

Genius Bar Questions for July 19, 2014

Q. I am looking for some software for photo editing with basic to intermediate capabilities. Can you compare and contrast the following choices (pros and cons) for each?

- a. Pixelmator
- b. Aperture
- c. Lightroom

d. Photoshop Elements

A. In a general meeting like this, there is not enough time to compare even the basic features of even one such application. Aperture is being discontinued by Apple, so that was tossed. Rumors that Lightroom will also be discontinued is false, but Lightroom is not much different from Aperture, but is praised by many photographers as the best app to use for organizing photos. Pixelmator and GIMP were briefly displayed. Elements was given credit for having some of the best single action features. Intensify Pro from MacPhun was given high praise. Pixelmator was given top billing for an inexpensive, full Mac implementation of Photoshop CS.

Q. I use TimeMachine for system backup but I also want to backup my photo library to an external drive like Carbonite. Most other backup services copy files starting from "documents" in Finder but I don't think the photo library is within those folders. Can I relocate the photo library to "documents" or what is your recommendation?

A. Yes. The iPhoto Library can be moved to any location on the computer. After moving the library, you must then double-click on it to tell iPhoto where this new location is for subsequent times that iPhoto is opened.

Q. I frequently want to copy a paragraph or photo from a web site. What is the best app that can accomplish that?

A. The hotkey sequence for copying a selection of the screen to the clipboard is Cmd-Control-Shift-4. When pasting from the clipboard into a Mail message, the image format will be PNG (which is not viewable by most Windows users, so they have to save the attachment in order to view it). For saving a selection of the screen to the hard drive, the hotkey sequence is Cmd-Shift-4. This saves the image in JPG format, which is viewable by any user on any computer. The location of the saved image is either in Pictures or Desktop. The filename begins with the phrase "Screen shot."

Q. Mac mail is Apple's "mailbox aggregator" but are there other aggregators that one of you could recommend other than MacMail if we have 4-5 email accounts that we would like to aggregate to one app?

A. Thunderbird. However, using Mac Mail, you can enable/disable various accounts in Mail Preferences->Accounts. When an account is disabled (the "enable" checkbox is not checked), no message in that account will be viewable. In this way, you can toggle accounts to view only the ones you want to view. It does not matter what the outgoing server is when using multiple e-mail accounts - they can all be the same or different. Or, you can have both Mail and Thunderbird open and switch between apps to access the different accounts. Personally, that's a waste of time and resources.

Q. How to transfer songs from CD to MP3 player via Mac Book Pro. Transferring from CD to iPod is easy via iTunes, but it does not work for me when going to a MP3 player.

A. There are three ways. 1) With iTunes open, select File->Add to library. This opens Finder. Navigate to the CD under Devices in the sidebar. Highlight the items you want to import into iTunes and click "Open." 2) Set iTunes preferences to import the contents of the CD as soon as the CD is "discovered" by the computer. 3) In Finder, select the items in the CD and drag them to the iTunes icon in the Dock.

Q. I have been recently experiencing the SPOD aka Beach Ball appearing often and it is taking a long time for an application to open up, ie, Word or Excel.

A. That is normal for a computer which has very little memory (RAM), is using a slow speed hard drive (5400 rpm; 7200 rpm is better, 10000 rpm is best, a hybrid hard drive is also better), and has a slow processor (<2 GHz). The easiest solution is to add as much memory as the computer will hold. If you're running Mavericks and your computer will only hold 4GB, the best solution is to replace the hard drive (HD) with a solid state drive (SSD). Running on low memory means that the computer is having to swap out contents of RAM to the HD and read in what was previously swapped out just to switch between applications.

Q. I have several email accounts set up which include, IMAP, POP and Microsoft Exchange. Even though I have Check For Messages set up to check every minute I do not receive my messages unless I check manually and force the messages to appear. The only email account that works perfectly is my MAC iCloud account. This problem started after I installed Mavericks.

A. You are at the mercy of mail servers and nothing can be done about this.

Q. Addition to this question, these some emails from a POP account show up on my iPad sometimes hours before appearing on my iMAC.

A. Same as above.

Q. In OS X Mavericks, how does one mute the opening sound (gong!) when starting up a Mac?

A. You don't want to. The gong is an important feature of the operating system. It is necessary to be able to hear the gong when performing a PRAM reset. A PRAM reset is often suggested to perform when something weird is happening to applications. To do a PRAM reset, turn off the computer, hold down the Command, R, Option, and P keys simultaneously when starting up the computer. Leave the keys held down until you hear the second gong, then release the keys. Check the performance of the computer. If it hasn't improved, then use Disk Utilities to perform a Repair Disk Permissions and a Verify Disk. If Verify Disk reports errors, you must then perform a Repair Disk - which can only be done in Recovery Mode.

Q. On an I Pad, how do you find something that you've deleted and send.

A. The question indicates that the user is using Mail. Anything deleted in Mail can be retrieved from the Trash before the Trash is emptied. If the e-mail server, such as Google Mail, has an Archive folder/mailbox, you can retrieve deleted messages within the past 30 days.

Aside from that, the iPad is NOT a computer and does NOT have a Trash folder. Any item deleted is therefore lost forever. However, there is an app for that. It is called iOS Data Recovery (www.iphone-data-recovery.com/recover-files-on-ipad.html) which provides you two ways to restore your deleted files. This is not a free app, but there is a trial version.

Q. How do you trouble shoot time capsule problems? I am continuing to have problems with either my modem or router.

CableOne says it is my router, and Apple says it is the modem. My wi-fi is not dependable (worse than prior problems with being remote from the router). When I disconnect the power cord from the router, connect the capsule's USB cable to the MacBook Pro and the opposite end of the cable is inserted into the modem's port, I can access the internet quickly. My time capsule does not stay on consistently. Do time capsules have a life span??

A. Time Capsule, like any hardware, is often outmoded by new hardware. The latest version of Time Capsule and Airport Express have a greater Wi-Fi range. Using a Wi-Fi range extender can help, but does not mean that it is reliable if the originating Wi-Fi signal is weak to start with. Connecting a computer directly to the modem is always the sure way to get a reliable connection.

Using a pair of power line networking devices, like TP-Link, can provide fairly reliable Internet access over long distances as long as the devices are on the same side of the AC power line. A kit of two identical TP-Link gigabit (500Mbps) devices (TL-PA511) costs \$55.99 on Amazon. One device is connected to the modem or router, and multiple devices can be plugged in anywhere else in the house. All such TP-Link devices are both transmitters and receivers. The Linksys Powerline network devices (\$79.99 for a set) requires one transmitter and multiple receivers. A Linksys receiver can be 1-port or 4-port (for connecting several devices to the receiver). I do not recommend Time Capsule because it is two devices in one: a hard drive and a Wi-Fi router. If one needs to be replaced, it forces you to also replace the

other. Airport Express is just a Wi-Fi router, and it has a USB port for adding an external hard drive or printer. The external hard drive can be used as a Time Machine drive, but even that is not recommended because that drive is not available to the computer if the Airport Express is down for any reason. Such an external drive is best used for additional space that is available to any computer on the same network - much like a LAN server. As such, it has other features and restrictions that make it somewhat difficult to manage.

Q. How often should a "clean up" be done and what is the recommended software or whatever is needed?

A. As often as will give you peace of mind that your computer is clean. It is recommended to clean the computer after uninstalling an application. CleanMyMac has features to remove unnecessary and unused files automatically. It is still necessary to run Disk Utility to perform both Verify Disk Permissions and Verify Disk as often as you run CleanMyMac. CleanMyMac has a feature to purge unnecessary files from iPhoto, which can recover several gigabytes of space in a large iPhoto library.

Q. How do you import photos from your iPhone?

A. iCloud handles this automatically. Any photo taken on an iPhone is automatically sent to iCloud, which is then available in iPhoto on the Mac within seconds. You have to have iCloud activated on both devices to take advantage of this feature.

There was an unplanned demonstration on how to perform a Disk Repair in Recovery Mode when John discovered that his hard drive needed repair while demoing Onyx. This concluded the presentation.