

Welcome to RMUG

Our goals for today are:

- Set up our next meeting - Mar. 21
- A Presentation for new Mac Users
- Introduce some Guests
- Questions and Answers!

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, March 21

Let's start out with some General Q&A
before our presentations ...



Q & A Guidelines:

This is a "Shared Learning" Session.

If your query is too specific to your own situation and doesn't benefit most

everyone here today,

please ask one of us after the meeting

or email me anytime:

douglindal@gmail.com

RMUG...INDIAN RIDGE MAC USERS GROUP

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My presentation today -



New to Apple?

Tips on Getting Started!

RMUG...INDIAN RIDGE MAC USERS GROUP

WELCOME

DOWNLOADS AND LINKS

ROSTER

January 18, 2010

Downloads...our media presentations in PDF format

Apple Help PDF.pdf

Doug's presentation

iWeb

Linda's presentation

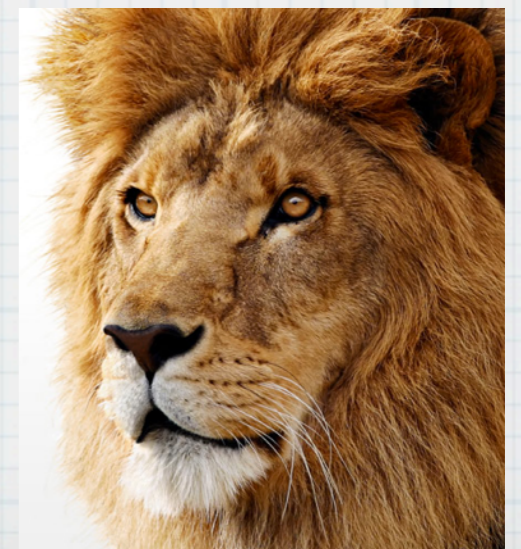
Rather than taking notes, watch the screen & visit our new RMUG website for PDFs of all of our presentations!

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

I am going to cover some basic tips on getting started as a new Mac user and I am confident much of it will be of interest to even the most experienced Mac user in the room today.

And I will conclude with a sneak preview of the new Operating System.

Mac OS X Lion



Make the ultimate upgrade. To a Mac.

Why get a new PC and just upgrade your computer, when you can get a Mac and upgrade your entire computer experience?

[Learn why you'll love a Mac >](#)



Most of us switched from PC's, Why?

Apple's website says it best -

We love our Macs!



It's designed to be a better computer.



It comes with software you'll love to use.



It comes with the world's most advanced OS.



It comes with award-winning support.



It runs Office and works with your existing PC files.



It's compatible with your stuff.



It doesn't get PC viruses.



It's loaded with the latest technology.



It runs Windows and Windows applications.

A Mac just does it all better



So how do you get started with Mac?

I suggest a Five Point approach:

- 1. Visit the Apple Store**
- 2. Read Computer Books & Magazines**
- 3. Use the built-in Help on your Mac**
- 4. Search on-line for specific help topics**
- 5. Find a "Mac Buddy" here today!**

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.

1. Visit the Apple Store on El Paseo:

- > Just drop by & talk with the helpful staff
- > Attend a free Workshop on dozens of topics
- > Signup for 'One to One', just \$99 for a year
- > Schedule a visit to 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 ▶](#)

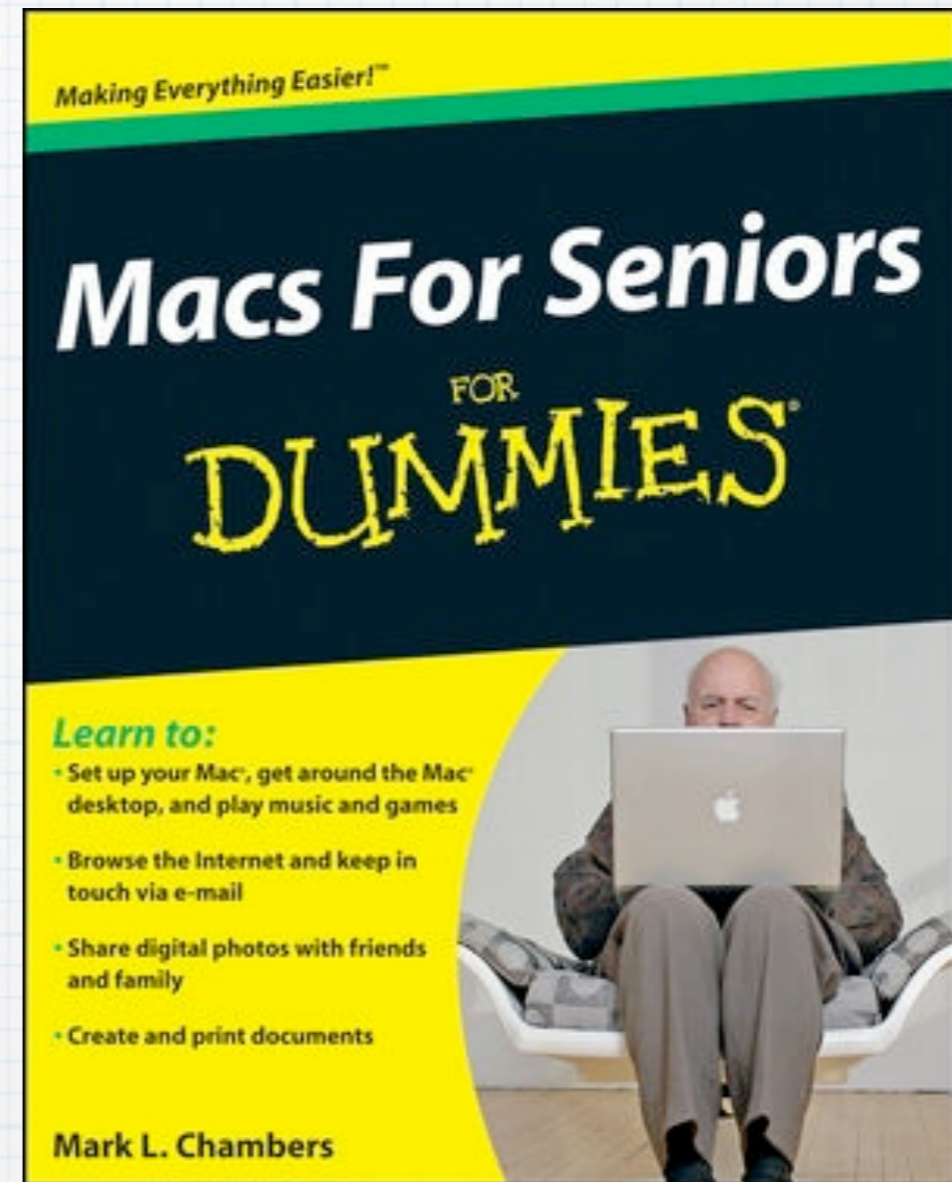
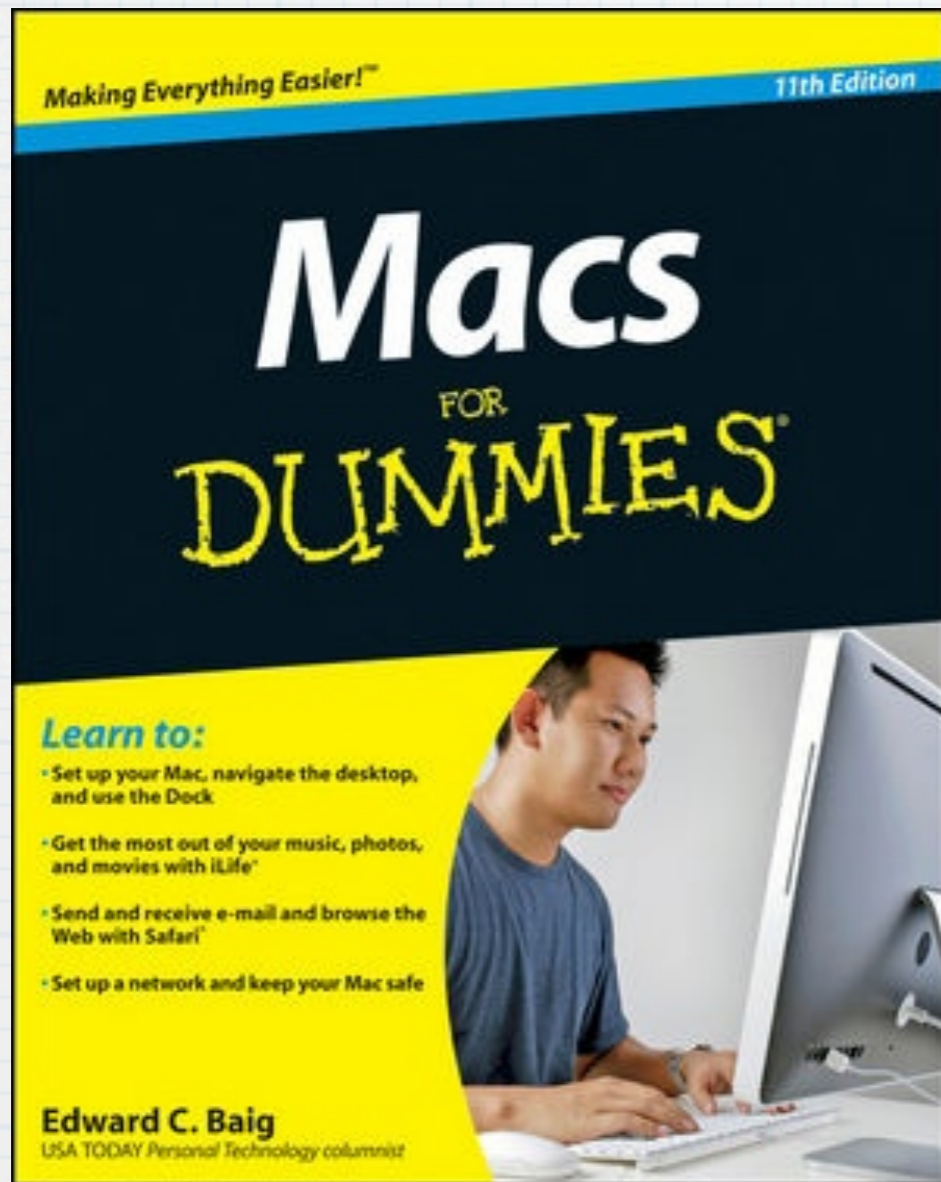
one to one

Genius Bar

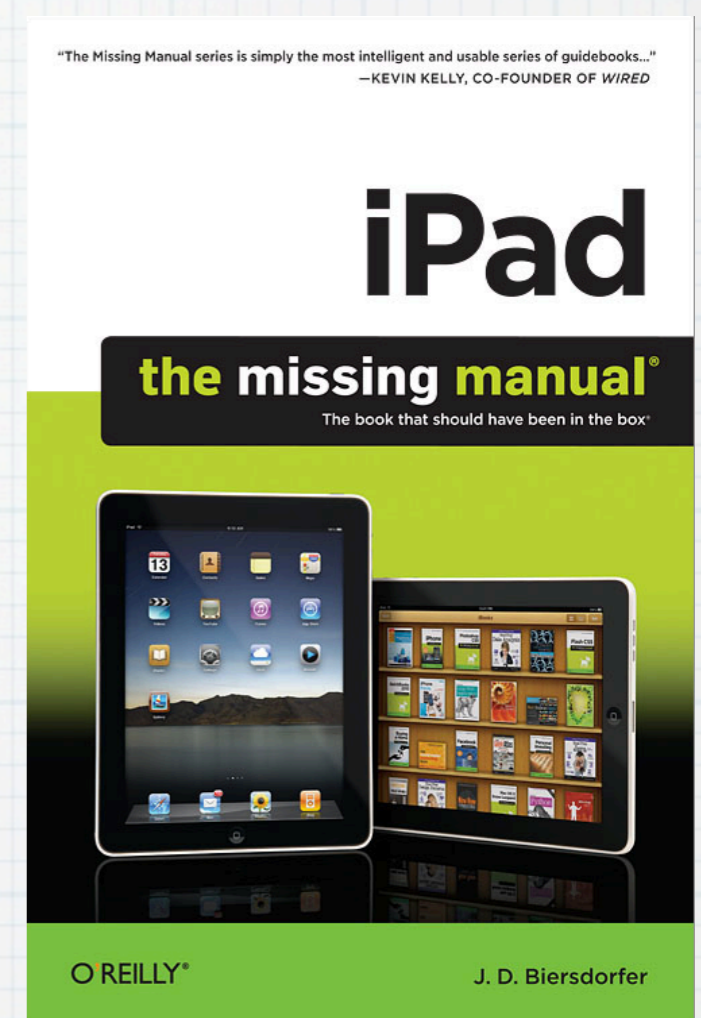
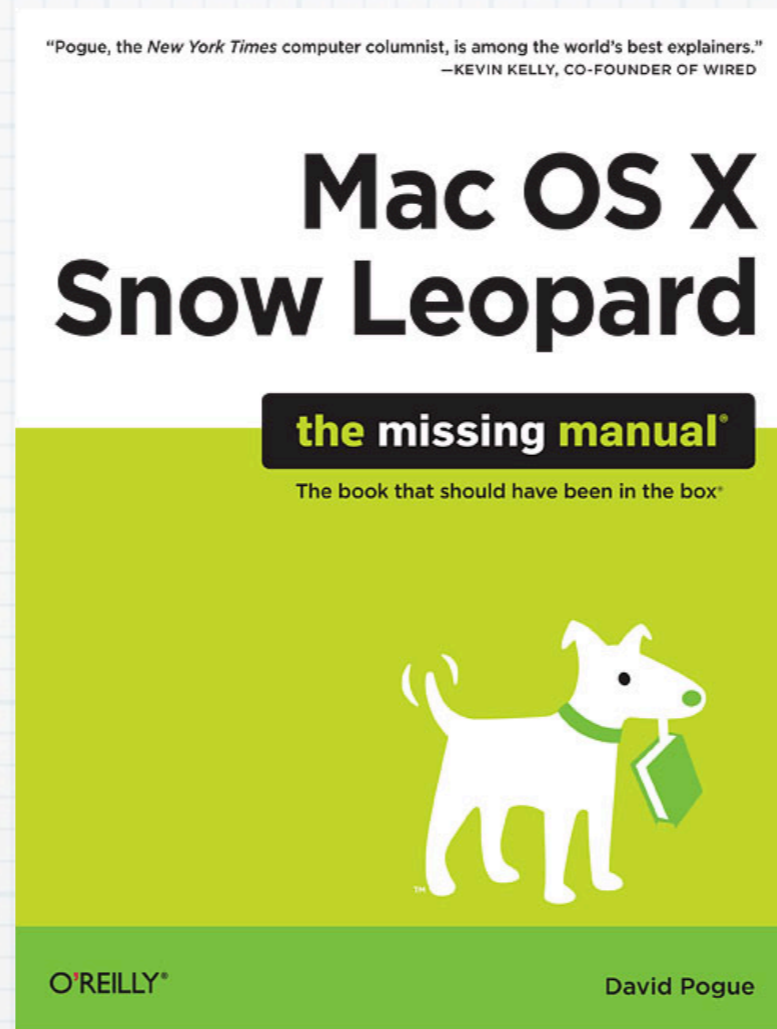
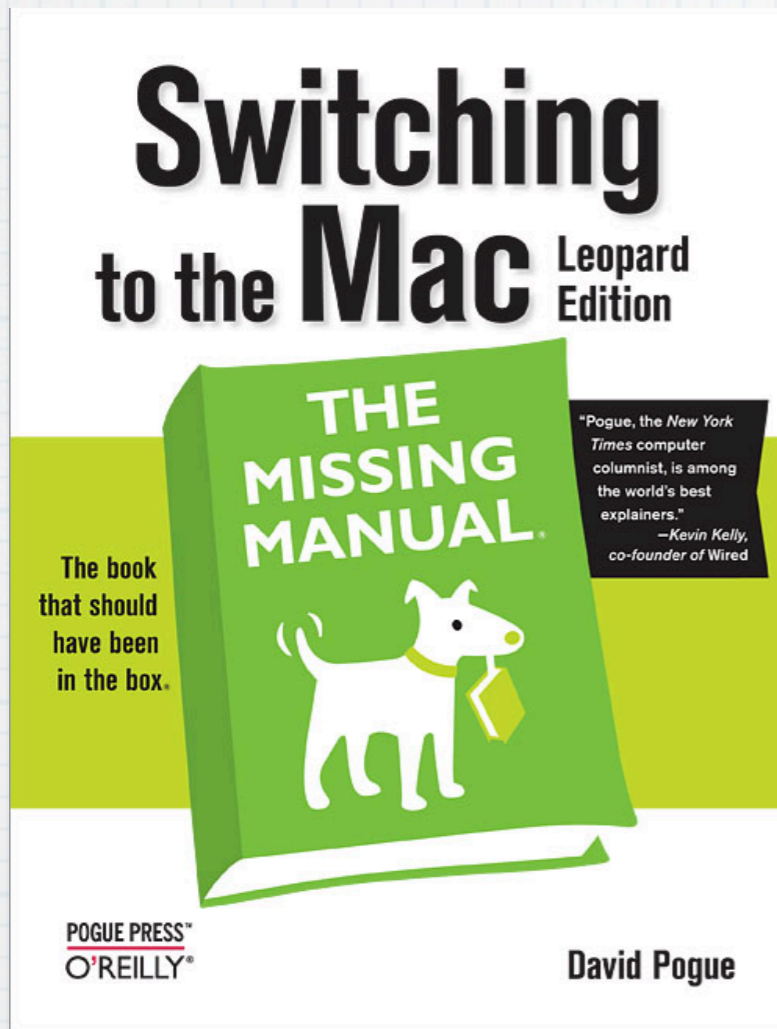
If you have technical questions about your Mac, iPod, Apple TV, or iPhone, the Genius Bar is the place for free advice, insight, and friendly, hands-on technical support. Geniuses use their impressive knowledge to answer technical questions, troubleshoot problems, and perform repairs — right in your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

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





2. Read Computer Books & Magazines.
You know about the Dummy Books -
There's even a Mac for Seniors book!
\$25 list, but just \$15 at Amazon.com or BN.com



The Missing Manual Series
More technical, 400-900 pages!
But they cover much more detail



Subscribe to monthly magazines -
MacWorld or MacLife, \$15/year

Or read these magazines on-line:

www.macworld.com

Macworld

MAC IPHONE & IPAD DIGITAL PHOTO IPOD & ENTERTAINMENT CREATE BUSINESS CENTER

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News

Reviews

Help & Tips

Shop & Compare

Forums

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How-Tos | Features | News | Reviews | Videos | Podcast | Editor's Choice

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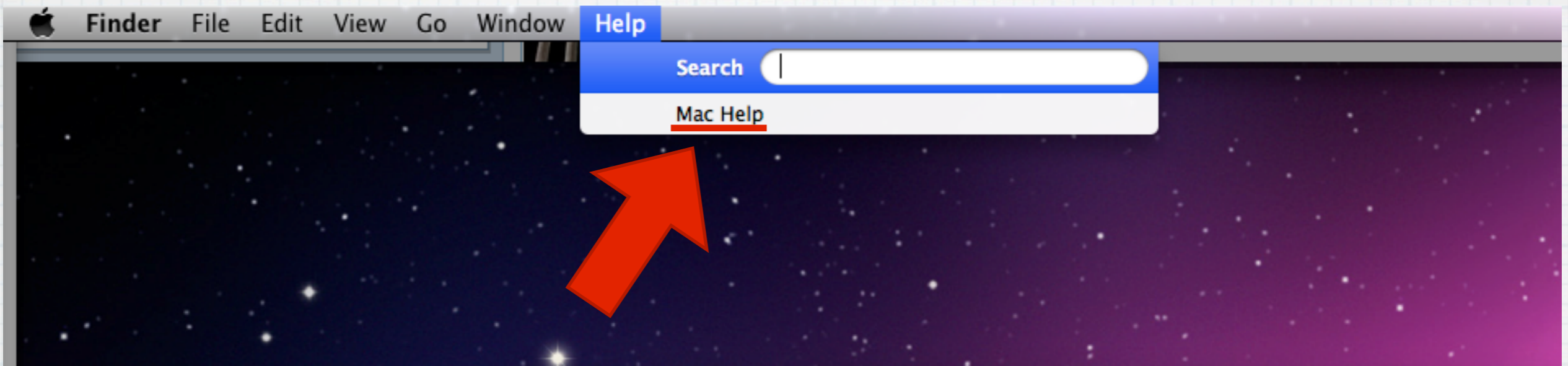
QUICK TIPS

Most of my talk today is about tools we all have available on our Macs:

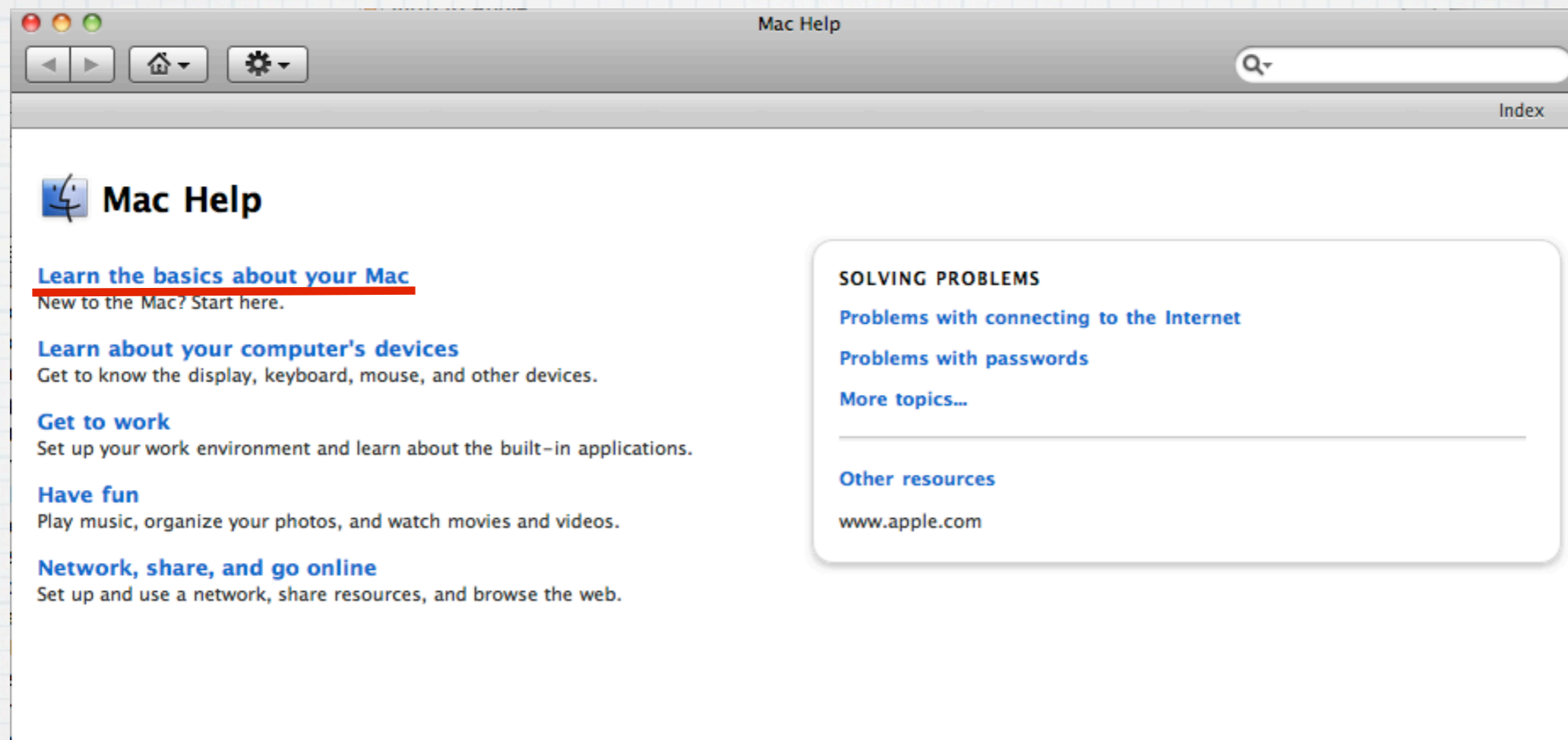
1. Finder Help
2. Apple.com - Mac 101

First up, Finder Help ...

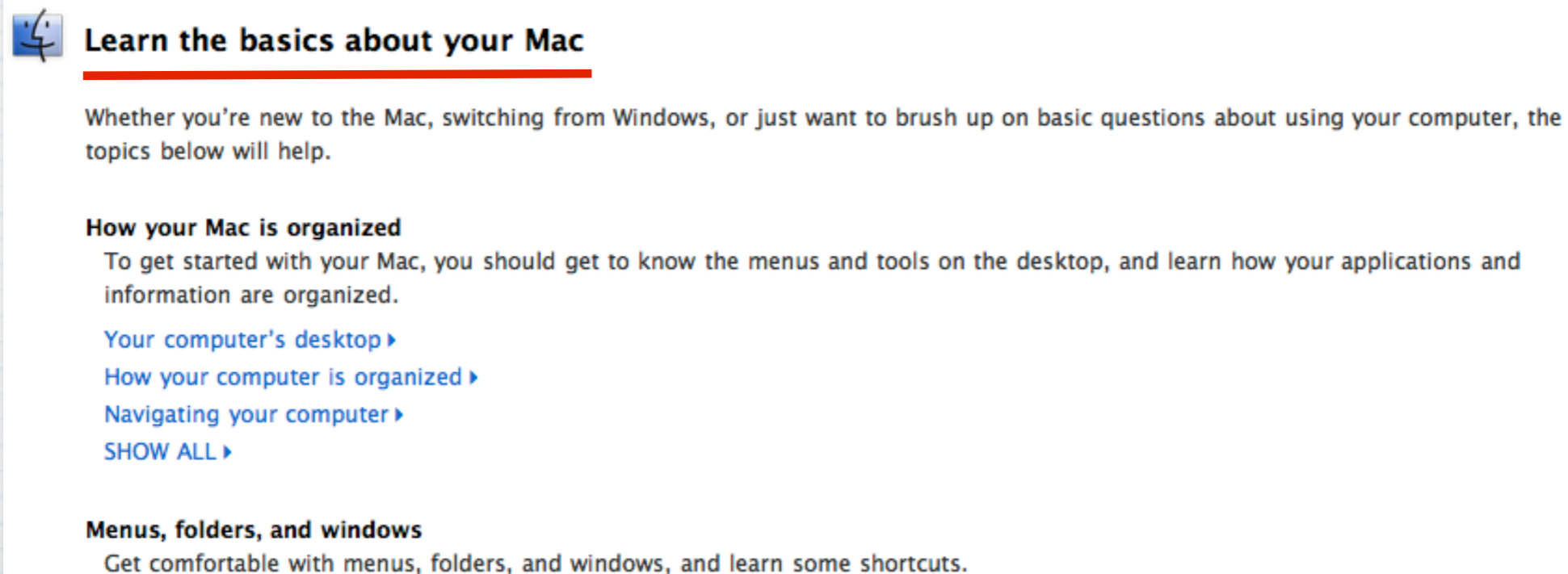


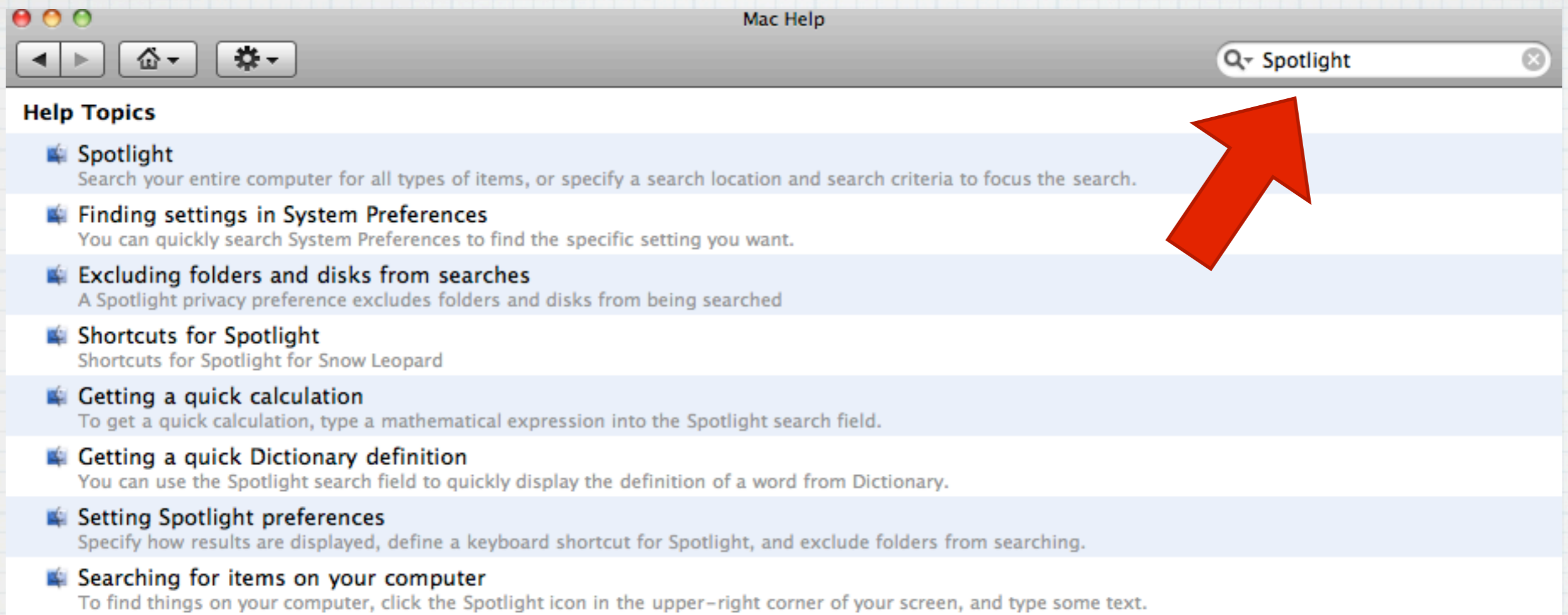


3. Use built-in Help on your Mac
Click on your Finder Icon and then
Help/Mac Help
you don't even have to be on-line

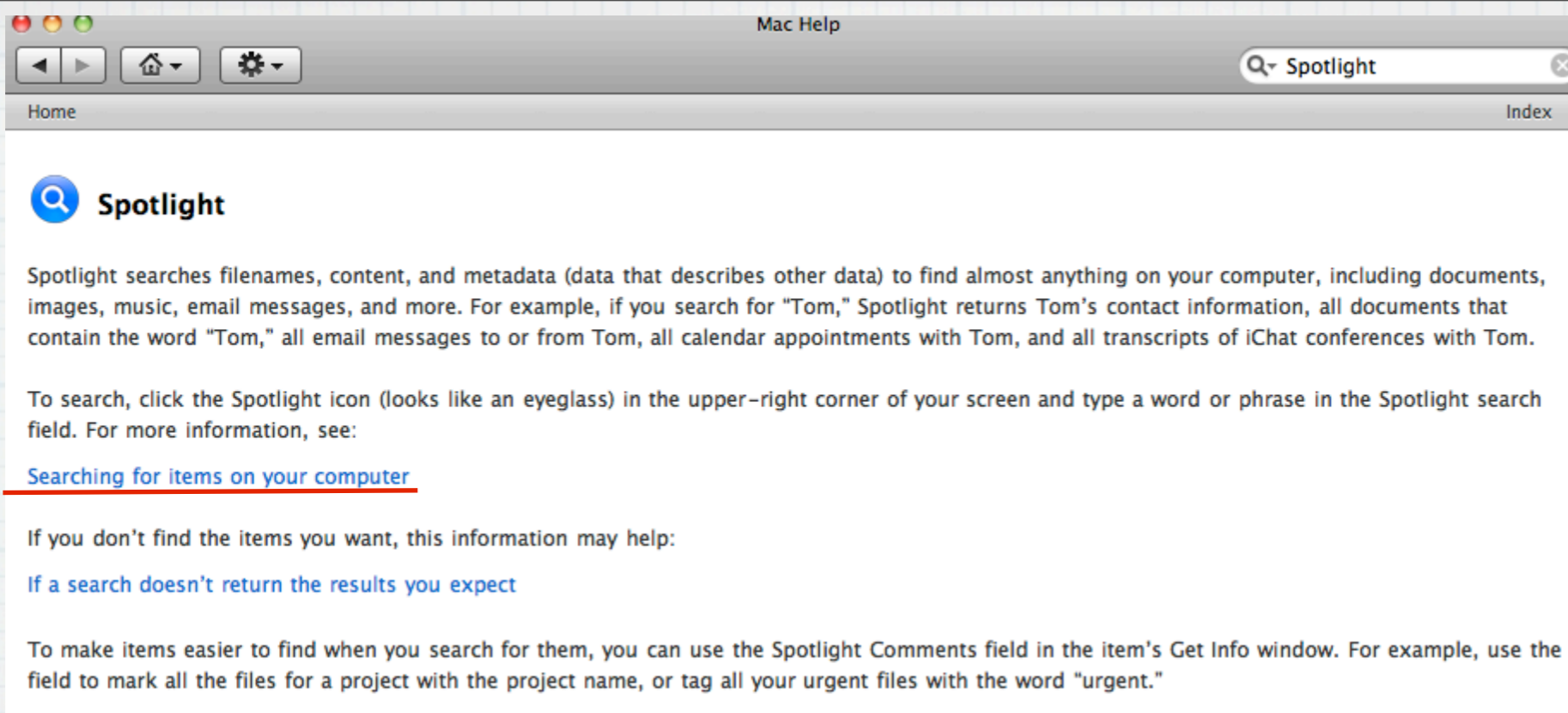


Click on any of the Topics for detailed help,
for example - Learn the Basics

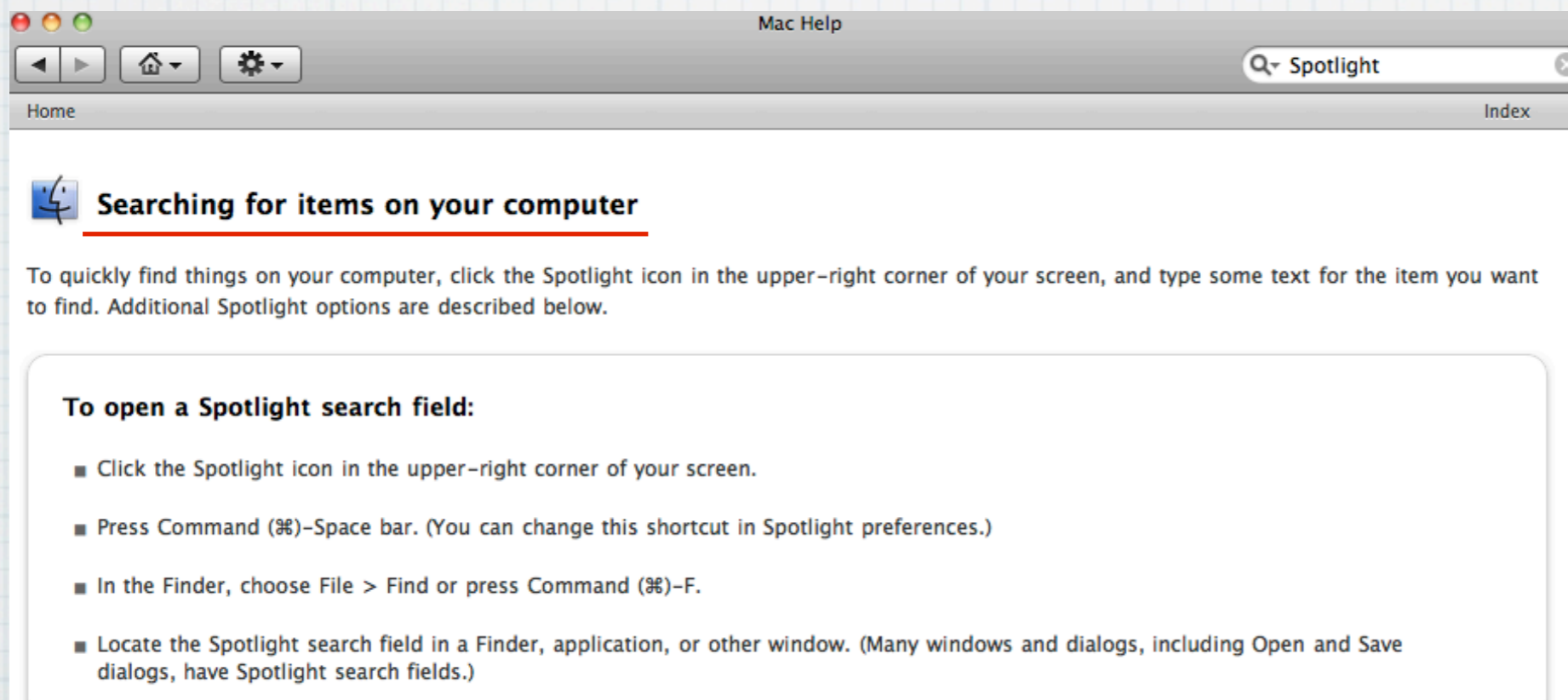




Or Type in the Search Box -
any term, for example **Spotlight** -
to open a Dozen Topics



Keep clicking on the blue 'hypertext' text to see more & more info ...



4. Search on-line help topics: New to Mac?

www.apple.com/support/mac101



Store Mac iPod iPhone iPad iTunes **Support** 🔍



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.

- 1.
- 2.
- 3.
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- 6.

Ready to begin? Just tell us what you want to know:

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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**
Make your Mac work the way you want. This section focuses on the more personal side of your Mac. Learn how to customize your interface's look and feel, set preferences, change sound volume, and more.
- **Connect your peripherals or get on the Internet**
Got a treasure trove of digital devices? Want to print, download photos, or connect to the web? Learn how to connect your printer, modem, scanner, digital camera, DV camera, iPod, external drive, and other devices to your Mac, and find out how to use them with it.
- **My Mac needs help**
For those times when things don't go as planned, this section will help you troubleshoot common issues and show you some maintenance tips to keep your Mac happy.
- **My Mac Cheat Sheet**
Who wants to remember Internet settings, account information, computer specs, and other bits of important data when there's so much to explore on your Mac? With this helpful sheet, you won't need to. Jot down the information once, and you're good to go.

Mac 101 is a Great Six Step Guide on
How to Get Started Using a Mac -
First Up, #1 - The Grand Tour

#1.

The Grand Tour: Introduction

Mac OS X v10.6 "Snow Leopard" is the most technologically advanced operating system Apple has ever released, but don't let that scare you. While there's a lot of powerful stuff going on under the hood, the Mac OS makes it easy for you to work, play, and get entertainment on your Mac.

If you find a big question mark popping up over your head the moment your Mac starts up, this is a good place to start. These interface initiation lessons will introduce you to the different pieces that make up the Mac OS interface, tell you how to get around it, and show you how to use the Finder and Finder windows, the Desktop, the menu bar, the Dock, the Trash, files and folders, and more.



For visual reference, here's a quick guide to the lay of the land—Mac Desktop-wise.

Lesson 1: The Finder—Like rummaging through your drawers and closets, the Finder is the place to, well, find stuff on your Mac. Learn how to do just that using the Finder and Finder windows.

Lesson 2: The Desktop—This is your main work area. Learn more about what it is and how to use it to your organizational whim.

Lesson 3: The Menu Bar—When you want to make your Mac do something, you can order a host of commands right off the menu. Learn about the menu bar and how to command your Mac to do your dirty work.

Lesson 4: The Dock, Dock Exposé, and Stacks—The Dock is your personal launching pad to open applications, documents, servers, websites, and more. It's also the place to talk Trash. We'll show you how to use the Dock and customize it for your daily routine.

Lesson 5: Applications, Files, and Folders—You're going to use these things frequently, so get to know what they are. We'll show you how to open and close applications, files, and folders; get more information about these items; and do various other tasks that involve them.

[← Take me back to the Mac 101 index](#)

[Take me to Lesson 1: The Finder →](#)

The Grand Tour - Five Basic Tutorials

www.apple.com/support/mac101

Lesson 1: The Finder



Mac OS X v10.6: Mac 101 – Finder and the desktop



Summary

The Finder lets you organize, view, and access practically everything on your Mac, including applications, files, folders, discs, SD memory cards, and shared drives on your network. The desktop is the space where you see file, folder, and volume icons.

Lesson 1 The Finder

This is a sample of what a Finder window looks like (in Cover Flow view mode):



1. Apple Menu
2. Menu Bar
3. Close, Minimize, Zoom
4. Finder View Options
5. Quick Look
6. Action Menu
7. Search Field
8. Hide/Show
9. Spotlight Icon
10. Back/Forward
11. SideBar
12. Cover Flow Content
13. Finder Icon
14. Apple Dock
15. Trash



Mac 101: Spotlight

Last Modified: December 18, 2009

Old Article: 304778

Article: HT2531

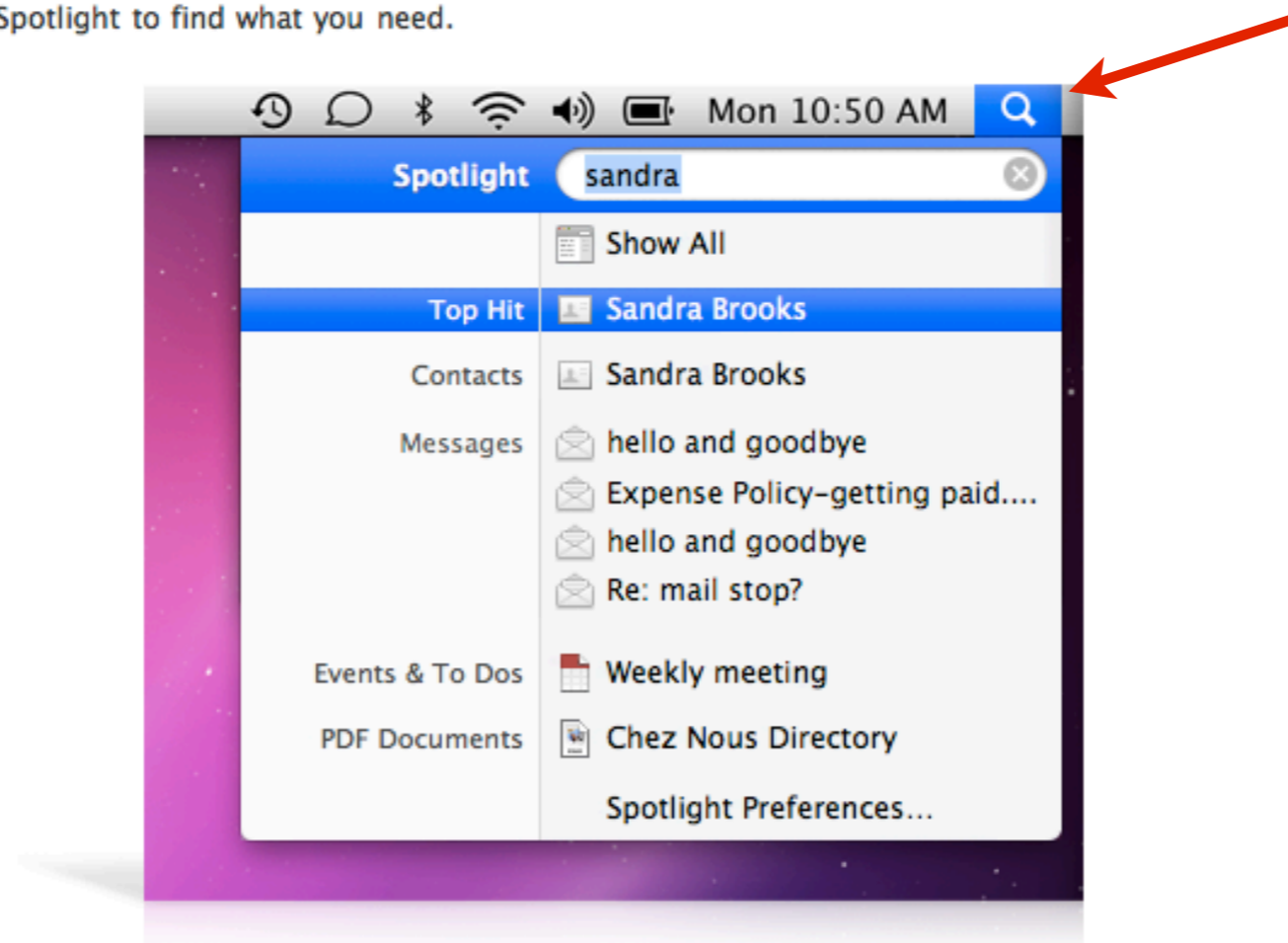


Summary

Your Mac may be the center of your world, holding vast amounts of applications, and files ranging from the last family get-together, to school homework, to important work presentations. Use Spotlight when you need to find something fast and easy.

Not only will Spotlight start finding files the moment you start typing in the Spotlight search field, it'll display files, folders, and applications whose names match your search criteria, as well as files that contain your criteria within them, such as in text documents, applications, emails, calendars, and more. For example, if you type "sandra", Spotlight will locate emails that have this name, as well as documents that contain the text "sandra" in them.

Here's how to use Spotlight to find what you need.



You can access Spotlight from its menu bar icon or in any Finder window



Mac OS X v10.6: Mac 101 – The Dock, Dock Exposé, and Stacks

Last Modified: December 23, 2010

Article: HT3739



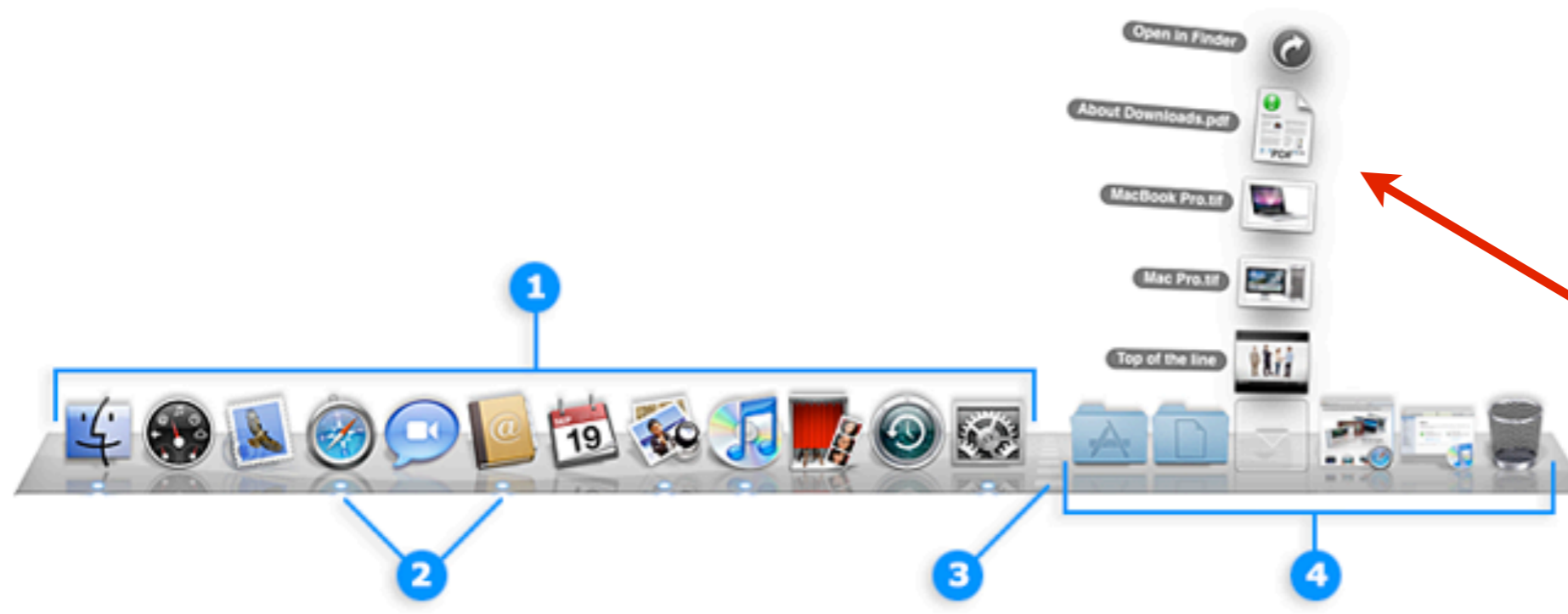
Summary

Learn about The Dock, Dock Exposé, Dock menus, and Stacks in Mac OS X v10.6 and later.

The Dock

The Dock is at the bottom of the screen (by default) and gives you quick access to your applications and files. When you click an icon on the Dock, the associated application, file, or folder opens. Open (running) applications are indicated with a bright dot that appears below the icon. To use an item in the Dock, just click its icon. For example, if you want to listen to some music, click the iTunes icon (the disc icon with musical notes) to open iTunes.

Dock elements



Lesson 4 in the Grand Tour: The Dock

The Dock Elements:

1. Application Icons
2. Bright Dot (Open apps)
3. Dock Size Adjuster
4. Folders & Trash

Clicking a Folder will open the contents in a stack to show all the files

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

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- **Show me how to set up my Mac for me**
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- **Connect your peripherals or get on the Internet**
Got a treasure trove of digital devices? Want to print, download photos, or connect to the web? Learn how to connect your printer, modem, scanner, digital camera, DV camera, iPod, external drive, and other devices to your Mac, and find out how to use them with it.
- **My Mac needs help**
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www.apple.com/support/mac101

The Second Step -
Mac Essentials, Get us Working & Playing



#2.

All Work and Play: Introduction

Once you've become familiar with the interface, you're ready to start using your Mac. But before you get started on the software, you need to master the basics of using your Mac. We're talking about creating user accounts, installing and upgrading software, ejecting media, saving files... the little things we call Mac essentials.

Then it's on to some of the great goodies that came with your computer. Each lesson introduces you to a different application or Mac OS feature, and gives you a quick run-through on how to use it effectively. Feel free to pick and choose the lessons you want to learn in this section. The only "required" reading is [Lesson 1: Mac Essentials](#) if you're not yet up to speed on how to use a Mac.



Ready to really use your Mac? This section will show you the basics of using your Mac, and then get you started on the applications and features you'll find on your computer.

#2. Mac Essentials -

Introduction to all the Mac Programs included with your Apple Computer

Lesson 1: Mac Essentials—Did you know that your Mac is smart enough to update its own software? Or that dragging a CD or DVD to the Trash is an absolute necessity? Or that your Mac can store all your passwords on a Keychain? Or that everyone who shares your Mac can have his or her own user account? No? Then start here.

Lesson 2: Address Book—Keep your friends, family, and foes close by preserving and managing their contact details in Address Book.

Lesson 3: Automator—Wouldn't it be nice to have your own personal robot that could take care of all the nitty-gritty, repetitive tasks you do each day? Meet Automator.

Lesson 4: Boot Camp—Run Windows XP and Vista at native speed on your Mac! Boot Camp Assistant automatically sets up your hard drive, leaving all your Mac data in place, while creating a separate partition for Windows. Boot Camp even burns a disc of all the drivers you'll need and automatically installs them as part of the Windows installation.

Lesson 5: Dashboard—Like desktop toys and tools? Dashboard is a cool feature of Mac OS X 10.4 or later that lets you get quick access to a world of widgets at the press of a key.

Lesson 6: Dictionary—Need to find the meaning of life? Look it up in Dictionary! Whether you seek word spellings, meanings, or synonyms, knowledge is right at your fingertips.

Lesson 7: DVD Player—You know what they say about all work and no play. For those times when you feel like being a couch (or office chair) potato, DVD Player gives you a front row seat to the movies.

Lesson 8: Exposé—If you find yourself buried in windows and application interfaces, Exposé is a nifty tool that can help you access windows instantly and effortlessly.

Lesson 26: Time Machine—Lost a file, or saved over that really important presentation? Wish you could go back in time to retrieve it? Use Time Machine to restore files from automatic backups.

Lesson 27: VoiceOver—For those with visual or learning disabilities, VoiceOver provides a spoken English interface that makes it easier to get around the Mac.

[← Take me back to the Mac 101 index](#)

[Take me to Lesson 1: Mac Essentials →](#)

There are 27 Lessons in Mac Essentials that cover everything from AddressBook to iPhotos to Time Machine!



Mac 101: Address Book

Last Modified: December 01, 2009
Article: HT2486

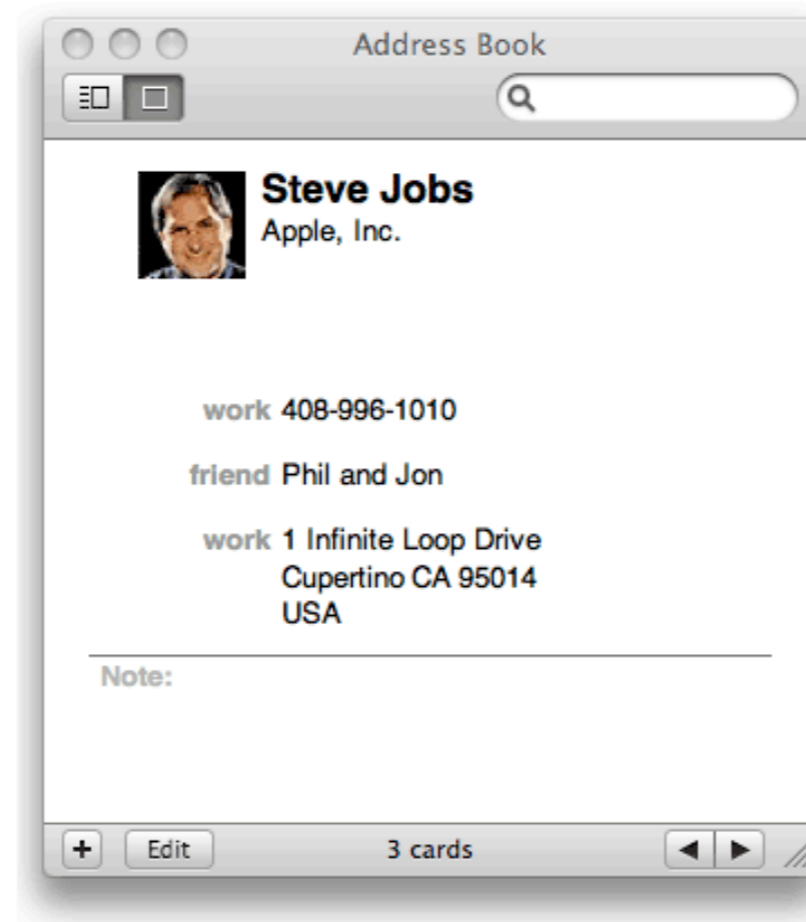
Old Article: 304758



Summary



Whether you've got all your contacts stored neatly in an electronic device or are still hanging on to your tattered address book, personal organizer, or business card collection, Address Book makes it simple to manage your contacts.



Address Book keeps all your VIPs right at your fingertips.

27 Lessons on AddressBook, iPhoto, iCal, iTunes, etc.

- 1.
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www.apple.com/support/mac101

The Third Step - Setting Up your Mac



Customize Your Mac: Introduction

Macs can have just about as much personality as the people who use them; all you need to do is customize your computer for the way you work and think. In this section, we'll show you the many different ways you can change the way your computer's interface looks, as well as how it operates. We'll also show you how to change settings for your work and play preferences.

Lesson 1: Change Your Desktop—Nothing wrong with keeping that same Mac OS default image as your Desktop picture, but if you care to change it, we'll show you how to swap it for another of ours or one of your own.

Lesson 2: Change Your Screen Saver—Your Mac comes with a few screen savers. We'll show you how to change the default one, create your own from your photo collection, and add third-party savers.

Lesson 3: Modify Your Windows—Want to add your own stuff to the sidebar or more commands to the toolbar? Do you hate boring white windows? Wish you could add some color to your files? Find out how to do these things and more.

Lesson 4: Set Your Preferences—From sound effects to hot keys to sleepy time, we'll show you how to set your Mac preferences for your tastes and needs.

Lesson 5: Change Your Icons—If you want certain files and folders to stand out from others, give them a custom stamp of approval. You can change your user account image icon too.

[← Take me back to the Mac 101 index](#)

[Take me to Lesson 1: Change Your Desktop →](#)

#3. Customize Your Mac



Move the Dock to the side of your screen

Change the color of your text and backdrops

Gigantic icons, picture windows, custom desktops, relocated Dock, colorful labels, modified sidebars and toolbars... You can make your interface as clean or as kooky as you like.

Lesson 1: Change Your Desktop—Nothing wrong with keeping that same Mac OS default image as your Desktop picture, but if you care to change it, we'll show you how to swap it for another of ours or one of your own.

Customize - Turn your Grandchild's Art into your Desktop or Screensaver!

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www.apple.com/support/mac101

The Fourth Step -
Connecting Printers, iPods, etc.



#4.

Connect and Use Your Devices: Introduction

There are plenty of things you can do on your Mac, but now it's time to start thinking outside the box. We're talking peripherals—all those glorious gadgets and digital devices that you can hook up to your Mac for even more fun. If you've got 'em, we'll show you how to connect them to—and use them with—your Mac.

Whether you want to print out photos or your resume, connect your DSL or cable modem to go surf Safari, import pictures or video footage from your digital camera, or fill up your iPod with tunes, we've got the methods for your madresses.



Got or want digital toys? Follow these lessons to find out how to incorporate them into your Mac environment.

#4. Connect Your Devices

Lesson 1: Ports and Connectors—Before you start connecting stuff to your Mac, you need to get to know your computer's various ports. If you're unfamiliar with what those funny shaped holes are, this lesson introduces you to the ports on your Mac, and provides general information about what you'll need to connect peripherals.

Lesson 2: Connect Your Printer—Someday your prints will come. If you've got a printer and complete this lesson, that day can be today. We'll show you how to hook up a printer, connect to a networked printer, and print your files. Plus, get tips on getting perfect prints.

Lesson 3: Connect to the Internet—Whether you're using a DSL or cable modem, or want to connect without wires, we'll show you how to hook things up, configure your Internet settings, and get you connected to the worldwide web and email.

Lesson 4: Connect Your Camera—Digital still and DV cameras do all the work when it comes to capturing images, but if you want to view, edit, and share what you've caught, you'll need to download the pictures or video to your Mac. This lesson explains how to do just that.

Lesson 5: Connect Your Scanner—If you've got a scanner, follow this lesson to find out how to connect it to your Mac, and get tips that'll help you get the best scan for your job at hand.

Lesson 6: Audio Attachments—The Mac has long been the tool of choice for both recording engineers and musicians. This lesson will show you how to connect instruments (guitar, bass, and microphone), digital music players, and other musical gear to your Mac.

Lesson 7: Set Up Storage Devices—If you want to keep files separate from your computer's internal hard drive, you can connect an external FireWire or USB drive, DVD-RW or CD-RW drive, or other removable storage device. We'll tell you what you need to know to connect these types of devices.

[← Take me back to the Mac 101 index](#)

[Take me to Lesson 1: Ports and Connectors →](#)

Segments covering Printers, Cameras, iPods & USB Drives



Mac 101: Ports and Connectors

Last Modified: October 04, 2010

Old Article: 304736

Article: HT2494



Summary

On the sides of your Mac are a few small, geometric-shaped holes on your computer that may differ from one another. These are your computer's ports, which are used to connect other devices (aka peripherals) to your Mac. You've probably heard the words "FireWire" and "USB" tossed around at work or your local computer or electronics superstore, but what exactly do these terms mean? This lesson will tell you.



This Apple MacBook has most of its ports located on its side—your port locations may vary.

Your keyboard and mouse are connected to your computer's USB ports. If you're connected to the Internet, you probably have a modem connected to your computer's Ethernet or modem port, unless you're connected wirelessly. As you progress through your Mac life, you'll probably get the burning desire to buy a peripheral or two—or 10. To help make your connection choices a little easier, let's take a look at the different ports your Mac may have.

[iMac \(Mid 2007\)](#)

[MacBook](#)

[MacBook Air](#)

[MacBook Pro \(15-inch, Late 2008\)](#)

[MacBook Pro \(17-inch\) and MacBook Pro \(17-inch Core 2 Duo\)](#)

**Chose your Model
to see your Ports**



- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

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**
Make your Mac work the way you want. This section focuses on the more personal side of your Mac. Learn how to customize your interface's look and feel, set preferences, change sound volume, and more.
- **Connect your peripherals or get on the Internet**
Got a treasure trove of digital devices? Want to print, download photos, or connect to the web? Learn how to connect your printer, modem, scanner, digital camera, DV camera, iPod, external drive, and other devices to your Mac, and find out how to use them with it.
- **My Mac needs help**
For those times when things don't go as planned, this section will help you troubleshoot common issues and show you some maintenance tips to keep your Mac happy.
- **My Mac Cheat Sheet**
Who wants to remember Internet settings, account information, computer specs, and other bits of important data when there's so much to explore on your Mac? With this helpful sheet, you won't need to. Jot down the information once, and you're good to go.

www.apple.com/support/mac101

The Fifth Step -
Help!!



#5.

Troubleshooting 101: Introduction

This section covers some of the issues that can occur with your Mac, and provides all the troubleshooting steps you need to resolve an issue yourself. We also provide a lesson that tells you what you can do if your troubleshooting techniques aren't working.



When your Mac isn't behaving in its usual, perky manner, it's time to give it a little TLC.

Lesson 1: Quick Assist—Need help with a certain activity or have issues that need fixing fast? Check out these Quick Assist topics and triumph over your troubles.

Lesson 2: Contact Apple Service and Support—When troubleshooting doesn't resolve your issue, it's time to shout for help. If you need help with your Mac, find all your support options here.

#5. Troubleshoot your problem



Quick Assist

Get help with a Mac activity

Need help with a certain activity or have issues that need fixing fast? Check out these Quick Assist topics.

Select a Topic

- **Internet**

If you need instruction or can't connect to the Internet or a server, try these tips to get connected.

- **AirPort + Time Capsule**

See AirPort troubleshooting tips, including how to connect your Mac to a wireless network.

- **Email**

Get an overview of sending and receiving email, including troubleshooting tips for when you can't send email, receive email, or both.

- **Mac Maintenance**

To keep your Mac running in top form, follow these steps to perform regular maintenance, including updating and backing up your system.

- **Software Installation**

See how to install new software, update existing applications, and troubleshoot software installation.

- **Power or Start Up**

If you can't turn on your Apple computer, iPod, or other Apple device, try these tips to regain power.

- **Printing**

Learn how to set up your printer, print documents, and troubleshoot printing issues.

- **USB & FireWire**

Get help connecting devices to your Mac or troubleshooting device issues.

- **Disc Burning**

See instructions for burning CDs or DVDs and tips for what to do if you're having trouble.

- **Bluetooth**

For help setting up a Bluetooth device such as an Apple Wireless Keyboard and Mouse, try these quick tips.

Quick Assist-

Ten Topics
for Free
On-line Help ...

Internet,
Email,
Printing, etc.



Internet Quick Assist

Last Modified: November 04, 2010

Old Article: 303546

Article: HT1144



Summary



If you're not already connected to the Internet, learn how to get your Mac connected. If your Mac has made the connection before but is having issues now, read some tips that will help you get back on the Internet.

What do you need help with?

- [Tell me how to connect to the Internet](#)
- [I can't connect to the Internet, or a webpage or link doesn't open](#)

Connecting to the Internet with your Mac

1. Make sure that you have Internet access

If you don't already have access to the Internet and aren't connecting to a LAN or wireless base station that offers Internet access, you'll need to establish service with an Internet Service Provider (ISP) before you can get connected. Some popular ISPs include Time Warner, EarthLink, and Comcast--afterwards, come back here for connection instructions. If you have access to a home network or local area network (LAN) that has

Top troubleshooting tips

1. Check your modem

Make sure that your modem is powered on and that its indicator lights (if any) display normally. If your modem has a "standby" light or button, make sure that your modem isn't in standby mode. If certain lights on your modem are off when they should be on, or they blink in a pattern, your ISP's network may be temporarily unavailable, there may be an issue with your computer connection, or you may simply need to restart your modem (see the next tip). Consult your modem's product manual for specifics about its status lights or call your ISP for more information. For additional information, see [Troubleshooting a cable modem, DSL, or LAN Internet connection](#).

'How To' and TroubleShooting Topics

Contact Apple Support

Online

Try our online resources for Apple product solutions, tutorials, and more.

[Use Express Lane to connect with an expert in Apple Support](#)

[Browse our support pages](#)

[Use the Online Service Assistant to request a repair or replacement part](#)

[Check repair status](#)

[Learn from fellow Apple customers at Apple Discussions](#)

[View current promotions, submit a rebate request, or check the status of your rebate](#)

Phone

Mac, iPhone, iPod and iPad customers within 90 days of ownership are eligible for [complimentary phone support](#) — one support incident per iPod and unlimited incidents per Mac, iPhone and iPad.

U.S. iPod, Mac and iPad technical support: **1-800-APL-CARE (1-800-275-2273)**

U.S. iPhone technical support: **1-800-MY-IPHONE (1-800-694-7466)**

Canada technical support: **1-800-263-3394**

Apple Rebates: **1-877-4-APL-PROMO (1-877-427-5776)**

Express Lane



Use Express Lane to connect with an expert in Apple Support.

[Get started](#)

Online Support Feedback

Do you have suggestions on how we can improve our resources and tools here on Apple's Support site? [Let us know.](#)

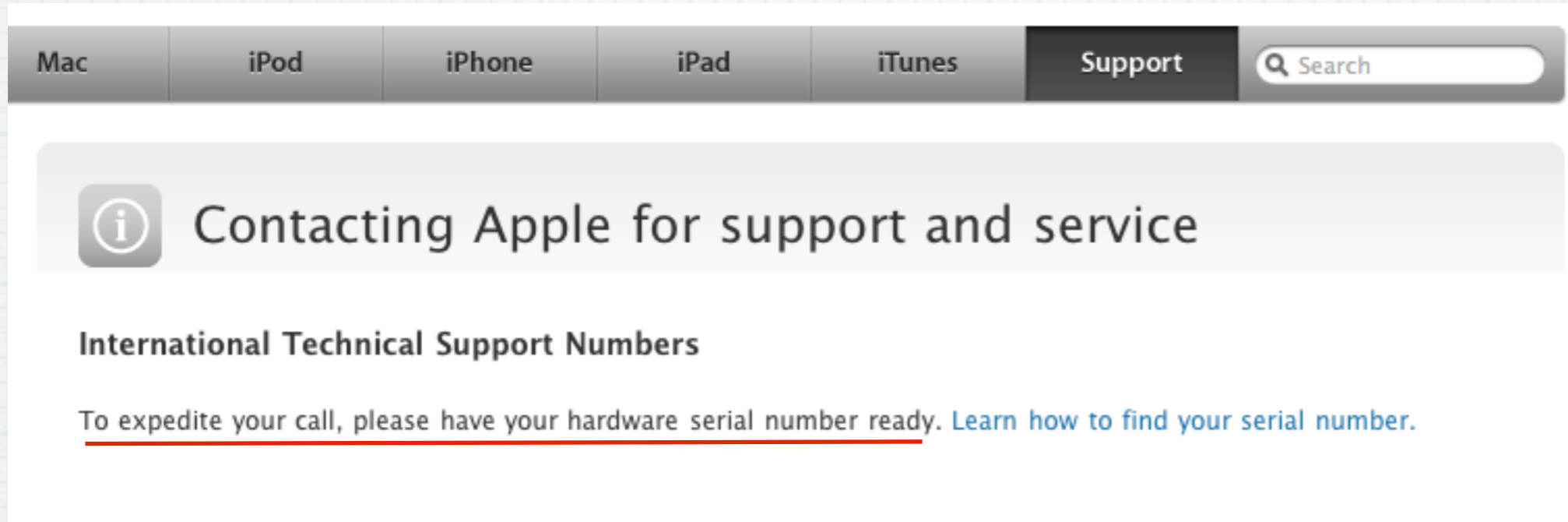
AppleCare



Extend support coverage for your Apple products.

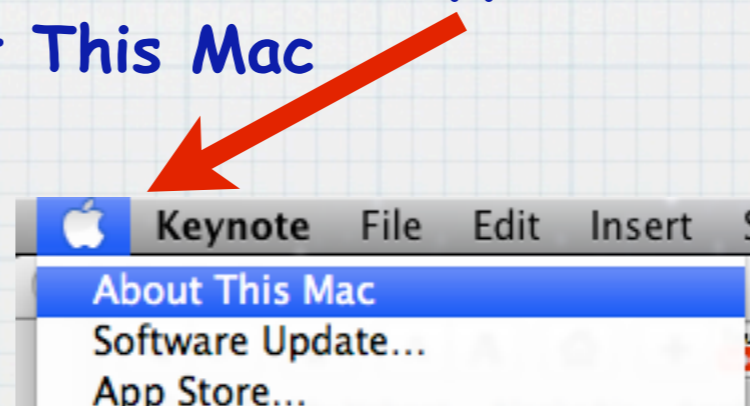
[Learn more](#)

Need more help?
A Directory of all Apple Support
Phone and Internet Resources



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

To find your serial number, just click on the Apple in the upper left corner of your screen and choose About This Mac



- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Ready to begin? Just tell us what you want to know:

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Got a treasure trove of digital devices? Want to print, download photos, or connect to the web? Learn how to connect your printer, modem, scanner, digital camera, DV camera, iPod, external drive, and other devices to your Mac, and find out how to use them with it.
- **My Mac needs help**
For those times when things don't go as planned, this section will help you troubleshoot common issues and show you some maintenance tips to keep your Mac happy.
- **My Mac Cheat Sheet**
Who wants to remember Internet settings, account information, computer specs, and other bits of important data when there's so much to explore on your Mac? With this helpful sheet, you won't need to. Jot down the information once, and you're good to go.

www.apple.com/support/mac101

The Final Step in Mac 101 - A Reference Sheet



Information about my Mac

#6.

Last Modified: December 14, 2010

Old Article: 304752

Article: HT2471



Summary

This article helps you keep serial numbers, configuration information, passwords and other information about your Mac organized and accessible.

Products Affected

Mac OS, Portable Computers, Desktop Computers

Whether your Mac asks you for certain information or you're seeking help from an Apple Advisor, Genius, or an Apple Authorized Service Provider (AASP), there may come a time when you need to have easy access to your serial number, hardware configuration, passwords, and so forth. Print (or copy/paste) and fill out the "cheat sheet" in this article and store it in a safe and secure place to avoid others from finding out your important passwords. Remember to update it should you ever change a password.

The answers to some of these questions can be found in [System Profiler](#). To quickly access it, choose **About This Mac** from the **Apple** () menu, then click "More Info...".

#6. A Handy "Cheat Sheet" for your
Mac Info - Serial & Model #s,
Passwords, Internet Provider, etc.

My Mac hardware		
Questions	Answers	Notes
What kind of Mac do I have?	_____	For example, a Mac Pro, a MacBook Pro, and so forth
How much memory is installed in my Mac?	_____ GB of RAM	For example, 4 GB of RAM
What kind of processor(s) does my Mac have?	_____	Find this in the About This Mac window or System Profiler
How large is my Mac's hard drive?	_____ GB	For example, 500 GB large
My Mac's serial number is:	_____	Find it on your Mac, in System Profiler, in the About this Mac window, on your Mac's shipping box, or on your sales receipt
When was my Mac purchased?	_____	
What is my AppleCare Protection Plan information?	Agreement #:	Fill this in if you have extended coverage with an AppleCare Protection Plan

My Mac OS X software and my Apple ID		
Questions	Answers	Notes
What version of Mac OS X do I have installed currently?	Mac OS X _____	Such as Mac OS X v10.5 Leopard or v10.6 Snow Leopard
What version of Mac OS X came with my computer?	Mac OS X _____	If you're not sure, see this article

The answers to some of these questions can be found in [System Profiler](#). To quickly access it, choose **About This Mac** from the **Apple (🍏)** menu, then click "More Info...".

The Mac Cheat Sheet - I Have a Printed Copy for You Today

Need more on-line help?

Try: www.apple.com/support

The screenshot shows the Apple Support website interface. At the top, there is a navigation bar with links for Store, Mac, iPod, iPhone, iPad, iTunes, and Support, along with a search bar. The main content area is divided into several sections:

- Get Support:** A central section highlighted with a red box, featuring images of Mac, iPod + iTunes, iPhone, and iPad, each with a dropdown arrow.
- Manuals:** A button with a book icon and a right-pointing arrow.
- Tech Specs:** A button with a compass icon and a right-pointing arrow.
- Communities:** A button with a speech bubble icon and a right-pointing arrow.
- Featured in Support:** A section titled "Apple Support Express Lane" with a description and a "Get started" link.
- Solutions:** A section with three columns: "iPhone Troubleshooting" (with icons for mail, connecting to iTunes, and more), "AppleCare Products" (with an AppleCare icon), and "One to One" (with a photo of a customer and a support agent).
- Product Programs:** A section titled "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".
- Other Helpful Resources:** A section with links for "Apple ID Support" and "Support RSS Feeds".

On the right side, there are additional sections:

- Downloads:** A section for "iTunes 10 Mac + PC" with a "Download iTunes" link and a "View all Support Downloads" link.
- Self Service:** A section with a wrench icon and a description: "Use our Online Service Assistant to see all your service options and set up a repair." It includes links for "Check Your Service and Support Coverage", "Check My Repair Status", "Register a new AppleCare Agreement", and "Register an Apple Product".

A red arrow points from the bottom left towards the "Get Support" section.

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

Apple Support Search Results

dashboard

Search

Search Tips ▶

Advanced Search ▶


All Solutions: 1-10 of 150

Restrict by product

Restrict by document type

Archived documents

1 — **Mac 101: Dashboard**
2 — **Mac 101: Dashboard**
3 — <http://support.apple.com/kb/HT2492>

 **Apple Remote Desktop 3.4: Widget disappears from Dashboard**
Apple Remote Desktop 3.4: Widget disappears from **Dashboard**
<http://support.apple.com/kb/TS3639>

1 — **Mac OS X 10.6 Help: Shortcuts for Dashboard**
2 — **Shortcuts for Dashboard**
3 — http://docs.info.apple.com/article.html?path=Mac/10.6/en/cdb_dashkey.html

Product Information

Find Out How - Mac Basics - Create Your Own Dashboard ...

Create Your Own Dashboard Widget. Thanks to Mac OS X Leopard...

Mac OS X - What Is Mac OS X - All Applications and ...

Learn more about every one of the 300+ features in Mac OS X...

Downloads - Dashboard

Your one-stop widget warehouse. You'll find thousands of wi...

Remote Desktop 3 - Automation

With Automator actions and support for AppleScript commands...

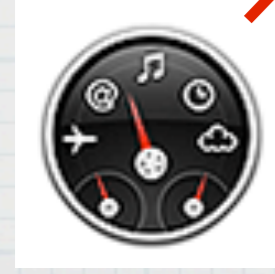
Downloads - Dashboard Widgets - eBay Dashboard Widget

Watch 'My eBay' from your dashboard and track your favorite...

Type 'Dashboard' into the www.Apple.com search window and get dozens of links



Doug's Dashboard -
World Clocks
Calendar
Calculator
Weather
Stocks
Sports Scores
Yellow Pages
Flight Tracker
Web Snips



Open Dashboard by clicking on the Dock Icon or pressing the F4 Key

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



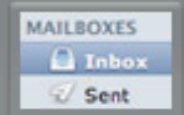
iChat Basics

3:35



Mail Basics

3:04



Tired of reading, want to watch videos?

go to: 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,
(and after you watch them, a checkmark is added)**

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>

iPad

- Safari
- Mail
- Photos
- Videos
- YouTube
- iPod
- iTunes
- App Store
- Maps
- AirPlay
- Find My iPad
- iBooks
- Keynote
- Pages
- Numbers



There are even videos for the iPad:

www.apple.com/ipad/guided-tours

You Tube

apple help

Search

Search results for **apple help**

About 230,000 results

You Tube

new to mac tutorial

Search

Search results for **new to mac tutorial**

About 46,600 results

You Tube

iworks tutorial

Search

Search results for **iworks tutorial**

About 675 results

Type "Apple help" into YouTube.com
and get 230,000 videos to watch!
or 675 videos on iWorks



My Final Tip for you -

5. Find a "Mac Buddy" here today ...

How many of you are new to Mac?

How many are Mac Users for years?

Team Up!

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 - Mar 2, Apr. 13

Mimi van der Voort desertrat98@dc.rr.com

Downloads...our media presentations in PDF format

Apple Help PDF.pdf

iWeb

Doug's presentation

Linda's presentation

**Remember to Visit
our new RMUG website for PDFs
of all of our presentations**

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

Mac OS X Lion

The power of Mac OS X. The magic of iPad.

We took our best thinking from Mac OS X and brought it to the iPhone. Then we took our best thinking from the iPhone and brought it to iPad. And now we're bringing it all back to the Mac with our eighth major release of the world's most advanced operating system. Mac OS X Lion arrives in summer 2011. Here's a sneak peek at just a few of its features.



Sneak Preview Time!

The next Mac Operating System?

OS X Lion, due out this summer

Launchpad. A home for your apps.

The Launchpad gives you instant access to your apps — iPad style. Just click the Launchpad icon in your Dock. Your open windows fade away, replaced by an elegant, full-screen display of all the apps on your Mac. It takes just a swipe to see multiple pages of apps, and you can arrange apps any way you like by dragging an app icon to a new location or by grouping apps in folders. Downloaded an app from the App Store? Your new app automatically appears on the Launchpad, ready to blast off.



Mac OS X Lion - LaunchPad

Full-screen apps. A better way to enjoy the apps you love.

On iPad, every app is displayed full screen, with no distractions, and there's one easy way to get back to all your other apps. Mac OS X Lion does the same for your desktop. You can bring an app to full screen with one click, switch to another full-screen app with a swipe of the trackpad, and swipe back to the desktop to access your multi-window apps. And systemwide support for full-screen apps makes them bigger and more immersive. So you can concentrate on every detail of your work, or play on a grander scale than ever before.



Mac OS X Lion - Full-Screen Apps

Mission Control. Mac command central.

Mission Control is a powerful and handy new feature that provides you with a comprehensive view of what's running on your Mac. It gives you a bird's-eye view of everything — including Exposé, Spaces, Dashboard, and full-screen apps— all in one place. With a simple swipe gesture, your desktop zooms out to Mission Control. There you can see your open windows grouped by app, thumbnails of your full-screen apps, Dashboard, and even other Spaces, arranged in a unified view. And you can get to anything you see on Mission Control with just one click. Making you the master of all you survey.



Mac OS X Lion - Mission Control

The Mac App Store. Now open.

Introducing the best place to discover and buy new apps made just for Mac, right on a Mac. Just like shopping the App Store on iPad, the Mac App Store offers endless possibilities to browse and purchase apps. And it simplifies the way you install apps on the Mac. Just click once, and your new app is downloaded, installed, and ready to go. [Learn more about the Mac App Store](#) ▶

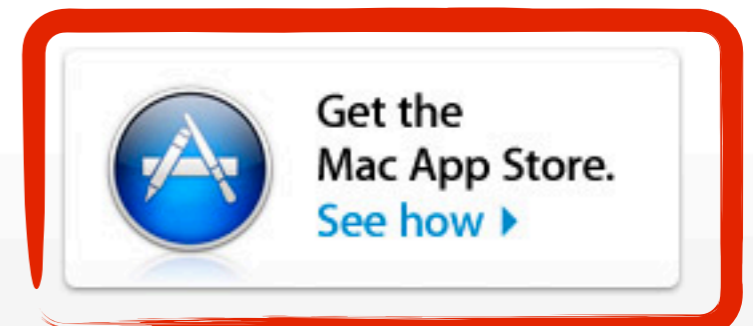


The New Mac App Store - Now Open



The Mac App Store. More than a thousand apps. One simple new way to get them.

With the Mac App Store, getting the apps you want on your Mac has never been easier. No more boxes, no more disks, no more time-consuming installation. Click once to download and install any app on your Mac. The Mac App Store is now available as a software update for any Mac running Mac OS X Snow Leopard.

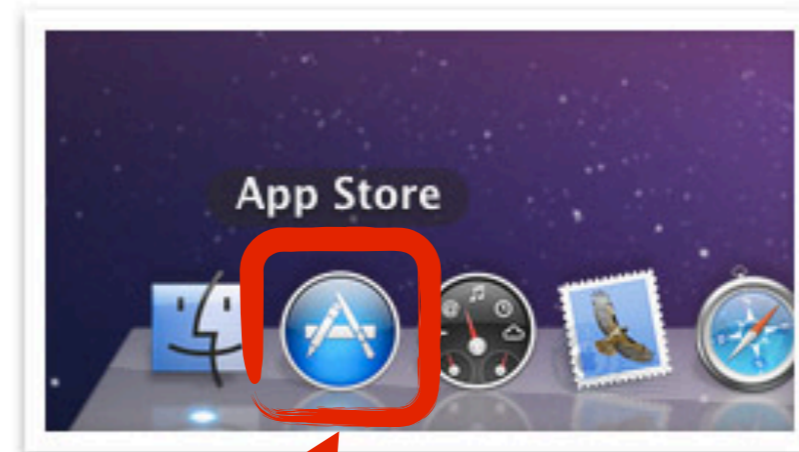
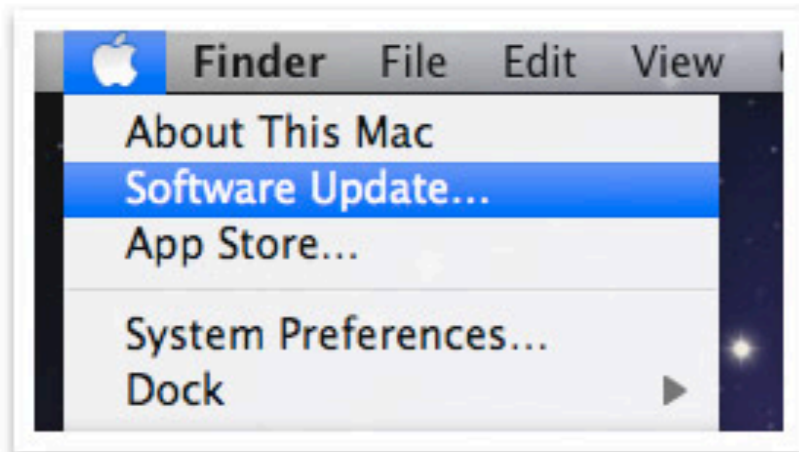


The new Mac App Store - Download at:

www.apple.com/mac/app-store/

How to get the Mac App Store:

The Mac App Store is available as a free software update for Mac computers running Mac OS X v10.6 or later. If you have an earlier version of Mac OS X, you will need to upgrade to [Mac OS X Snow Leopard](#).



1. Update your software.

Click the Apple icon, then choose Software Update. A dialog will appear on your desktop. Click the Install button in the dialog to begin the installation. You will be instructed to restart your Mac to complete the process.

2. Open the Mac App Store from the icon in your Dock.

After you restart your Mac, the Mac App Store icon will appear in your Dock. Simply click the icon to launch the Mac App Store, then enter your Apple ID.

Update your Snow Leopard Operating System to Ver. 10.6.6 and the new App Store Icon will appear on Dock

Featured Top Charts Categories Purchases Updates

Aperture 3

Taking photos. Further.

swackett

Personal Projects

New and Noteworthy See All >

NewsRack News ★★★★★ 49 Ratings \$6.99 BUY	Twitterrific for Twit... Social Networking ★★★★★ 68 Ratings \$9.99 BUY	Vizati Games ★★★★★ 7 Ratings \$1.99 BUY
BusyCal Productivity ★★★★★ 6 Ratings \$49.99 BUY	Artboard Graphics & Design ★★★★★ 9 Ratings \$19.99 BUY	Hallmark Card Studi... Graphics & Design ★★★★★ 6 Ratings \$19.99 BUY
Sushi Boy Games ★★★★★ 12 Ratings \$1.99 BUY	Camtasia Video \$99.99 BUY	Radium Music ★★★★★ 19 Ratings \$9.99 BUY
Cubetastic Games \$1.99 BUY	Love & Death: Bitten Games \$6.99 BUY	Moxier Wallet Productivity ★★★★★ 14 Ratings FREE

GAMES Live Interior 3D BIOSHOCK OMMWRITER

What's Hot See All >

Rome Total War Gol... Games ★★★★★ 47 Ratings \$29.99 BUY	OmniGraffle for Mac Productivity \$99.99 BUY	LEGO Harry Potter ... Games ★★★★★ 16 Ratings \$39.99 BUY
DaisyDisk Utilities	Call of Duty® 4: Mo... Games	Precipice of Darkne... Games

Quick Links

Welcome Douglas
Account
Redeem
Support

All Categories

iLife '11
iWork
Aperture
Personal Projects

Top Paid See All >

1. **iPhoto**
Photography
2. **Angry Birds**
Games
3. **Pages**
Productivity
4. **Sparrow**
Productivity
5. **Space Gremlin**
Utilities
6. **iMovie**
Video
7. **Pinball HD**
Games
8. **Keynote**
Productivity
9. **Learn the Switch to Mac**
Education
10. **Aperture**
Photography



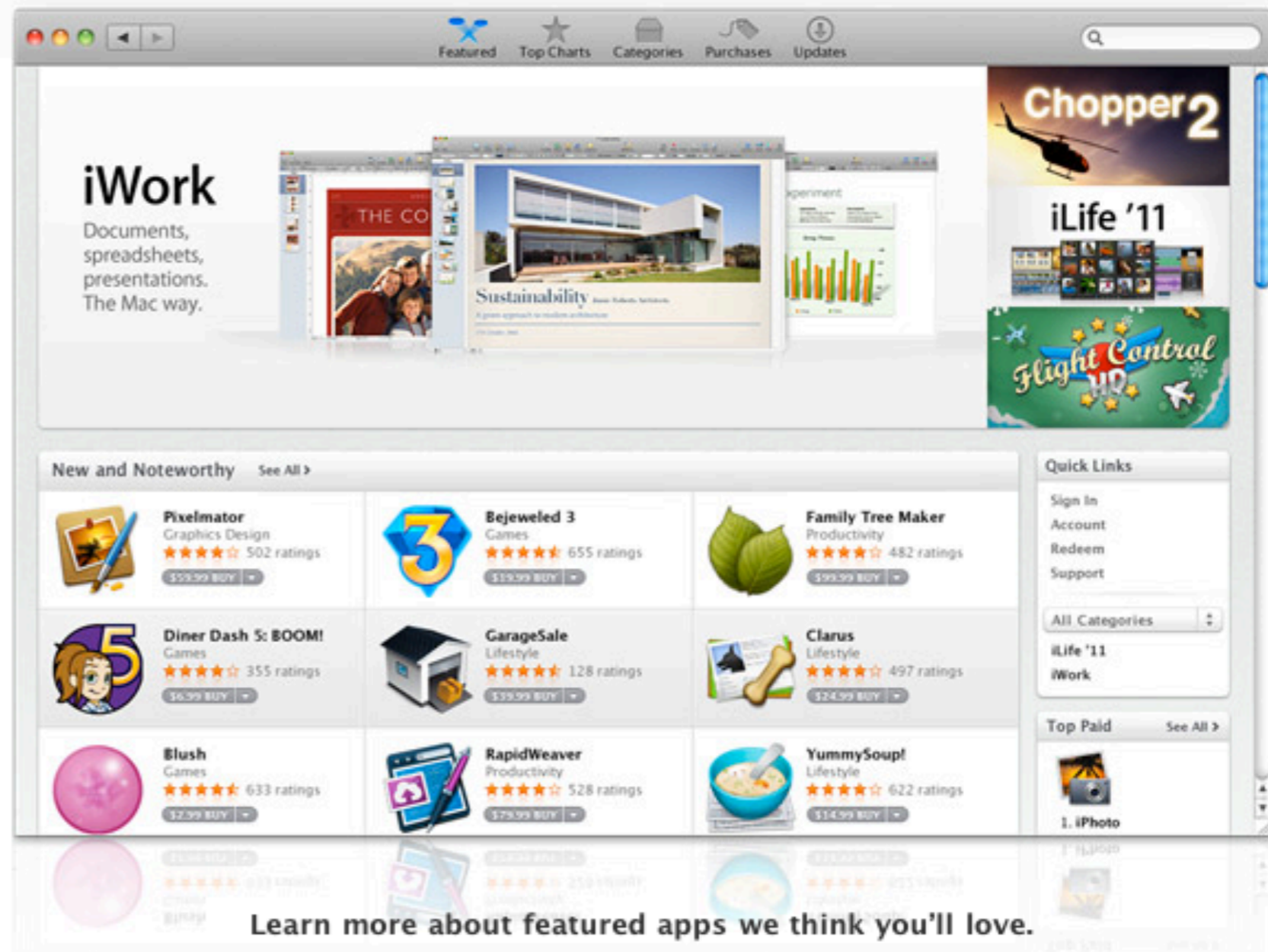
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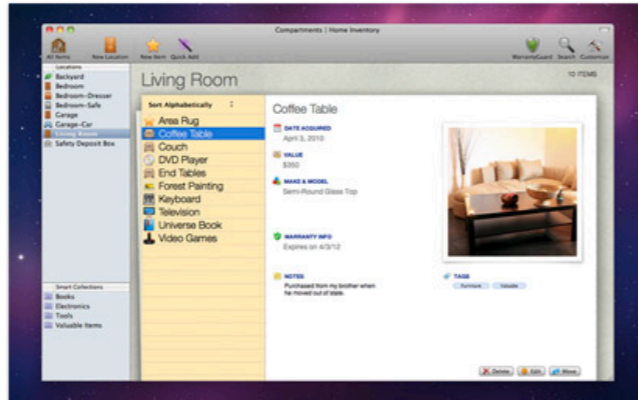
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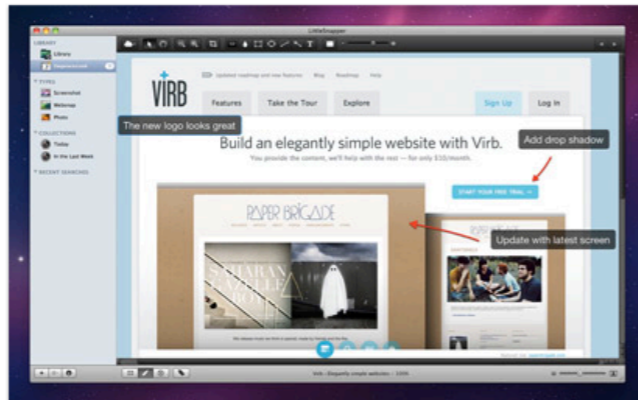


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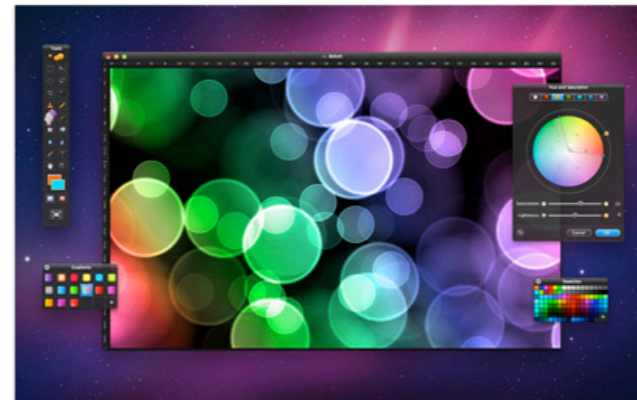
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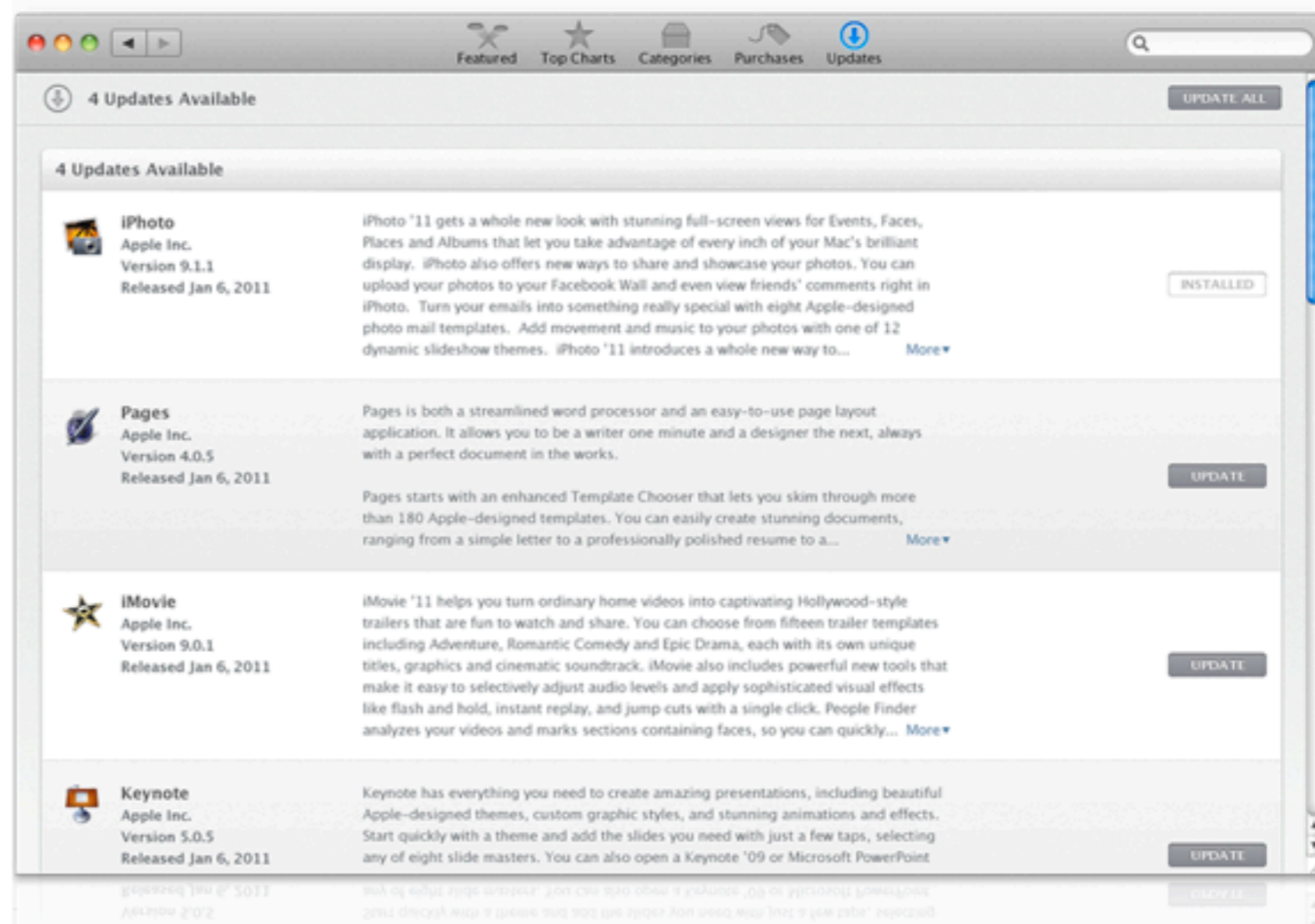
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