

Access

Newsletter of the Louisville Computer Society
Kentuckiana's Macintosh Users Group

June 2002

Frustration, Part 2

By Anne Cartwright

Last issue left me with no printer and no Internet connection via AirPort or internal modem on my two new machines. I couldn't even connect via the external modem on my old 8600. My ISP said they were not having any problem.

A month has passed. Things have improved. As my mother taught us our family motto: "Better, if not good."

I quickly got my external modem to work. But after "a few days in Paris, I didn't want to come back to the farm." What a difference the updated browser made. Netscape 3.0 was so slow, and so full of Java script errors, etc.

I took my AirPort and G4 laptop into the Mac store and said make it work. They checked all the settings, everything seemed correct. Reloading the software didn't help. I had to leave the AirPort for them to do something that I call a hard reset I think they use a crossover cable to hook the AirPort to the computer and then redo some (all) of its settings.

The next day I went back and got my WORKING AirPort! Or a least it worked for a while. In the morning it worked. An hour later it didn't. It gave me all sorts of error messages (both machines).

I called Apple and spent over two hours with various techs there. Since I have only one phone line, it makes troubleshooting the AirPort/Internet connection difficult. The first tech I talked to had me unplug the AirPort and leave it that way for 30 seconds then plug it in and try again. Hang up; tried it; it didn't work; called back; got a different tech who had to read my case report before he went and got a product specialist, Doug.

Doug and I worked at a few things before he decided I needed to do a "hard reset" like they had done at the store. I told Doug we had done that but apparently we needed to do it again. Of course I don't have a cross-over cable so I had to go back to the Mac store. They had to assemble one for me, an Ethernet patch category 5 cable.

So now it's the next morning and I have my cable and I call Apple again. And get a new tech who eventually gets a product specialist. This time I get Quentin. He doesn't think the patch cable is necessary. We try various things. He asks if I'm using a line splitter or is the phone line coming directly to the Mac. Of course I have various line splitters in there (see last month's article). So I run the line from the wall jack (which actually is a splitter, but I didn't tell Quentin that—there are some things I can't live without). And now it works! He suggests that the UPS, while it may protect against power surges, it may not be allowing the correct amount of power through. IT WORKS FOR ME! Or it did for about five minutes! I tried it a twice on each machine before my final call with Quentin. It worked every time. Didn't dial up automatically when I opened a TCP/IP application even though that box is checked, but who cares (there are some things I can live with). But after a couple of more successful connections, I was back receiving various error messages and no connection!

So I call Apple again. Get a new tech and then a new product specialists. This time I get Shirley. She had me unplug the AirPort.... and I was back in business again. Shirley gave me her extension number so if I have any more problems I can contact her directly and we'll start from there, probably with the cross-over cable.

Meanwhile the local Mac store had decided the Epson print server (the part that receives the signals through the air) was defective and had a new Epson C80 (wireless printer) on order. When it finally came in, I made another trip into the Mac store (did I mention that I live 25 miles away?). I took my laptop and AirPort and had them hook it up and try it before I left the store. Guess what? IT DIDN'T WORK! So I left it for them to figure out

Another week passed before the owner called to tell me that as far as they were concerned, the technology wasn't there yet. Apparently they had had a number of phone conversations with Epson techs, received various faxes, tried everything suggested and finally given up.

the wireless idea, at least for the time being. However he still recommended the Epson C80 as the best printer for my needs. He even offered to loan me his personal printer, a C80, to try at home to see if I didn't agree that it was a great machine. I took the printer home, and since I still had the Epson software on my machines, I tried it out for a couple of days. Boy have there been some improvement in ink jet printers since I got my Epson Stylus 800 about five years ago. The C80 prints colored photos better on plain paper than the 800 did on photo grade paper. No streaks! (My nephew thought I was crazy. He was probably right. I ordered an Epson C80 (no WN). Counting the one that never left the store, this will be my fourth printer in about six weeks.

So I pick up the printer, bring it home, plug it in. It doesn't work. You were expecting miracles? Neither machine works with it. I have that special touch!

After pulling my hair out, I try a few things, all of which are variations of "holding your mouth right and standing on one foot." None should have had any effect on any "real" problem.; however the printer finally started working on one of the computers, the laptop. I still haven't gotten it to work on the iMac. Maybe I need to stand on the other foot with it. Like I said: "better, if not good."

At first, on my laptop, when I typed Command +P, I would only get the printer to work every other time. This was a real nuisance when trying to print multiple copies of only one page from a document. All that clicking. The desk top printer would appear in the Dock, I'd change number of copies and put the page number I wanted into both the "From" fields, press Print and then poof, the printer icon would disappear. However that problem seems to have eliminated itself (my fingers are crossed).

My nephew may think I'm crazy, but while I can't get everything to work on both computers, I can usually get things to work on one of the computers.

Con't on Page 2

He strongly suggested that I give up on

Louisville Computer Society, Inc.
P. O. Box 9021, Louisville KY 40209-9021

Access is a service mark of the Louisville Computer Society, Inc. Our newsletter is published monthly as a service to Macintosh users. We are dedicated to the education and benefit of Louisville and southern Indiana computer-oriented communities.

Subscription rate is \$26 a year; it is mailed free with your membership in LCS, a Macintosh Users Group (MUG).

Trademark names are sometimes used in this publication. Rather than put a trademark symbol in every occurrence of a trademark name, we state that we are using the names only in an editorial fashion, and to the benefit of the trademark owner, with no intention of infringement of the trademark.

For more information write to the above address or call 502-363-3113 between 5 and 9 P.M. only.

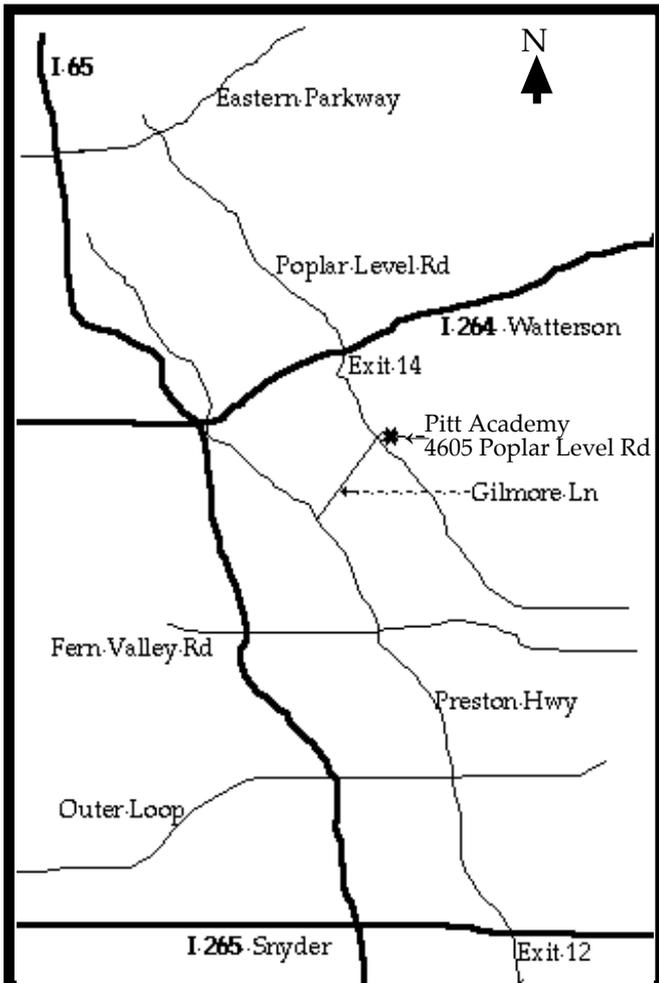
Other users groups may reprint articles from Access provided proper credit is given to the Louisville Computer Society, to Access, and to the authors, unless otherwise noted. ©2001

USER GROUP CONNECTION

Come to our monthly meetings

The Louisville Computer Society meets the 4th Tuesday of each month, 7-9 P.M. (except December) at Pitt Academy, 4605 Poplar Level Rd. (Poplar Level Rd. at Gilmore Lane), Louisville KY 40213 (see map below).

Pitt Academy is 1 mile south of the Watterson on Poplar Level Rd. If coming from the Snyder Freeway, Gilmore Ln is 5 miles north of I-265 on Preston Hwy. Turn right and when you get to the end (Poplar Level Rd), Pitt Academy is directly across the intersection.



**Continued Frustration
From Page 1**

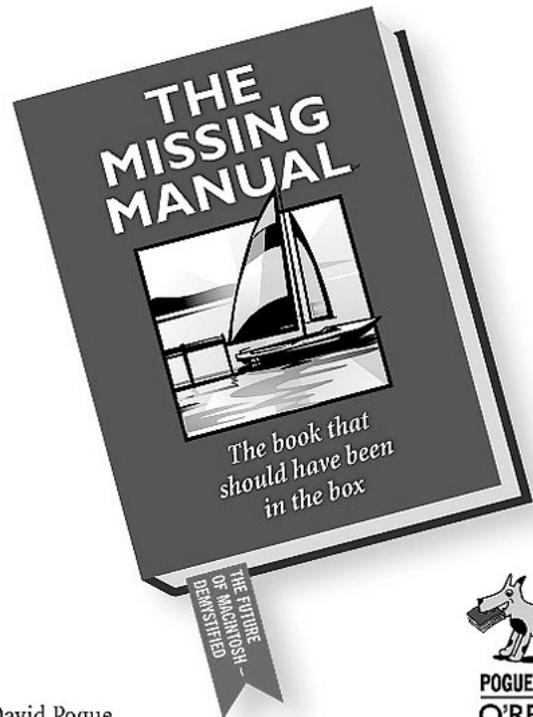
Would you believe: Just after I finished typing the above I left my laptop for a few minutes (longer than five) and my computer went to sleep. When I tried to wake it up, it wouldn't! I remember reading about this problem on LCS's MacGroup, but I didn't remember the solution, if there was one. So I called Apple again.

While I waited on the phone for a tech person to answer, I turned on my old 8600 and started over writing the June Access from scratch. (I couldn't use my new iMac because I haven't yet gotten it to work with the printer.)

When the Apple guy came on, I had gotten along pretty well. Anyway, he help me wake my sleeping beauty and made a few suggestions. Namely that maybe the Kensington Pocket Mouse was causing the problem; try Apple's. I am now, but I'm not sure that's the answer. And what I really want is a trackball which Apple doesn't make.

Meanwhile I'll keep on trying and continue using my Iomega Zip drive. It works just fine and I use it a lot going back and forth between my two new computers and my old faithful 8600.

Mac OS X



Covers Version 10.1



David Pogue

The Missing Manual Can't from Page 4 .

I could go on and on about as x but it's all in the 583 pages of this book. Mac as x, The Missing Manual is one of the most well written reference books to have on hand if you want to learn more about as X. I highly recommend this book for the novice as well as the more seasoned Mac user.

Mac OS X, The Missing Manual Pogue Press and O'Reilly Press
www.missingmanuals.com

List Price: \$24.95
1-800-998-9938

(Ed note: this review is from the May 2002, issue of MouseBytes, the newsletter of the Bay Area Macintosh Users' Group (www.bamcentral.com) reprinted with permission.)

On June 22, AppleSiders of Cincinnati will have a SwApple, If interested check out <http://www.applesiders.com>. SwApple is an Apple Computer buy, sell swap meet where members and non-members may bring used Apple related hardware and software to sell or trade.



LCS Web Page, List Serve & Officers

Web Page www.aye.net/~lcs
 List Serve macgroup@erdos.math.louisville.edu
 Tom Guenther, President Tom@aye.net
 Lee Larson, Vice President leelarson@mac.com
 Harry Jacobson-Beyer, Program Director
 harryjb@bellsouth.net
 Brian O'Neal, Web Master brimac@mac.com
 Anne Cartwright, Newsletter Editor cartwig@aye.net

LCS e-mail address book

Andrew Arnold	a0arno01@athena.louisville.edu
Bernard W. Barron	buddyb@aye.net
Jim Bennett	bennettsmay29@earthlink.net
Anne Cartwright	cartwig@aye.net
Chuck Davis	millyd2@mac.com
Marta Edie	Mledie@aol.com
Bernard Griffis	latigopc@bellsouth.net
Tom Guenther	Tom@aye.net
Nelson helm	helmkyny@clockwinders.net
Glenn Hoehler	glennls@aol.com
Harry Jacobson-Beyer	harryjb@bellsouth.net
Bill King	bk0413@home.com
Lee Larson	leelarson@mac.com
Tymna Oberhausen	tymna@bellsouth.net
Brian O'Neal	brimac@mac.com
Henry Simpson	simpsonh@aye.net
Ed Stivers	stivers@earthlink.net
George Yankey	jeffco13@bellsouth.net
Ron Yates	ryates2000@aol.com

If you wish to be added send message to cartwig@aye.net

Wanted

Ideas for future articles and programs. Please contact us at (for programs) harryjb@bellsouth.net. For the newsletter contact cartwig@aye.net. We'd love to hear from you.

Upcoming Programs 7 P. M., Pitt Academy, see map on page 2:

June 25 VDog, aka jerry Freeman, will feature a demonstration of Photoshop 7.
July 23 To be announced
August 27 To be announced
September 25 Apple's rep Byron Songer with all that's new and coming from Apple: Jaguar and Jaguar server and maybe Xserve

**Louisville Computer Society
 Macintosh Users Group
 Membership Application**

Please send your \$26 check for a year's membership, made out to Louisville Computer Society to:

Louisville Computer Society
 P.O.Box 9021
 Louisville, KY 40209-9021.

Thanks! See you at the next meeting

Fill out the following ; clip on the dotted line (or copy to another piece of paper) and send in with your check .

New or Renewal Membership

Name: _____

Home Address: _____

City: _____ State: _____ Zip+4: _____

Home Phone: (____) _____ Your E-Mail: _____ Your Home Page: _____

How did you hear about LCS? _____

MAC OS X, The MISSING MANUAL
The book that should have been in the box
 by David Pogue, Pogue Press and O'Reilly Press
 book review by Virginia Chilcote

It would be great if we could just have a new operating system, learn it, use it, enjoy it. For those of us that have been through all of the updates in operating systems (I started with Apple's Version 1.0 back in 1984) we understand that this new OS is a bit different from all previous versions. We also know we have to use both of the operating systems because all of the software isn't made for the new one yet. But it is happening and happening faster than you think. And one day you'll get that new computer and will be forced to use OS X. Don't fret. It really is a great system, one that I love using.

If you're not using OS X full time yet, the thing to do is learn how to get back and forth from OS 9 and OS X (yes, you need both on your hard drive). Then, use OS X a little bit more and more and more until you feel comfortable with it.

If you are a new owner of a Macintosh then this whole process will be easier. Some may disagree with me on this point but I really think that the diehard Mac users will have a much harder time getting used to the new feel and look to OS X.

The book, Mac OS X, The Missing Manual by David Pogue will help you get through this whether you are new to the Macintosh or not. The Help menu that Apple provide does help a little but sometimes I just couldn't find what I was looking for. Getting this book has made the transition easier for me.

You may want to read it through (I don't recommend that) or use it as reference after reading the first couple of chapters. After explaining why Apple Computer gave us a new OS (let's talk about stability and rock solid), the book goes through the very basics of OS X.

The first thing you should learn is how to go from OS X to OS 9. This is important to know because some programs don't work in Classic running under OS X. If this is the case, then you have to tell your Macintosh to make OS 9 your start-up operating system.

When you start up your Macintosh in OS X for the first time you will have many questions. The look is different. My reference has been this book. My fingerprints are all over the index in back of the book already.

The book will help you to understand the new windows and you will see the different ways you can view a window such as Icon, List and Column View. It explains the Folder structure and how to organize your programs, folders and files.

The Dock.

Something different you will see in OS X is the Dock. Lots of hints on the Dock in the book such as how to operate the Dock entirely from the keyboard. If you want to dazzle your friends just hold down the shift key and hit the Minimize button (the middle one). It will slowly drop down to the Dock.

One interesting thing I learned was that you can use your own graphics for the Welcome to Mac OS X and login screens. Also, you can make your own graphics to replace the "poof" animation when you drag something off the Dock. Lots of interesting other hints are here in this book.

Programs.

If you use AppleWorks 6 for your main program, then I recommend OS X to use right away. This program is OS X ready.

Cocoa, Carbon, Classic, three different kinds of programs.

I am sure that you have heard members at our meetings talk about Cocoa, Carbon and Classic. So what are they?

Cocoa programs are those that were written for only OS X from scratch. They are very solid and smooth to use but do not run in OS 9. Cocoa applications are TextEdit, Stickies, Mail, Address Book, etc.

Carbonized programs can run on both OS X and 9. These programs have basically been rewritten and updated from OS 9-only applications. When you open them they have the look of OS X with the smooth clean look.

Classic programs are programs that cannot run in OS X. When you boot up your computer in OS X and need to use a program written in Classic, OS 9 takes over and you are in that operating system. Some programs do not even run in Classic mode so, as I mentioned before, you will need to reboot your Macintosh in OS 9 and not have OS X running.

Some of the categories of information this book covers are:

- The OS X installer, step-by-step

- Exchanging Data such as how to move data between documents)
- Applescript and what ready-made scripts come with OS X
- Components of OS X which include the System Preferences, free programs that come with OS X and CDs, DVDs and iTunes 2
- How to change your hardware settings
- Keychain, what it means
- Managing Printouts
- Graphic formats in as X
- Speech recognition and many more subjects.

Con't bottom Page 2



Macintosh Users Group

P. O. Box 9021
 Louisville KY 40209-9021

34¢

Mailing Label