RMUG...INDIAN RIDGE MAC USERS GROUP

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   DOWNLOADS AND LINKS   ROSTER

January 18, 2010

Welcome to RMUG!

My presentation today – Getting Apple Help!

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 ▶

GENIUS BAR

Tuesday, January 18, 2011

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.

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

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

G E N I U S   B A R

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

Store | **Mac** | **iPod** | **iPhone** | **iPad** | **iTunes** | **Support** | Q Search

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

Find an Apple Store:
92211 Q▾ ZIP code or City, State Locate
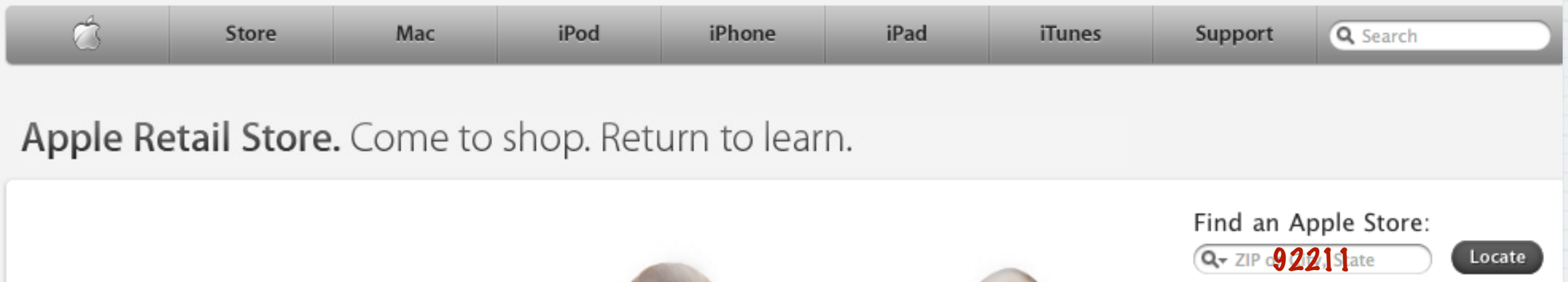
To make appointments for:
- ## Genius Bar
- ## One to One
- ## Workshops

Go to: www.apple.com/retail
and then enter your local zip code
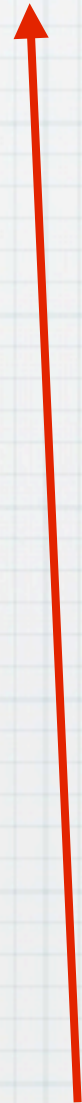
Looking for on-line Help?

Try: www.apple.com/support

Then pick your model

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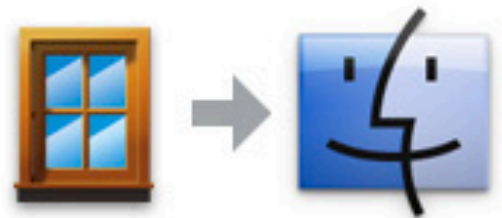
Whether you want to learn how to get around your Mac desktop (or find out what a desktop is, for that matter); figure out how to connect your printer, iPod, digital camera, or other device; discover email and the Internet; learn how to do various tasks; learn how to use the software that came with your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

Active application

Spotlight

Menu Bar

Hard Disk icon
Leopard

Desktop

Finder Window

Stacks | Trash

Dock

Finder | Mail | iChat | iCal | iTunes | Spaces | System Preferences
Dashboard | Safari | Address Book | Preview | Time Machine

■ = Applications
□ = Interface components
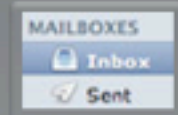
Much more on-line help, go to:
www.apple.com/findouthow/mac
to see Video tutorials

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

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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
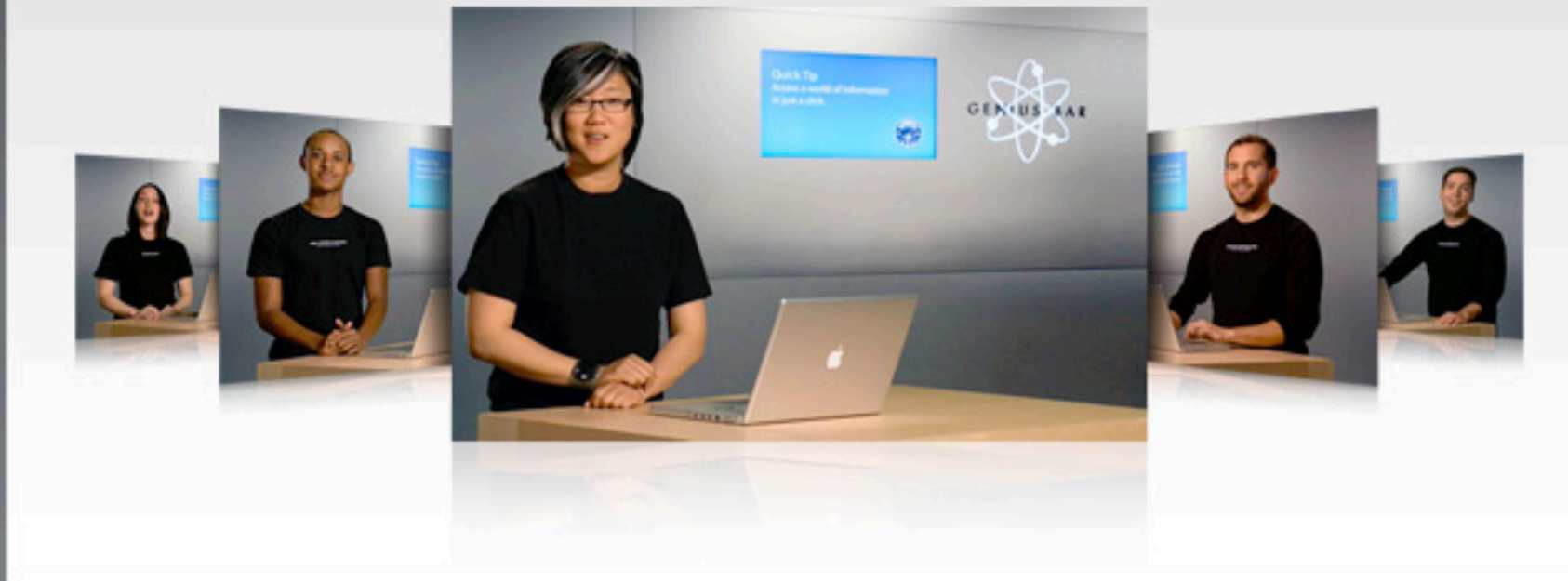Subscribe to an iCal Calendar

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

Dozens of Video & Text tutorials

www.apple.com/findouthow/mac

More great Video tutorials at:

http://www.apple.com/businesstheater

| iPhone Quick Tips | Mac Quick Tips | Server Quick Tours |

Active Corner Customization	Give Guests Access	Creating To-Do's
Junk Mail Filtering	Shortcuts Explained	Restoring Safari Sessions
Quick Look Slideshow	Boolean Spotlight Searches	Manipulating PDFs
Train the Dictionary	Organizing RSS	Maps in Address Book
Keep Apps in Dock	Download Source	iChat Bonjour File Transfer
Open at Login	Organize Your Workspaces	Mail Data Detectors
Viewing Long Filenames	Dragging Files	Pictures in presentations
Download Linked Files	Locking Files	Private web browsing
Mailing a Link While Browsing	Smart Folders	Shapes: Place and Size
Conserving Energy	Easy Photo Edits	Deleting Forward
Securing Your System	Multiple Burns	Fill shapes with any image
The Get Info Inspector Panel	Lists in Mail	Keynote Print Menu
Quick Look in Trash	Battery Optimization	Drag and drop mail merging
Email Rules	Restricting Spotlight	Zooming in Microsoft Office
Advanced Find	Restrict Time Machine	Custom style
Download Defensively	One Click, Multiple Tabs	Paste it perfect
Open Finder from Spotlight	Merge PDFs With Ease	Organizing Files in Finder
Finder Path Bar	Deleting Securely	Surf Faster
Managing Multiple Windows	Keyboard Viewer	Media Browser
Customizing Keyboard Shortcuts	Managing Browser Tabs	PowerPoint to Keynote
Securing PDFs	Annotating PDFs	Accessing Favorite Colors
Multiple Accounts in Mail	iChat File Transfer	No More Squinting
BCC in Mail	PDFs in Safari	Keynote at a Distance
Presentations Uninterrupted	Searching the Dictionary	Snapshots of Your Screen
Select All Mail Messages	Exporting Presentation	That Perfect Word
Bookmark Multiple Tabs	RSS in Mail	Setting Favorite Fonts
Move Windows Between Spaces	Take a Quick Look	Customizing Finder
Special Characters	Sharing Screens	View Multiple Inspectors
Volume Adjustments	Short Stack	Easily Create PDFs
Help Pointers	Setting Default Applications	

Over a hundred Videos!

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

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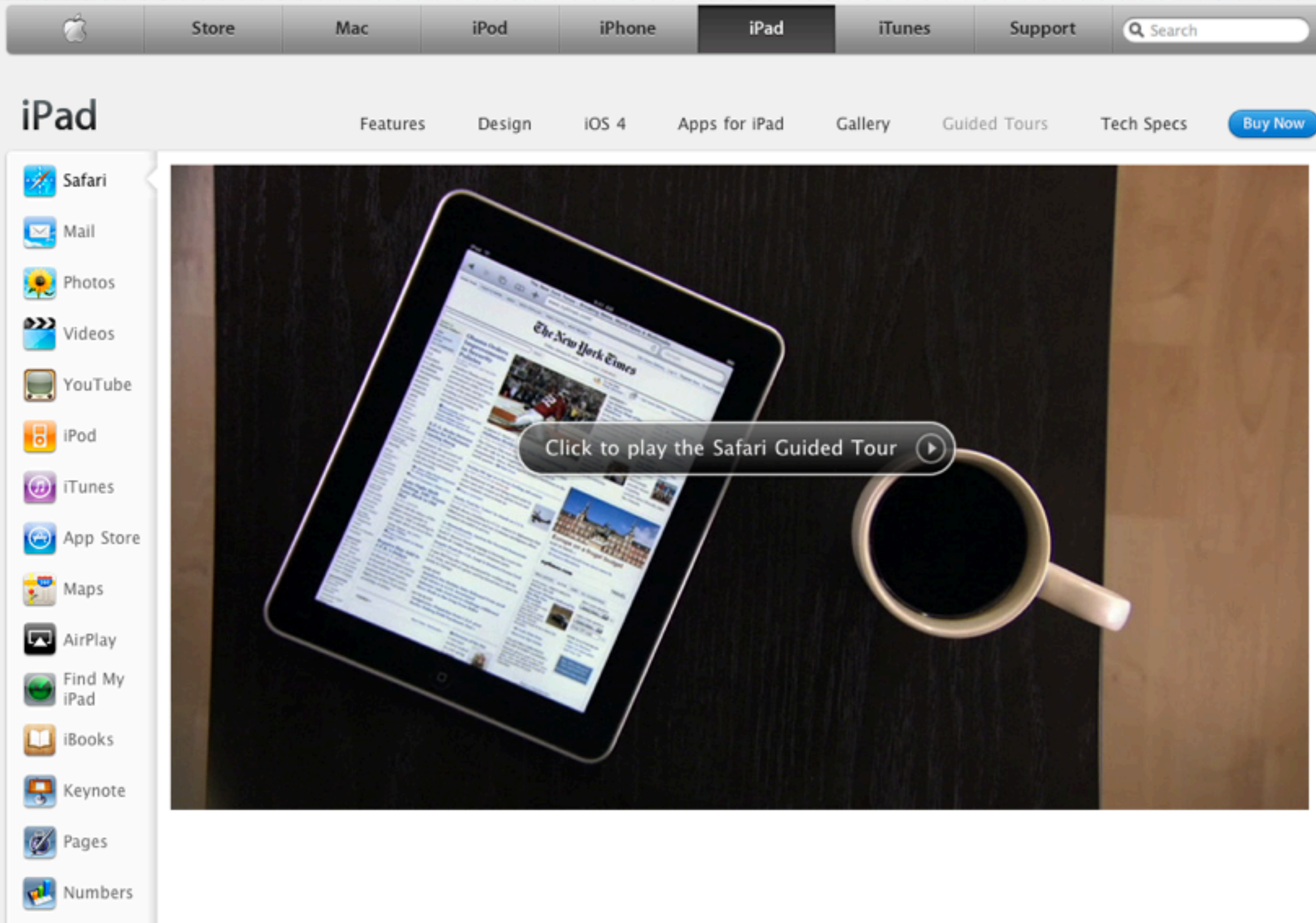
There are even videos for the iPad:

www.apple.com/ipad/guided-tours
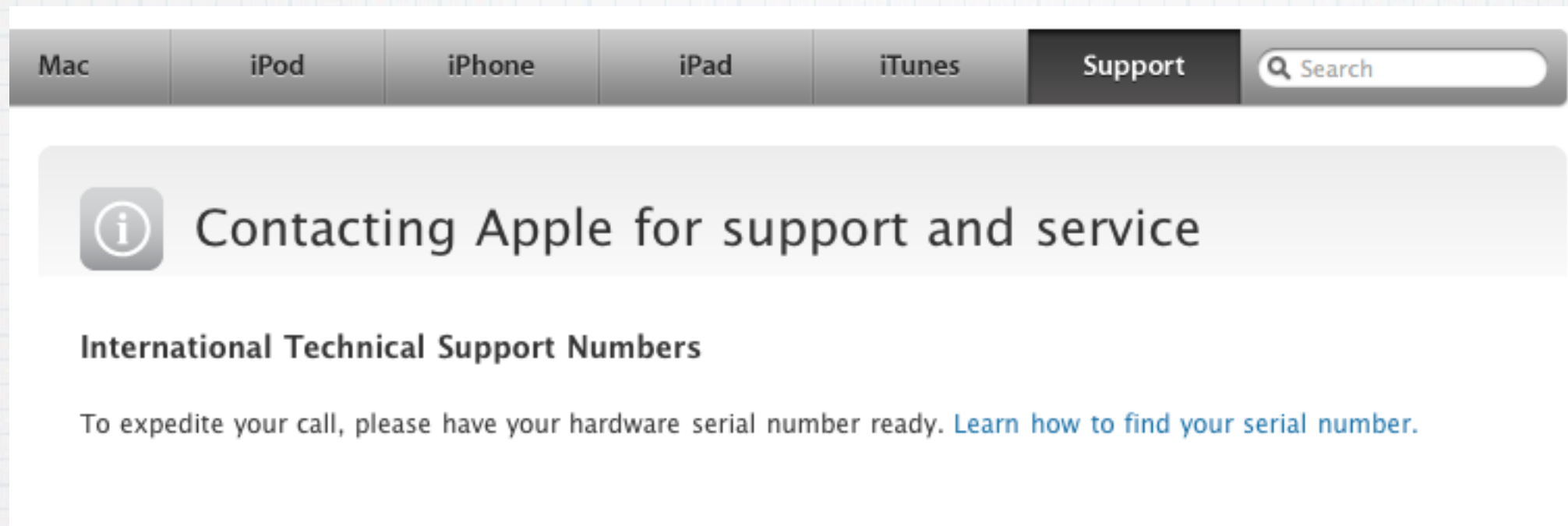
Call AppleCare for telephone support:
USA: 800-275-2273 (800-APL-CARE)
Canada: 800-263-3394

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

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

www.screencastsonline.com

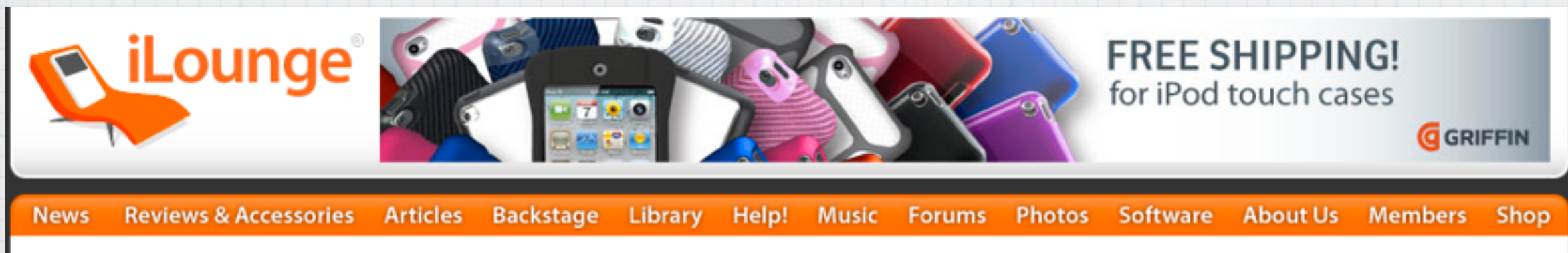# Read some great on-line magazines:

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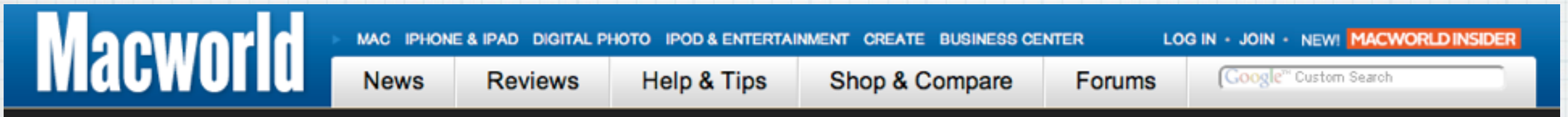
www.maclife.com

www.ilounge.com

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

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

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

Getting Apple Help!