

RMUG...INDIAN RIDGE MAC USERS GROUP

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ROSTER

January 18, 2010

Welcome to RMUG!

Our modest goals today are to:
Set up our future meetings, give some presentations and leave plenty of time for Questions and Answers!

Q & A Guidelines:

This is a "Shared Learning" Session.
If your query is too specific to your own situation and doesn't benefit everyone here, please ask it at the Apple Store or use one of the resources we will be giving you today in our presentations.

Our Goal Today

We want to know what you would like to see addressed at future meetings so we can attempt to find "experts" to discuss them. By experts, we mean many of you in the room with skills in particular Apple programs or hardware. We also hope to have a speaker from the local Apple Store make a presentation this spring.

So let's start with some questions -

How many of you are new to Mac?

How many are Mac Users for years?

Do you have some expertise to help us?

What do you want to see covered?

Next meeting date? Monday, Feb. 21

There will be plenty of time for General Q&A after our presentations ...

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Welcome to RMUG!

My presentation today -
Getting Apple Help!

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January 18, 2010

Downloads...our media presentations in PDF format

Apple Help PDF.pdf

Doug's presentation

iWeb

Linda's presentation

Rather than taking notes, visit our new RMUG website for PDFs of our presentations today!

<http://web.me.com/hoonoo/RMUG>

Your First Stop for Getting Apple Help!

Apple Store, El Paseo Village



Apple Store, El Paseo Village



Store Information

Address:

73-445 El Paseo
Palm Desert, CA 92260
(760) 862-9710

[Driving Directions & Map ▶](#)

Store hours:

Mon - Sat:	10:00 a.m. - 8:00 p.m.
Sun:	11:00 a.m. - 6:00 p.m.

Visit the Apple Store on El Paseo to:

- > Talk with the helpful staff
- > Attend a Workshop
- > Signup for 'One to One'
- > Visit the Genius Bar

We're here to help.

The Apple Retail Store is the best place to test-drive and explore Apple products because it's the one place you can find everything Apple — including some of the world's most knowledgeable Apple people. Our Specialists help you get to know our products and answer your questions. Our iPhone experts will help you with fast activation, custom setup, and give you expert advice about which rate plan is right for you. And Geniuses provide hands-on technical support and any necessary repairs at the Genius Bar.



Gather. Learn. Create.



One to One

There's no better way to get set up, get trained, and get going on your new Mac than with a One to One membership at the Apple Retail Store. We'll transfer your files from your old computer, teach you the basics in face-to-face training sessions, and guide you through more advanced projects as your skills grow. One to One is available only at the time you purchase a new Mac from the Apple Retail Store or Apple Online Store.

[Learn more about One to One ▶](#)

one to one

Genius Bar

If you have technical questions about your Mac, iPod, Apple TV, or iPhone, the Genius Bar is the place for free advice, insight, and friendly, hands-on technical support. Geniuses use their impressive knowledge to answer technical questions, troubleshoot problems, and perform repairs — right in your neighborhood store.

[Learn more about the Genius Bar ▶](#)



We're here to help.

The Apple Retail Store is the best place to test-drive and explore Apple products because it's the one place you can find everything Apple — including some of the world's most knowledgeable Apple people. Our Specialists help you get to know our products and answer your questions. Our iPhone experts will help you with fast activation, custom setup, and give you expert advice about which rate plan is right for you. And Geniuses provide hands-on technical support and any necessary repairs at the Genius Bar.



**All of the happy staff are
Mac users and very informed
on all Apple products**



Workshops

Take a workshop. On the house.

Learn something new by taking a free workshop at an Apple Retail Store. Our workshops are taught by people passionate and knowledgeable about Apple products and eager to share their knowledge with you. Sign up in advance or drop in. You'll have a great time, learn new skills, and pick up loads of tips.

Browse Retail Workshops

Getting Started



Photos



Video



Music



Web



Productivity



Business



Getting Started

Create Holiday Gifts with Your Photos

Learn how to create memorable gifts and keepsakes using iPhoto and your own photos—just in time for the holidays. Whether you want to create a photo book, calendars, or holiday greeting cards, bring your Mac and your favorite photos to this hands-on workshop, and we'll show you how.

Make Memorable Holiday Gifts with iMovie

Pictures are worth 1000 words, but movies are worth even more, and they make great gifts for everyone. Learn how to make a movie for someone on your list in this hands-on workshop. The opportunities are endless—from a digital holiday movie greeting to a year in review on DVD that you can wrap for that special someone.

iPad Tour

In this presentation, we'll take you on a short tour of the most amazing features of iPad. You'll see

Attend their Free Workshops

iPhone, iPad, iTunes, Snow Leopard, MobileMe ...



Workshops

The Apple Retail Store offers free workshops on many topics of interest to both beginners and pros: from Getting Started on a Mac to digital photography, music, and moviemaking.



Workshops

Apple Retail Store. Come to shop. Return to learn.

one to one

Personal Setup
Personal Training
Personal Projects



Get the most out of your new Mac.

There's no better way to get set up, get trained, and get going on your new Mac than with a One to One membership at the Apple Retail Store. The most knowledgeable Mac people in the world will transfer your files from your old computer, teach you all the basics in face-to-face training sessions, and guide you through more advanced projects. So whether you're brand-new to a Mac, a seasoned pro, or somewhere in between, One to One will help take your skills to the next level.

One to One costs just \$99 for a full year and is available only at the time you purchase a new Mac from the Apple Retail Store or the Apple Online Store.

How to buy One to One

- 1. Choose your Mac.**
Shop at any Apple Retail Store. You can test-drive a new Mac and talk with a Specialist who will answer your questions and help you choose the right one. Or shop the [Apple Online Store](#) and select the Mac you want.
- 2. Add One to One.**
When you buy your Mac at the Apple Retail Store, tell a Specialist you'd like

**Signup for 'One to One',
\$99 for a year of personal training.**

Apple Retail Store. Come to shop. Return to learn.



Got a technical question? Step up to the Genius Bar.

When you have questions or need hands-on technical support for your Mac, iPod, Apple TV, or iPhone, you can get friendly, expert advice at the Genius Bar in any Apple Retail Store.

The Genius Bar is home to our resident Geniuses. Trained at Apple headquarters, they have extensive knowledge of Apple products and can answer all your technical questions. In fact, Geniuses can take care of everything from troubleshooting problems to actual repairs. Want to speak to a Genius? Make an appointment ahead of time to guarantee your space.

Genius Bar Reservations
To make an appointment at the Genius Bar, please select your state.

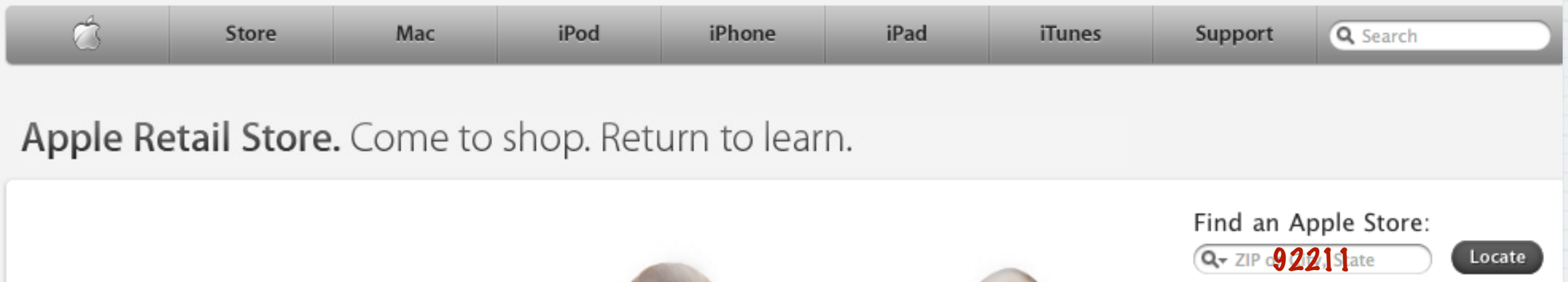
Select a State

Select a Store

Reserve

**Make appointments at the Genius Bar,
in-store or on-line for
Free help with software or hardware**

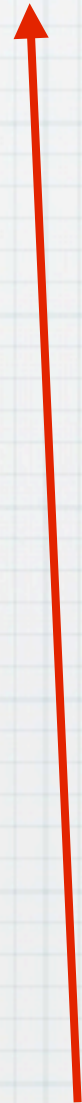
www.apple.com/retail



To make appointments for:

- Genius Bar
- One to One
- Workshops

Go to: www.apple.com/retail
and then enter your local zip code



Looking for on-line Help?

Try: www.apple.com/support

The screenshot shows the Apple Support website with a navigation bar at the top containing links for Store, Mac, iPod, iPhone, iPad, iTunes, and Support. A search bar is located to the right of the navigation bar. The main content area is divided into several sections:

- Get Support:** A central section highlighted with a red border, featuring images of Mac, iPod + iTunes, iPhone, and iPad. A large red arrow points to this section.
- Downloads:** A section for downloading iTunes 10 for Mac + PC, with a link to "Download iTunes" and a link to "View all Support Downloads".
- Self Service:** A section with a wrench icon and text: "Use our Online Service Assistant to see all your service options and set up a repair." Below this are links for "Check Your Service and Support Coverage", "Check My Repair Status", "Register a new AppleCare Agreement", and "Register an Apple Product".
- Featured in Support:** A section for "Apple Support Express Lane" with a link to "Get started" and text: "Need more help? Use Express Lane for personalized and convenient support." Below this is text: "Scheduled callbacks and click-to-call available now for U.S. and Canada phone numbers."
- Solutions:** A section with three columns: "iPhone Troubleshooting" (with icons for mail, phone, and messages), "AppleCare Products" (with an AppleCare logo), and "One to One" (with a photo of a customer and a support agent). Below these are links for "Switch 101", "Mac 101", and "Genius Bar".
- Product Programs:** A section for "Exchange and Repair Extension Programs" with links for "Apple Headphones with Remote Replacement Program", "MacBook Repair Extension Program for Hard Drive Issues", and "See All Programs". Below this is a section for "Other Helpful Resources" with links for "Apple ID Support" and "Support RSS Feeds".
- Manuals, Tech Specs, and Communities:** Three icons at the bottom of the main content area for "Manuals", "Tech Specs", and "Communities".



Store

Mac

iPod

iPhone

iPad

iTunes

Support

Browse Support

for Products

- Apple TV
- Computer + Server
- iPad
- iPhone
- iPod + iTunes
- Mac OS
- QuickTime
- Software

All products...

for Services

- Apple Photo Services
- Apple Store
- iTunes Store
- MobileMe

Computer + Server

iMacs



- iMac (Intel-based)
- iMac G5 + G5 (iSight)
- iMac G4 (Flat Panel)
- iMac G3 (CRT)

Other Macs

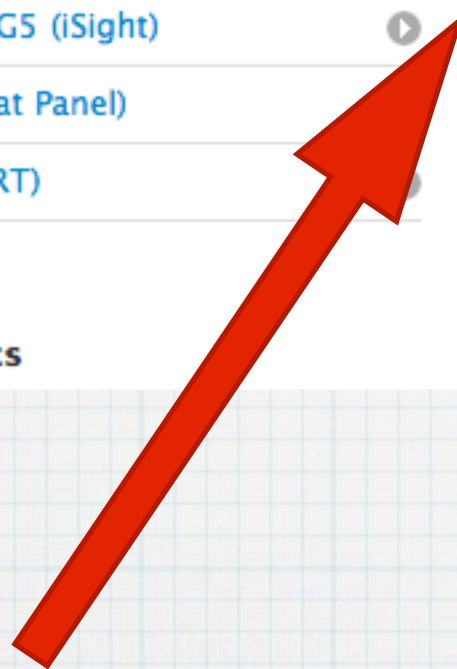
Notebooks



- MacBook
- MacBook Air
- MacBook Pro
- iBook
- PowerBook G4
- PowerBook G3
- Earlier PowerBooks

Mac Pro & Power

- Mac Pro
- Power Mac G5
- Power Mac G4 + C
- Power Mac G3
- Earlier Macs



Then pick your model

Apple Store Mac iPod iPhone iPad iTunes Support Search

Browse Support

Computer + Server

All products...

Related Products

- AirPort + Time Capsule
- Boot Camp
- Displays
- MacBook
- MacBook Pro
- Mac OS X
- Mac App Store

MacBook Air

[Video Tutorials](#)
Learn how to get the most out of your Mac.

[MacBook Air User's Guide](#)
Get to know the ins and outs of your product.

[Discussions forums](#)
Seek help from other MacBook Air users.

[Software Update](#)
Having issues? First update your software.

[Downloads](#) [Manuals](#) [Specifications](#)

Express Lane

Need more help? Use Express Lane to contact us for personalized and convenient support.
[Get started](#)

Check Coverage Status

Review your warranty status and eligibility for support and extended coverage.

From here you can:

- > watch video tutorials
- > Read the Users Guide
- > Seek help from Mac Users
- > Download Manuals
- > Express Lane Personal Help

New to Mac? Go on-line to:

www.apple.com/support/mac101



Mac 101

Get started with the Mac.

If you're new to computers or simply need a refresher course on how to get the most out of your Mac, you've come to the right place. Welcome to Mac 101: Your guide to using a Mac effectively and efficiently. If you've switched to Mac from Windows, [Switch 101](#) is just for you.

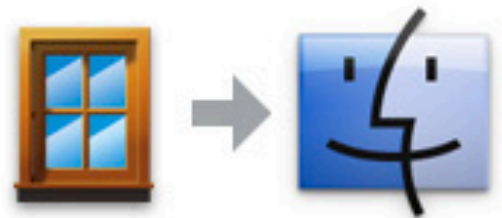
Whether you want to learn how to get around your Mac desktop (or find out what a desktop is, for that matter); figure out how to connect your printer, iPod, digital camera, or other device; discover email and the Internet; learn how to do various tasks; learn how to use the software that came with your 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:

- **Give me the grand tour of the Mac interface**
Find out what's what, what's where, and what things do what. These starter courses show you where things are located and how to get around your Mac.
- **Get me working and playing**
Ready to email, surf Safari, groove to some tunes, or get an iLife? These courses introduce you to some of your computer's applications and how to use them. Plus, learn some basic Mac tasks, including installing and updating software, ejecting media, and creating accounts.
- **Show me how to set up my Mac for me**

Switching from a PC?

www.apple.com/support/switch101



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.

If you just made the switch from a Windows computer to a Mac, this section will help guide you through some of the differences you'll encounter when using your new computer. If you need help getting familiar with the Mac interface and how to do certain tasks, you'll find the answers here. If you need more guided help, you may want to check out "Mac 101"—a special feature series written for new computer users.



Find out how

Mac Basics

Photos

Movies

Web

Music

iWork

MobileMe

Anatomy of a Mac



Featured Mac Basics Tutorials

Anatomy of a Mac

4:28



Windows on a Mac

1:35



PC to Mac: The Basics

5:40



Wireless Basics

2:48



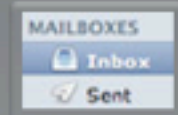
iChat Basics

3:35



Mail Basics

3:04



Much more on-line help, go to:

www.apple.com/findouthow/mac

to see Video tutorials

See Your Way Clear with Exposé

Mac OS X offers a simple way to see what's on your desktop when you have a lot of windows open. It's called Exposé, and here's how you can use it.

Press the F9 key and Exposé instantly creates thumbnails of the open windows and displays them neatly on your screen. Click the window you want, and Exposé brings it to the front, switching automatically to the appropriate application.

You can press the F10 key to create thumbnails of the open windows of your current application. Or F11 to move all open windows to the side, so you can see the files on your desktop.



Or to see the Text tutorials

www.apple.com/findouthow/mac

Browse all video tutorials

Get Started with Mac

- ✓ Anatomy of a Mac
- Windows on a Mac
- PC to Mac: The Basics
- Personalizing Your Mac
- Finder Basics
- ✓ Exposé Basics
- Using Safari
- iChat Basics
- Mail Basics
- Organizing Your Mail

Wireless

- Wireless Basics
- Setting Up Your Wireless Network
- Wireless Printing and More
- Streaming Music Wirelessly

Browse all text tutorials

Customizing Your Mac

- ✓ Customize Your Mac with a Screen Saver
- ✓ See Your Way Clear with Exposé
- ✓ Open Applications Automatically on Startup
- Quickly Switch Between Applications
- Get Dictionary Definitions in One Click
- Go Home
- Back Up Your Music, Photos, and Documents
- ✓ Quickly Activate Your Screen Saver
- Take a Quick Look
- Capture Screen Shots

Using the Dock

- Change the Position of the Dock
- Add an Application to the Dock
- Remove an Application from the Dock

Using Mail

- Email a PDF
- Quickly Email a Photo
- Add an RSS Feed to Mail
- Email a Web Link Instantly

Using Address Book

- Fill Out Forms Quickly
- Automatically Add Email Addresses in Mail
- Create a Birthdays Calendar

Using Safari

- Block Internet Ads
- Create Your Own Dashboard Widget
- Create a Bookmark
- Open a Web Page from the Dock

Using iCal

- Share an iCal Schedule
- Subscribe to an iCal Calendar


Using iChat

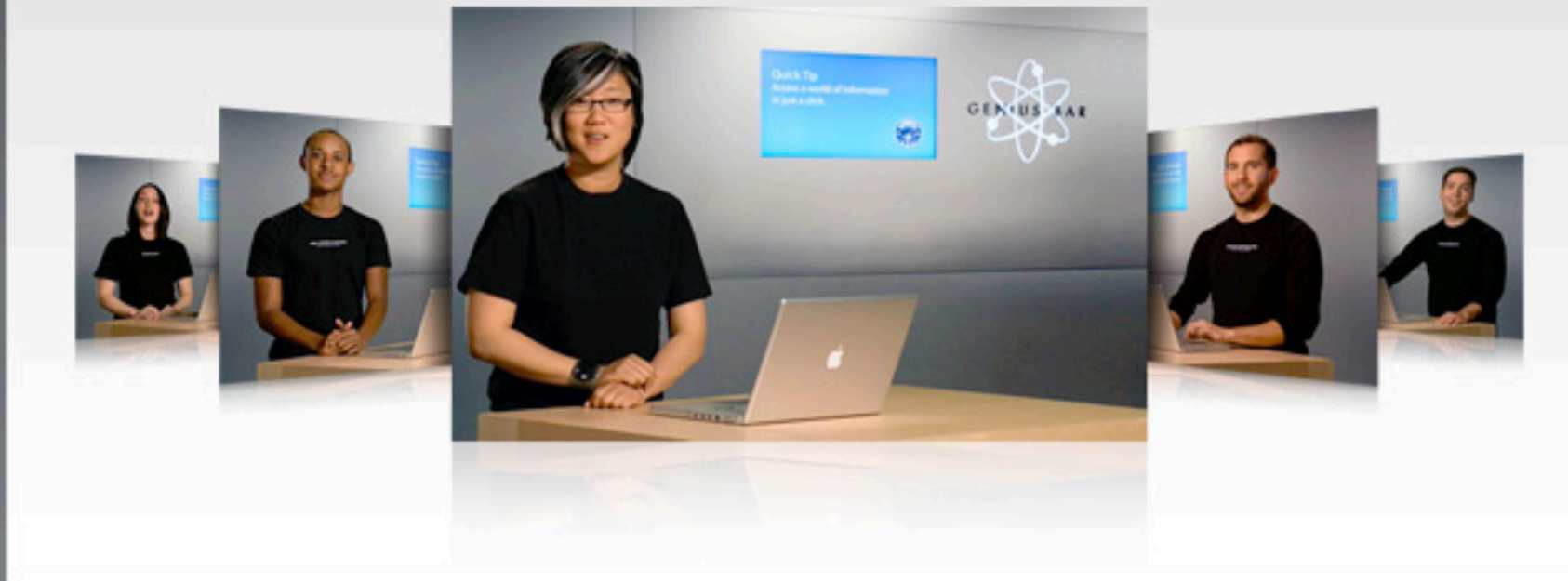
- Add a Buddy to iChat
- Create a Buddy Icon with Photo Booth

Dozens of Video & Text tutorials

www.apple.com/findouthow/mac

iPhone Quick Tip: Stay in Sync with Calendar

Play 



Featured Videos

iPhone Quick Tip:
Convert Currencies

0:49



iPhone Quick Tip:
Access Files on iDisk

0:42



Mac Quick Tip:
Active Screen Corners

1:18



Leopard Server Quick Tour:
Sign Encrypt Email

3:27



Mac Quick Tip:
Junk Mail Filtering

1:20



More great Video tutorials at:

<http://www.apple.com/businesstheater>

Active Corner Customization

Junk Mail Filtering

Quick Look Slideshow

Train the Dictionary

Keep Apps in Dock

Open at Login

Viewing Long Filenames

Download Linked Files

Mailing a Link While Browsing

Conserving Energy

Securing Your System

The Get Info Inspector Panel

Quick Look in Trash

Email Rules

Advanced Find

Download Defensively

Open Finder from Spotlight

Finder Path Bar

Managing Multiple Windows

Customizing Keyboard Shortcuts

Securing PDFs

Multiple Accounts in Mail

BCC in Mail

Presentations Uninterrupted

Select All Mail Messages

Bookmark Multiple Tabs

Move Windows Between Spaces

Special Characters

Volume Adjustments

Help Pointers

Give Guests Access

Shortcuts Explained

Boolean Spotlight Searches

Organizing RSS

Download Source

Organize Your Workspaces

Dragging Files

Locking Files

Smart Folders

Easy Photo Edits

Multiple Burns

Lists in Mail

Battery Optimization

Restricting Spotlight

Restrict Time Machine

One Click, Multiple Tabs

Merge PDFs With Ease

Deleting Securely

Keyboard Viewer

Managing Browser Tabs

Annotating PDFs

iChat File Transfer

PDFs in Safari

Searching the Dictionary

Exporting Presentation

RSS in Mail

Take a Quick Look

Sharing Screens

Short Stack

Setting Default Applications

Creating To-Do's

Restoring Safari Sessions

Manipulating PDFs

Maps in Address Book

iChat Bonjour File Transfer

Mail Data Detectors

Pictures in presentations

Private web browsing

Shapes: Place and Size

Deleting Forward

Fill shapes with any image

Keynote Print Menu

Drag and drop mail merging

Zooming in Microsoft Office

Custom style

Paste it perfect

Organizing Files in Finder

Surf Faster

Media Browser

PowerPoint to Keynote

Accessing Favorite Colors

No More Squinting

Keynote at a Distance

Snapshots of Your Screen

That Perfect Word

Setting Favorite Fonts

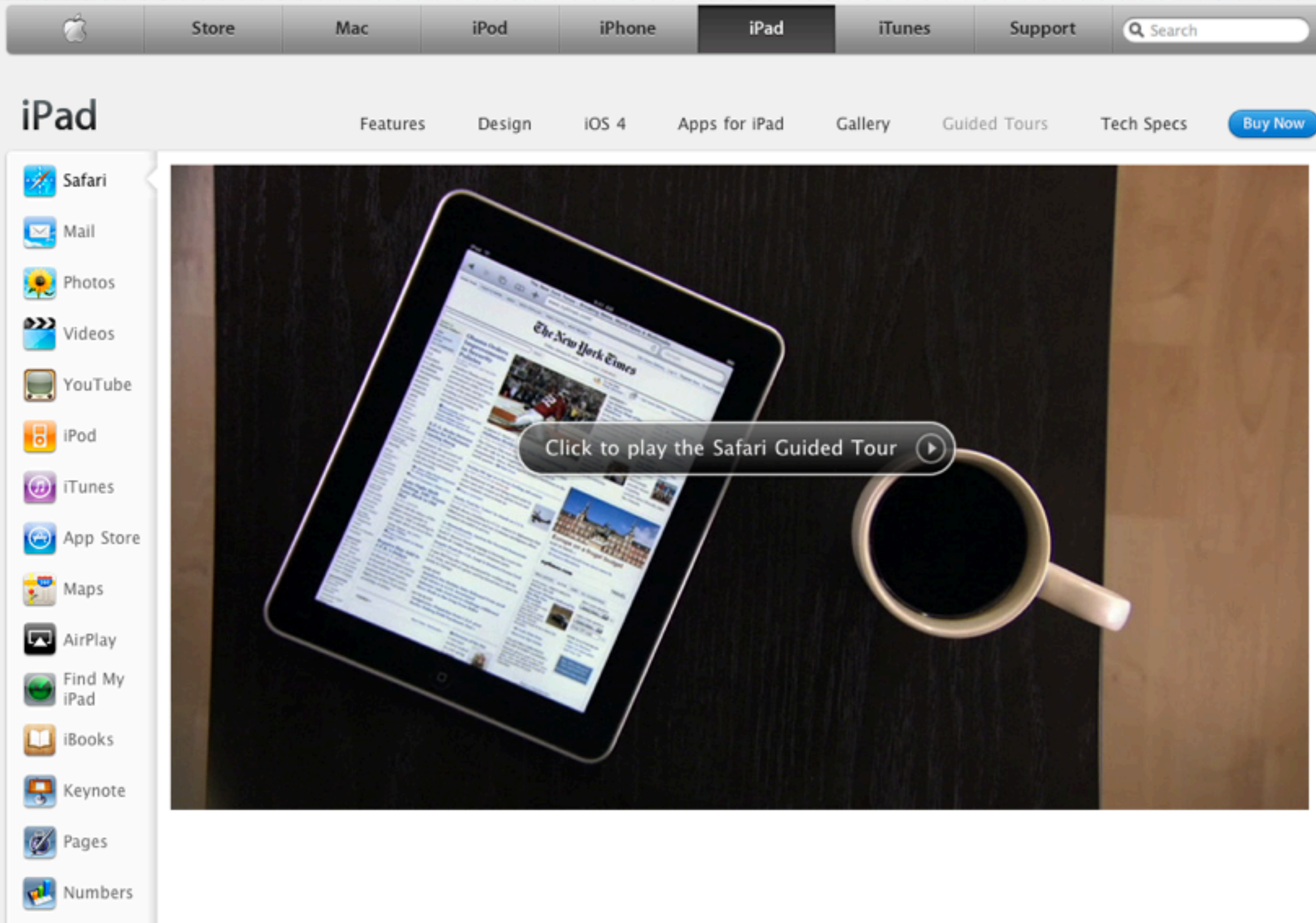
Customizing Finder

View Multiple Inspectors

Easily Create PDFs

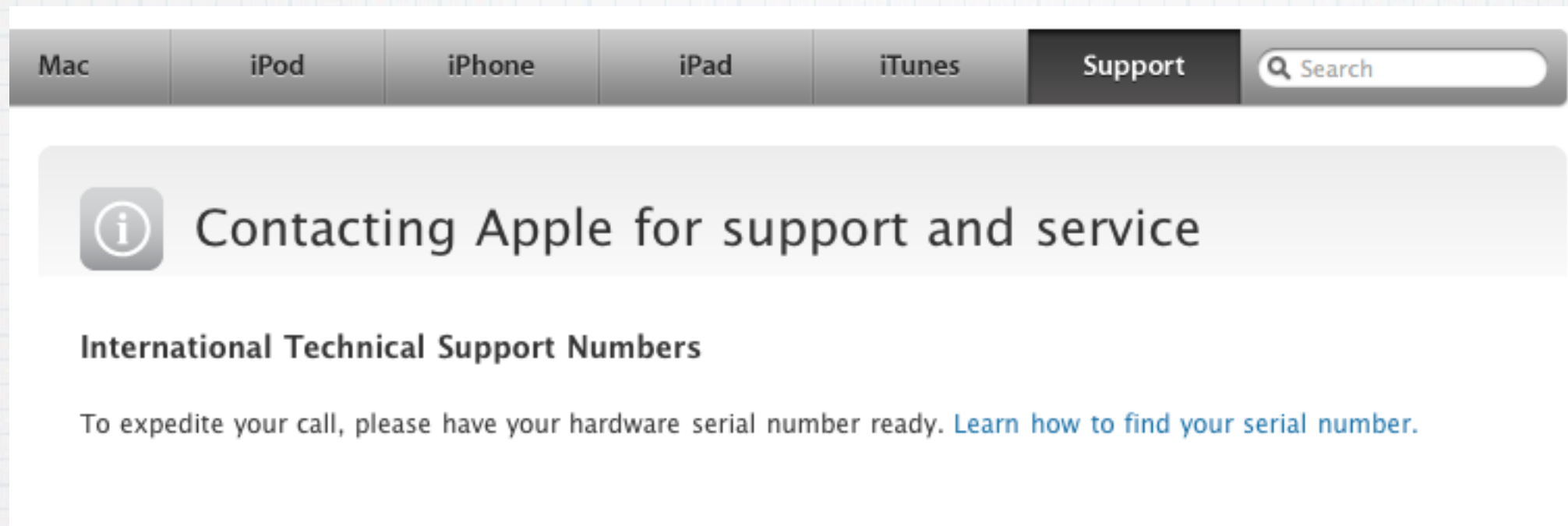
Over a hundred Videos!

<http://www.apple.com/business/theater/>



There are even videos for the iPad:

www.apple.com/ipad/guided-tours



Call AppleCare for telephone support:
USA: 800-275-2273 (800-APL-CARE)
Canada: 800-263-3394

You Tube

apple help

Search

Search results for **apple help**

About 230,000 results

You Tube

apple mac help

Search

Search results for **apple mac help**

About 5,120 results

You Tube

apple ipad help

Search

Search results for **apple ipad help**

About 515,000 results

Type "Apple help" into YouTube.com
and get 230,000 videos to watch!

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[SiteMap](#)

[SCO Forum](#)

[SCO Affiliates](#)

[Members Pages](#)



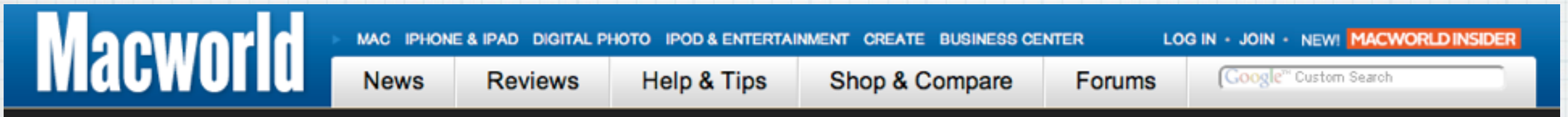
ScreenCastsONLINE
Get the most out of your Mac

**Online Software Video Training:
Promo Offer: \$57 for 90 days
Check out their demos at:**

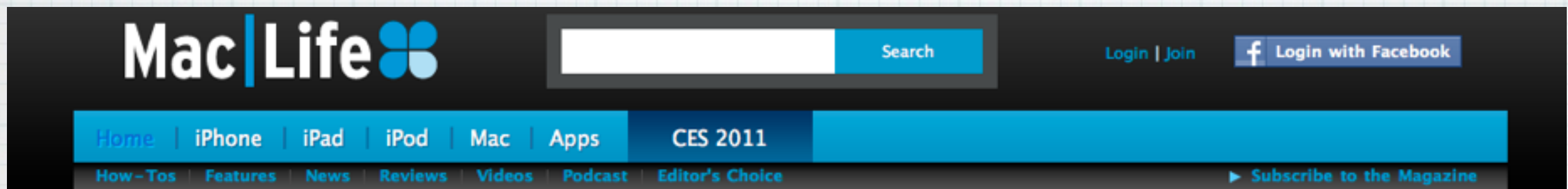
www.screencastsonline.com

Read some great on-line magazines:

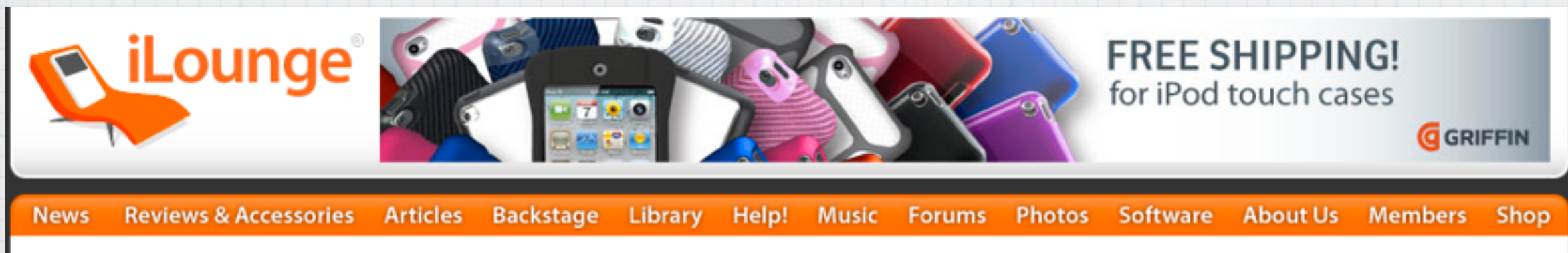
www.macworld.com



www.maclife.com



www.ilounge.com



Welcome to the DMUG Website!

Mission Statement

This Web Site will be used by Desert Mac Users Group to post notices of meetings, post classified ads and exchange information. Anything of interest to Mac Users could be posted here. The purpose of this site is not to post anything and everything about Macs. There are already over 1000 professional Mac sites that provide information on Mac Computers, Mac Systems, Mac Memory, Mac Products, Mac Clip Art, Mac Software, Mac News and anything you can think of that has to do with Mac Computers or Apple. This Web Site is going to try and keep the information we post here localized, We are not going to post anything and everything Mac; as stated above, this has already been done. From time to time, however, we may post something such as a new Mac Computer being introduced or a new System Upgrade that is ready for download.

Service Area

The Desert Mac Users Group or DMUG for short, serves the Coachella Valley. This Valley consists primarily of the cities of (West to East) Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta and Indio. We are all amateur Mac Users. We are a loose knit group of people who either live here full time or live here only in the Winter months - the Season -which could be from October or November to May or June. We have members from Wisconsin, Minnesota, Washington, Oregon, New York, Canada and of course California. Most of our members are over 60 years old and retired with grandchildren. When they are not playing around with their computers they are on the Golf Course or Tennis Court or playing Bridge.

Membership

When we said above that we had Members, this technically is not correct. We do not collect annual dues, we do not issue membership cards and we do not follow Roberts Rules of Order or hold elections. We just ask people to volunteer to put on a monthly program, set up the meeting room, send out email announcements and try to maintain this Web site, which is our first. We do not charge at the door for each meeting, although we will accept any donations as we need to maintain our laptop, projector and obtain software or other items needed for our meetings.

DMUG

Join a larger local Mac Users Group

www.desertmacuser.bravehost.com

DMUG meets at Palm Desert Library

Wed. @ 2:00PM - Feb. 2. Mar 2, Apr. 13

RMUG...INDIAN RIDGE MAC USERS GROUP

WELCOME

DOWNLOADS AND LINKS

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January 18, 2010

Downloads...our media presentations in PDF format

Apple Help PDF.pdf

Doug's presentation

iWeb

Linda's presentation

**Visit our new RMUG website for PDFs
of our presentations today!**

<http://web.me.com/hoonoo/RMUG>

Getting Apple Help!