphic user interface, and the Internet's World Wide Web, many computer users learned to use email, simple word processing, and an Internet browser. Too often, users' learning then stopped. Users suffered frustration, unable to make their machines do what they wanted.

Apple's iPhone, introduced June 2008, along with predecessors Palm Trio and BlackBerry, and successors Android, shrunk popular functions of personal computers to a handheld, coupled with mobile telephone service. Smartphone vendors typically facilitated initial configuration. Dominant concern was then often was the smartphone receiving sufficient cell signal strength, not how to use all, or even more, of the smartphone's many embedded functions.

Free-for-servicer computer and smartphone support developed—for some. Others suffered, sometimes until asking a coworker or neighbor how to fix the problem. Once farmers and sailors knew their machines and tools, isolating independence forcing learning. Today it is common for many computer users to not know where their data is stored, the difference between Random Access Memory (RAM), [en.wikipedia.org/wiki/Random-access\\_memory](https://en.wikipedia.org/wiki/Random-access_memory), and hard drive storage. [en.wikipedia.org/wiki/Hard\\_disk\\_drive](https://en.wikipedia.org/wiki/Hard_disk_drive), much less solid-state drive [en.wikipedia.org/wiki/Solid-state\\_drive](https://en.wikipedia.org/wiki/Solid-state_drive), and the ubiquitous Cloud, [en.wikipedia.org/wiki/Cloud\\_storage](https://en.wikipedia.org/wiki/Cloud_storage). Inhibiting basic problem diagnosis can be ignorance of one's operating system version, the amount of available RAM, and the location and date of last backup.

For an accessible presentation how computers work—from early Morse Code and telegraph to mainframes and personal computers, the inquiring reader may enjoy Charles Petzold's *Code: The Hidden Language of Computer Hardware and Software*, Microsoft, 2000; 2d edn, 2022). <https://www.a->

mazon.com/Code-Language-Computer-Hardware-Software-dp-0137909101/dp/0137909101/ref=dp\_ob\_title\_bk>.

Recent computer questions I've been asked include:

- How to attach a file to an email;
- How to connect a new computer to an older monitor;
- How to change the name of a computer recently acquired from another user;
- How to put a graphic frame around a text poem;
- Recovering from a scam invasion of one's computer.

Recent cable/Tv problems I've been asked include:

- Sudden loss of cable Tv signal (solution, bad Verizon set-top box, phone Verizon);
- Sudden loss of cable Tv signal (solution, power off, wait a few minutes, power on).

The diagnostic process, and solution remedies, are not complicated. Some of the timidity might have been caused by the Blue Screen of Death of earlier Windows crashes, the critical error screen shown after a fatal error, officially termed a "Stop error,"

<en.wikipedia.org/wiki/Blue\_screen\_of\_death>. Also see, hear, Les Barker, "Reinstalling Windows" (2:07), Arovertherapy, 2001), <[https://www.shazam.com/track/5355184/reinstalling-windows-](https://www.shazam.com/track/5355184/reinstalling-windows-les-barker)

les-barker>, <<https://www.theguardian.com/books/2023/feb/26/les-barker-obituary>>

*I bought a new computer. It cost two thousand pound. But every time I switch it on I keeps on falling down. I used to think it was my friend Now it drives me round the bend; You'd be surprised the time I spend Reinstalling Windows. . . .*

<<https://www.compufink.co.uk/~ack-royd/>>.

One of the user-friendly traits of the Macintosh computer was that it was difficult to break. The Mac was forgiving of most user errors. Windows eventually became less user-hostile. The Mac's *select-instruct* interface consistency coupled with consistent placement of interface elements provided familiar guidance, an encouragement to try a solution.

A simply-phrased query to the World Wide Web now often results in multiple answers, some useful. Less useful hits often refer to older operating systems and even non-Macintosh, or iPhone, systems. Usually, however, a well-phrased question results in at least one good answer.

Guidelines for good World Wide Web queries.

- Use few key words;
- Identify your current operating system, eg Mac Ventura;
- Name the problem, briefly, eg intermittent audio;

- Name the goal, eg. attach text file to Gmail;
- Check date of hit;
- Check operating system;
- Does the solution make sense;
- Backup before trying offered solutions.

### **Symptoms of an unruly Macintosh computer:**

Seeming to take too long to do something;

Not doing what it used to do;

Mac hanging, frozen

Apple menu> Force Quit reports Unresponsive Applications.

### **Possible Fixes (Wait 10 seconds for one action before trying the next; stop when Mac behaving properly).**

01. Save then Quit apps you're not now using, leave at most current one focal app.
02. Apple menu> Force Quit Non-responsive (red) applications, one at a time.
03. Force Quit last Non-responsive (red) application.
04. Relaunch Finder (in the same Force Quit window).
05. Click once on Hard Drive icon (generally top right of display);
  - Write on paper: Capacity, Available, Used numbers.
  - Write on paper: Version number (eg 13.2.1)
  - Write on paper: Format: APFS (Apple File System) or Mac OS Extended (Journaled) likely;

older Mac operating systems file format possible.

06. Apple Menu> System Settings (older macOS, System Preferences> Time Machine

- Write on paper: is  Back Up Automatically [] checked?
- Write on paper: Oldest backup; Latest Backup; Next Backup—dates and times.
- Write on paper: Name of TimeMachineBackup disk.
- Write on paper: used and available storage space (eg 1.95 TB of 3.93 TB available).

07. Apple Menu> About This Mac.

Write on paper: (eg. 8 or 24 GB or other number & units).

08. Evaluate. Does the Mac have more than 10% storage Available/ Capacity.

- If not your Mac needs more available storage. Consider culling large files no longer needed, or no longer readily needed, may be transferred to off-Mac storage (eg 4 TB hard drive under \$100, USB-C or USB-A Mac end).

09. Apple menu> Restart. Simple Quit, wait 10 seconds, Restart fixes many problems.

10. Virus/ malware infection unlikely, if you're a prudent Mac/Internet user. Most products now charge an annual fee; some products might mess things up. I disfavor having constant malware scanning, can interfere with other programs; prefer prudent use and a malware check when something suspect not constant scanning.

Clam XAV has had good reviews; 30 day free trial, US\$30/yr hoe user, \$60 home Family, <<https://www.clamxav.com/>>.

After you have the above hardware, usage, and storage data written down, consider if your software is up to date:

11. Cull your Mac Desktop. More than about a dozen desktop icons can slow performance.
12. Check for stuck email (not sending), can being sent out; can stop many other apps.
13. Ensure you have everything backed up on TimeMachine and/or separate media (not your Mac).
14. Run Software Update to install the current macOS your computer will accept (hardware older than 3-5 years may not accept the newest macOS).
15. If you have a clean, generally not used User, see how that User behaves. (Handy to create when Mac new and all working, give it Administrator privileges, and don't use except for emergency testing.)
16. (A 2009 guide suggested (for old OS) Repair Permissions; discarding Preferences and plist file for the offending application.
17. Just before giving up, consider Archive and Reinstall a clean operating system. Multiple consequences, be fully informed before attempting.

## PowerGuide®

### Noblesse Oblige

The obligation of nobility extends beyond mere entitlements and requires one so entitled to fulfill social responsibilities. Whether a formally employed Information Technology Specialist, an informal tech Guru, or a youngster helping oldsters with email, text messaging, YouTube, or now Zoom, many now have opportunities to spread a micro-lumen of light, rather than suffer others to curse the darkness of poor interface design, (Nielsen Norman Group: World Leaders in Research-Based User Experience), <[www.NNgroup.com](http://www.NNgroup.com)>.

Perhaps not ten commandments of computing, at least talmudic tenets if not permanent truths.

- Wait a bit for the pioneers to upgrade software, <[TrdBits.com](http://TrdBits.com)>.
  - After an upgrade, check the preferences, sometimes they are changed.
- Miscreant app behavior, quit the app, recidivist, Restart the Mac.
- If a Mac app seems hung, check Activity Monitor app, perhaps Apple Force Quit.
  - Check your iPhone Location permissions, most should be "While Using" or "Ask," not "Always."
- Check your iPhone Battery Health and Battery Usage. Settings> Battery.

## WinGuide

### Don't Kill the Brand

iPhones are designed and manufactured by Apple Inc; smartphone is the generic. Google is an Internet service provided by Alphabet Inc (nee Google); internet search is the generic. Xerox is the company that popularized xerographic dry copying, using no liquid chemicals.

*"We're a company  
that's so successful  
that everywhere you go  
You see a scratchy,  
hairy fastener and  
you say, "Hey, that's Velcro!"  
But even though we  
invented this stuff,  
our patent lapsed 40 years ago  
Now, no matter who  
else makes it – you  
still wanna call it "Velcro." ...  
But if you call it  
"Velcro", we're gonna  
lose that circled "R."*

[www.youtube.com/watch?v=rRi8LptvFZY](https://www.youtube.com/watch?v=rRi8LptvFZY)

As of 30 June 2023, Apple Inc stock trading ended with a market capitalization of \$3 trillion dollars.

## HyperGuide

[www.allaboutapple.com/en/](http://www.allaboutapple.com/en/)  
[bard.google.com/](http://bard.google.com/)  
[ui.chatai.com/sign-in/](http://ui.chatai.com/sign-in/)  
[www.cia.gov/library/publications/the-world-factbook/index.html](http://www.cia.gov/library/publications/the-world-factbook/index.html)  
[darwinawards.com/](http://darwinawards.com/)  
[downdetector.com/](http://downdetector.com/)  
[www.thefreedictionary.com](http://www.thefreedictionary.com)  
[tinyurl.com/app](http://tinyurl.com/app)  
<https://constitution.congress.gov/>  
[everymac.com](http://everymac.com)  
[www.factcheck.org/](http://www.factcheck.org/)  
[flightaware.com/](http://flightaware.com/)  
[flightaware.com/miserymap/](http://flightaware.com/miserymap/)  
[www.onebag.com/](http://www.onebag.com/)  
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[legacy.npr.org/stations/pdf/nprstation-s.pdf](http://legacy.npr.org/stations/pdf/nprstation-s.pdf)  
[roaringapps.com/](http://roaringapps.com/)  
[tidbits.wordpress.com](http://tidbits.wordpress.com)  
[www.isa.gov/contact/lost-and-found](http://www.isa.gov/contact/lost-and-found)  
[www.uspto.gov/blog/ebiz/](http://www.uspto.gov/blog/ebiz/)  
[wetransfer.com](http://wetransfer.com)  
[www.wfmt.com/listen/](http://www.wfmt.com/listen/)  
[en.wikipedia.org/](http://en.wikipedia.org/)  
[www.nytimes.com/wirecutter/](http://www.nytimes.com/wirecutter/)

## NexGuide

### Apple's Vision Pro Virtual Reality

At the June 2023 Worldwide Developers Conference, Apple unveiled its \$3500 Vision Pro virtual reality goggles, expected to be available in 2024.

Apple's tradition of introducing game-changing technology includes the first Macintosh computer in 1984, iPod in 2001, the iPhone in 2007, the iPad in 2010, the Apple Watch in 2014 and its AirPods in 2016. Some products took some time to become worldwide standards; a few were not commercial successes: Lisa computer January 1983, the minimalist Cube computer July 2000.

## OpenGuide

### Apple Expands Self Service Repair

Apple announced Self Service Repair will be available June 21 for the iPhone 14 lineup and additional Mac models, including the 13-inch MacBook Air and MacBook Pro powered by M2. Since April 2022, Self Service Repair has given anyone with experience repairing electronic devices access to the same manuals, genuine Apple parts, and tools used at Apple Store locations

and Apple Authorized Service Providers.

Apple will also make the System Configuration process used for iPhone repairs, such as displays, batteries, and cameras, even easier to use. System Configuration is a post-repair software tool that ensures repairs with genuine Apple parts — designed and tested to internationally recognized standards — were completed correctly, and the parts are working properly. The tool is available for free to all Self Service Repair users and participating service providers in Apple repair programs. Running System Configuration after a repair authenticates genuine Apple parts, updates firmware, and calibrates parts to ensure maximum performance and quality. Additionally, for repairs involving biometric authentication, such as Touch ID or Face ID, System Configuration links the biometric sensors to the Secure Enclave on the logic board to ensure device security and customer privacy. <<https://www.apple.com/newsroom/2023/06/apple-expands-self-service-repair-and-updates-system-configuration-process>>.

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