



APRIL 2010

By Linda McNeil

Website URL: www.macbus.org

Connections download: <http://macbus.org/userimages/Connections1.pdf>

Contact info:

Irv Herzog macbus1@verizon.net

Membership info: Group meets Jan-Nov Dues: Single \$25.00 year

Info about group: The group has evolved to bring together members who want to have questions answered. The monthly programs are designed to highlight new products, tips and tricks, and “How-To” presentations, for the most part.

We will have our usual Q&A, so bring your questions and bring a friend or coworker who you think could benefit from our meeting!

Program themes coming up:

Tentative Schedule 2010 to be announced.

Meeting will start promptly at 6:30pm and end at 9:30.

MacBUS (Last Tuesday of Month except December)

MacBUS meets at the University of the Arts, 320 S. Broad St. Philadelphia PA. The meeting room is usually the Hunt Room (turn right when you come in through the front door).

[MAP](#)

For Apple User Group Members

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Apple user group members get 25% off the MSRP \$99.50 (USD) of RouteBuddy for Mac OS X, and 25% off all RouteBuddy Map products which start at MSRP \$5.99 (USD). RouteBuddy Atlas is free from the iTunes Store.

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- * Compatible with 100 file
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- * Apple Fonts and Apple
- * Send To Mail and iPhoto
- * Web images easily
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by Core Image and Open GL
crop, slice, paint, retouch,

tools
powered filters
formats

drag-and-drop support
Color Picker palettes

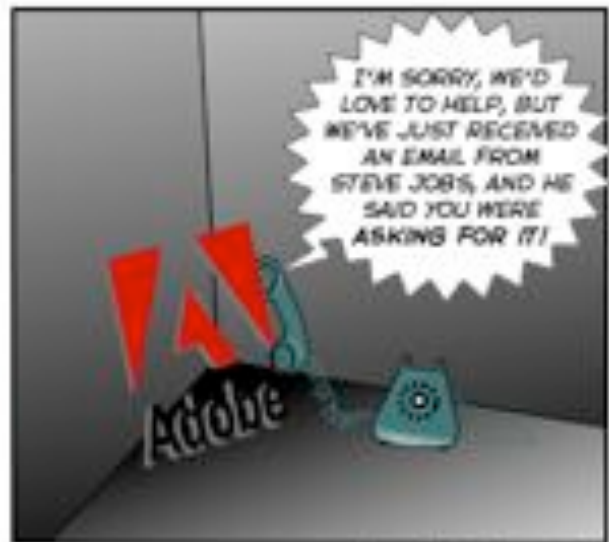
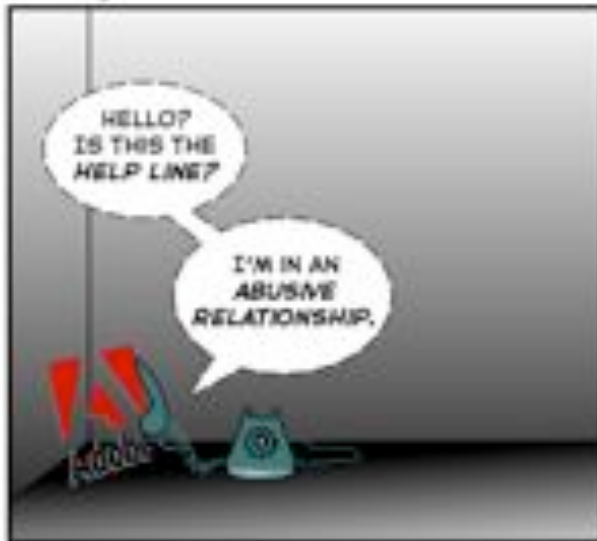
The exclusive Apple user group member pricing for Pixelmator is \$47.20 (USD), which is 20% discounted from the usual SMRP of \$59.00 (USD).

For more information and free demo: www.pixelmator.com

This worldwide offer is valid through May 15, 2010.

The Joy of Tech™

by Nitroza & Snaggy



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Reviews




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22 Useful iPad Tips

by [Jeff Carlson <jeffc@tidbits.com>](mailto:jeffc@tidbits.com)

As many companies have discovered, you can't successfully slap a desktop operating system onto a tablet device. The iPad uses Apple's iPhone OS, which, although based on the guts of Mac OS X, was designed with a touch interface in mind. And when you're designing something from scratch, there are numerous opportunities to enhance the experience.

Now that I have an iPad in my hands, I've discovered some new techniques and hidden shortcuts, and also found myself making heavier use of existing iPhone shortcuts (including a few I didn't realize were there).

Small Swipes for Large Actions -- No doubt the iPad's biggest selling point is its large screen, especially compared to an iPhone or iPod touch. But it can also feel like a liability at times.

In the Home screen or the Photos app, for example, you'll be tempted to swoosh across the entire width of the screen, which is what I've always done on the iPhone. Instead, only a small swipe motion is required. For example, to advance images in the Photos app, position your left thumb at the left edge of the screen (where it likely is if you're holding the iPad with your left hand supporting its weight) and just flick the thumb half an inch right-to-left or left-to-right.

(This tip also applies to the iPhone and iPod touch, but the small size of the screen makes it less useful.)

Add Up to Six Apps to the Dock -- The iPad ships with a basic iPhone layout, which includes four apps on the Dock that appears at the bottom of all Home screens. Take advantage of the extra screen size and add up to two more. Tap and hold an app you want to add until all of the apps begin jiggling. Then drag the app to the Dock. Press the Home button when you're done.



Unfortunately, you can't put more than 20 apps on a screen, but there are 11 screens. This will change with folders in iPhone OS 4.

Jump to the Top -- This behavior was introduced on the iPhone, but you need it more on the iPad's large screen. Tap the status bar at the top of the screen to jump back to the top of the page or window you're viewing.

I wish there were a similar action for jumping to the end of a page (such as when I want to read comments at the end of an article, for example). The closest there is to a workaround is Vais Salikhov's free [End of Page](#) app, which is actually a clever bookmarklet that works in Safari. (He also has a similar [Find in Page](#) app that enables searching inside Web pages.)

Lock That Rotate -- This may not qualify as much of a secret, since Apple promotes the feature, but in my early experience, it's terrifically useful. Flick the switch above the volume controls to lock screen rotation. The iPad is quite sensitive to orientation, and rotates its screen with little provocation. Locking rotation means sticking with the view you're in, even as you shift position, or place the iPad flat on a surface.

switch repurposed for happened to the using it to mute the press and hold the After about two bars of volume jumps to zero. [Sharon Zardetto](#) gets tip.)

Launch Apps -- Again, unique to the iPad, but I iPhone. Once you've apps, it can take a while home screens to find the there's no equivalent to (believe me, I'd buy it in next best thing.



Quick Mute -- With that rotation lock, what iPhone's capability of volume? On the iPad, volume down button. volume, the iPad's (Take Control author credit for pointing out this

Use Spotlight to this is something not never used it on the accumulated a bunch of to flip through several one you want. Although LaunchBar for the iPad a heartbeat), here's the

When you're on a home screen, press the Home button to get to the first screen, then either press the button again or swipe to the right to expose the Spotlight search interface. Tap the Search field and start typing the app name; you'll see that Spotlight also grabs everything similar, including Mail messages, song titles, contacts, and events, as well as the app. Then tap the one you want to launch.

The iPad returns results on this page enormously faster than on an iPhone 3GS or current iPod touch.

Type an Apostrophe from the Basic Keyboard Layout -- The iPad's onscreen keyboard approaches the dimensions of a full-size keyboard (in wide orientation, at least), but accommodations still had to be made to get it to fit. One of the most maddening is the lack of an apostrophe key. I keep hitting the Return key with my right pinkie finger when I mean to type an apostrophe. You need to tap the ".?123" button to reveal the correct key, which itself is in an odd position at the bottom of the layout.

Instead, press and hold the comma key. A pop-up variation appears with an apostrophe, and it even appears highlighted, which means you don't have to move your finger to select it. Simply tap, hold for a moment, then release to create the apostrophe.

Type Curly Quotes -- Similarly, tap and hold the single or double-quote key to get a selection of real quotes (the curly kind) as used in major languages that use the Roman alphabet. This feature is in the iPhone, too, and I'd never discovered it, probably

because I didn't notice typography as much on the small screen. When putting together a Keynote presentation, however, those curly quotes make a big difference. (Straight quotes - disparagingly referred to by typographers as "typewriter quotes" - often indicate the person is a graphics amateur.)

The onscreen keyboard hides all kinds of other goodies, too, which seem more useful in extended typing on the iPad than on the iPhone or iPod touch. For instance, hold down the period key on some keyboards, and a list of domain extensions (like .com and .org) appear.

Access Alternate Characters -- This tip isn't specific to the iPad, but it's worth remembering. Touch and hold a character on the onscreen keyboard to view related characters. For example, holding the E key brings up accented E characters, or holding the \$ key brings up other currency symbols. (Thanks to reader "Arthur" for the reminder.)

Better Word Suggestions -- This one isn't so much a tip as it is an observation. I've noticed that the iPad's word assistance is better than the iPhone's. When I miss the space bar while typing (especially now as I'm just getting accustomed to the onscreen keyboard), the iPad automatically suggests that something like "feellike" should be "feel like".

Practice Good Typing Form -- I never realized that I rest my hands on the keyboard when I type until I started using the onscreen keyboard where every contact on the screen creates an action. Keep those fingers and palms up as you type.

Zoom Way, Way In -- The Zoom accessibility option that's in the iPhone OS is even more helpful on the iPad than on a smaller device because of the additional screen territory. You can turn this on from Settings > Accessibility > Zoom by flipping Zoom to On.

The Zoom screen explains the three options: double tap with three fingers to zoom in; drag with three fingers for panning around the screen; and use three fingers to double tap without releasing, and then drag up or down to zoom in or out.

Use an External Keyboard -- When you want to do some extended typing, pair the iPad with a Bluetooth keyboard or plug it into Apple's iPad Keyboard Dock. In addition to better ergonomics, this setup gives you access to common keyboard commands like Copy (Command-C) and Paste (Command-V), and lets you make selections of text by holding down a Shift key and using the arrows for navigation. You can also delete words with Option-Delete, and entire lines with Command-Delete.

It's also helpful for navigating a document. Press Command-Up arrow to jump to the top of a document (like a Home key), or Command-Down arrow to jump to the end (like an End key). Option-Left arrow and Option-Right arrow move the insertion point by words, as you'd expect.

Manage a Bluetooth Keyboard -- If you've paired a Bluetooth keyboard, be sure to turn it off or disable Bluetooth when you're not using it. If you enter any editable text field that requires text input and the keyboard is within range, the onscreen keyboard won't appear.

You can press the Eject button on the Bluetooth keyboard to toggle the appearance of the onscreen keyboard. But it's easier just to turn off the external keyboard when you're not going to use it for a while, or taking the iPad to another room.

To turn off the Apple Wireless Keyboard, press and hold the power button for a few seconds. The status light will come on; wait until it goes out. Then the keyboard's power is off, and the iPad will resume using its onscreen keyboard.

You can also go to Settings > General > Bluetooth and set the Bluetooth switch to off, which both reduces battery usage and disables any other paired Bluetooth connection.

Master Shifting -- The iPad has territory enough to offer a Shift key on both the left and right sides of the keyboard and for your hands to lie flat on the screen. This lets you take advantage of a feature found in the iPhone OS, but not quite practical to use on the iPad's smaller siblings: you can hold down the Shift key while typing a letter to get a single capital letter, then release, as with normal physical keyboard touch typing. This can dramatically increase your typing speed. You can still tap a Shift key, which turns blue, and then tap a letter to get a single capital letter.

I've actually disabled the Caps Lock key on my MacBook Pro because I hate accidentally hitting it and TYPING IN ALL CAPS, but there are times where turning on Caps Lock is helpful (such as writing about topics with lots of acronyms like AVCHD, HDCP, HDTVs, or [TANSTAAFL](#)). You can do this in the iPhone OS too, though I never felt the need for it when typing on those devices.

Go to Settings > Keyboard > Enable Caps Lock and set the switch to On. Then, when you're typing, double-tap one of the Shift keys. The entire key becomes illuminated in blue, with a white arrow in the middle, to indicate that caps are locked. Tap a Shift key again to exit the Caps Lock mode.

You can also hold down either Shift key and type letters to create a series of capitals.

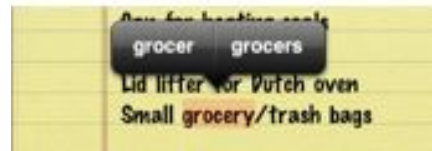
Easier Text Selection -- This feature is also not unique to the iPad, but it's worthwhile and something I never knew about until a few days ago. Double-tap and hold a word to

select it to circumvent the need to tap the Select button that appears, and then drag to extend the selection to additional words. It works on both sides of the selected word; when you're moving just the selection handles, that's not the case.

select a word, the familiar Cut, Copy, and Paste. The Replace. Tap it to view corrections.



Replace Text -- When you pop-up options appear: iPad adds a new option: alternate spellings or



Use the Spell Checker -- spell check feature that acts

The iPad includes a built-in the same as the one in Mac OS X. If you misspell a word, it appears with a dotted red underline. Tap the word to view suggested spellings. (Thanks to reader "Rivka" for pointing this out.)

Watch iTunes-Purchased Movies on an HDTV -- Movies in the iTunes Store are wrapped in Apple's FairPlay DRM, which uses HDCP to ensure that only devices that support HDCP can play the video. If you bought the iPad Dock Connector to VGA Adapter and hope to play video on your recent HDTV, you're out of luck because it won't carry the digital signal. If your television has component connections (red, green, and blue cables), buy Apple's Component AV Cable kit and hook your iPad to the TV. Voilà! It's like having a portable Apple TV with you at all times.

Always Show Bookmarks Bar in Safari -- I use MobileMe to sync my Safari bookmarks to the iPad, and keep my most-used bookmarks handy by storing them in the Bookmarks Bar on my MacBook Pro. Safari on the iPad also features a Bookmarks Bar, but it's hidden by default. In fact, the only way to make it appear is to tap the Address field to position the cursor there. Instead, go to Settings > Safari and turn on the Always Show Bookmarks Bar setting to make the bar appear at all times.



Two-Finger Zoom for Web Video -- Reader "Joe" pointed out that when you encounter a video on a Web page that the iPad can play, touching it with two fingers and expanding (the opposite of the pinch gesture) zooms the video to full-screen mode.

iBooks Easter Egg -- I haven't heard of any Easter eggs - hidden programming surprises that developers sometimes include in software

- in the iPad's software, but I did discover something similar. In the iBooks app, touch and hold the shelves that display your library, then drag down as far as you can to reveal a little surprise hidden behind the faux wood.

Have you discovered any iPad tips? Share them in the [article's comments](#) and we'll update this article or write a new one (with full credit, of course)!

What Is that \$1 MobileMe Charge from Apple?

by [Adam C. Engst](#) <ace@tidbits.com>

A call came through to my iPhone from an unknown 866 number while I was in a meeting, so I ignored it. But when I checked voicemail later, the automated message claimed to be from Citibank, with whom we have several credit cards, and said I should call a particular number to talk with them about a potential fraud warning. I have a firm policy never to call such numbers, since there's no way to verify that the people on the other end aren't scammers, but when I called the customer service number on the back of my credit card, the representative confirmed the automated call.

Oddly, the charge which Citibank was worried about was for \$1.00 exactly, and it had been charged by MobileMe. Tonya and I both confirmed that we hadn't ordered anything recently via iTunes by logging into our accounts (besides, I've never seen iTunes charge \$1.00 exactly for anything) or from the Apple Store (check the [Apple Store Order Status](#) page for Apple Store orders, and the [Apple Internet Services Order Status](#) page for iPhoto orders), and neither of us has ever purchased additional storage from MobileMe. But it's entirely likely that we could have ordered something from Apple, so I



let the Citibank people put our card on hold while I investigated further.

Logging in to my MobileMe account revealed nothing unusual, so I clicked [Contact Support](#), then Account & Billing and then Renew & Reactivate, since that was as close as I could see to information about billing problems. Nothing there looked helpful, but the page offered me a chance to chat with a MobileMe Advisor, so I clicked the Chat Now button.

The support rep asked reasonable questions, the key one of which was if I had other MobileMe accounts. Since Tonya's account is also associated with that card, I said yes, and he asked if either of us had made changes to our accounts recently, such as personal or billing information. Neither of us had, and he admitted to being stumped, but explained that Apple normally uses a \$1.00 charge as a preauthorization charge to verify that a stored credit card number is still good.

When I asked what the preauthorization would be for, since we weren't buying anything, he explained further that it could happen any time personal or billing information changed, or when an account is created or renewed. Since we had renewed our accounts by buying [less-expensive MobileMe boxes from Amazon](#) (a known trick for paying less than \$99 for a year of MobileMe service - you'll currently save \$30), he didn't see why a preauthorization should have occurred.

But then came the light bulb, since Tonya noted from the other room that her MobileMe account was set to renew automatically in April 2010, something that I had turned off for my account. When I mentioned that to the support rep, he apologized profusely for not noticing that fact, since it explained everything.

In essence, roughly a month before automatic renewal, Apple charges your credit card \$1.00 to verify that it's still good, and 3 to 5 business days later, refunds the money to your card. So most people don't even see the charge. It was only because Citibank's fraud warning system noticed that we were alerted. This makes perfect sense from Apple's perspective, since if the preauthorization charge fails, there's some time for the user to switch to a different card before the renewal date arrives. Otherwise, if Apple cut off access without warning due to a card failing, the user would likely be unhappy about losing access to email and other MobileMe services.

A friend on Facebook said that Citibank had actually denied his WWDC registration fee a few years in a row because Apple did the same thing - charging \$1.00 to verify the card, followed by a large charge for the conference registration.

That sort of behavior isn't uncommon for credit card thieves, who try a small, innocuous charge that many people won't notice on their statements, after which they know they can abuse the card more fully. In fact, the last time we experienced a similar problem, it was a touch embarrassing, since we saw a \$19.95 charge for Yahoo on our credit card bill, and couldn't figure it out (it turned out that our card number had been stolen). But when Tonya called, the credit card rep told her that it was actually for Yahoo Personals, and asked if perhaps I had made the charge without saying anything. Yeesh!

Meanwhile, back at this MobileMe charge, since it was entirely legitimate, I called Citibank again to explain and remove the hold on the card. It was a wasted hour out of my day, but I appreciated the decent customer service experiences with both Citibank and Apple. And more important, I learned something I didn't know before, and it's something that could help reduce confusion for other Mac users who see unusual \$1.00 charges from Apple.

Tim Cook Gets \$22 Million for Filling Steve Jobs's Shoes

by [Glenn Fleishman <glenn@tidbits.com>](mailto:glenn@tidbits.com)

Those of us who have had regular jobs know the joy of the bonus, a reward for working hard and producing results. Apple Chief Operating Officer Tim Cook found a little something extra in his pay envelope on 10 March 2010: \$5 million plus 75,000 restricted shares of stock worth \$17 million at today's prices.

Cook was rewarded for "outstanding performance in assuming the day-to-day operations of the Company for the period in fiscal 2009 during which Mr. Jobs was on medical leave of absence," [according to an SEC filing by Apple](#). The stock grants are in two even pieces that can't be sold for one and two years as long as Cook is still employed on those dates.

Many executives at companies large and small are compensated far beyond the value to investors. I'm a great fan of Nell Minow, who has for the last 11 years [documented at Corporate Library](#) excessive and secret corporate payouts to underperforming leaders.

But Cook seems to deserve this one (I'm not a shareholder, and so the disbursement doesn't affect me directly). Cook was in charge of Apple for the first half of 2009, and the company didn't appear to suffer at all, despite handwringing by pundits who thought Jobs had the golden product-laying goose in his carry-on luggage.

The stock was around \$100 per share near the end of 2008 and into 2009; it closed at \$224.84 on the day Cook's shares were awarded. Company revenue and earnings were remarkable in the fiscal quarter ending in January 2010 (which included the holiday season). Apple increased revenue 32 percent over the year-ago quarter, and profit was up 50 percent. Apple has \$40 billion in cash and short-term investments.

The company's market capitalization - stock price multiplied by shares outstanding - is over \$200 billion, which means shareholders' stake in the firm has grown by about \$115 billion in the last 14 months. Cook's bonus is two-tenths of one percent of that increase.

The restricted stock is also a tiny set of handcuffs to keep Cook at the company, and could be worth much more than the \$17 million the shares would sell for today. Two years ago, Cook exercised 300,000 options and sold them for around \$140 per share,

reaping about \$40 million. [Records show](#) he retained just 14,000 shares in the company before this new, restricted grant.

Amazon Releases Kindle for Mac and Explains iPad Plans

by [Glenn Fleishman](#) <glenn@tidbits.com>

Our colleagues at [The Unofficial Apple Weblog \(TUAW\)](#) were tipped by a reader that Amazon has finally released its [Kindle application for Mac OS X](#). The [Kindle for iPhone app](#) appeared a year ago, and a Windows version followed last November (see "[Amazon Releases Kindle Software for iPhone](#)," 3 March 2009). The free Mac OS X software is currently numbered 1.0.0 Beta 1.

Amazon also released [screen captures and details of its plans](#) for an iPad app. [Apple told developers](#) last week that iPad apps submitted by March 27th would be considered for release in the App Store on the April 3rd iPad ship date. Amazon seems ready for this.

Amazon coyly names its iPad product page "Kindle Apps for Tablet Computers," followed in smaller type by "Including the iPad." The app sounds quite similar to the Mac OS X and iPhone apps with additional controls. (The language Amazon is using may be part of negotiation with Apple about including iPad details, or its own way of stressing independence from Apple's hardware.)

Both the Mac OS X program and iPad app let you read and retrieve any books that you have purchased via the Kindle Store or from a Kindle device using the same Amazon account. Subscriptions to newspapers, magazines, and blogs - available on Kindle hardware - aren't included, which is true of the Windows and iPhone software as well.

Both the Mac OS X and iPad app let you adjust a book's display to a greater degree than the iPhone app. The Mac OS X program lets you choose among 10 type sizes, although only in the Georgia typeface. You can also control the column width to aid in legibility, but not the vertical space between lines, which is set in lockstep with type size.

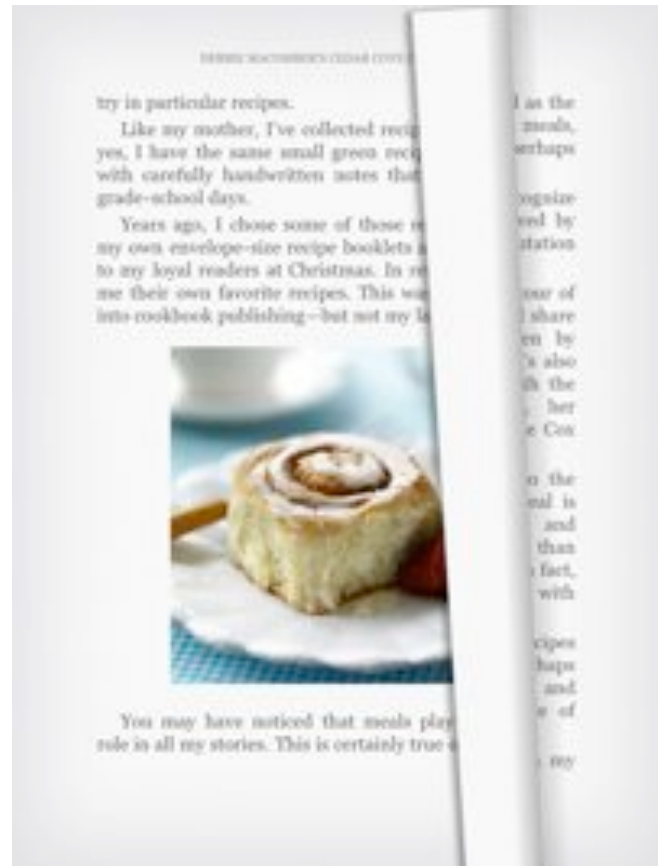
The iPad app will let you adjust the background color and set backlighting brightness in the app in addition to vaguely described "font size" customization. The app will also use a page-turning animation (which can be disabled) that resembles what we saw in Apple's iBooks app at the iPad launch.

The iPad app will let you set or remove bookmarks, highlight text, and create notes, just as [the iPhone app does](#). The Mac OS X software lets you manipulate bookmarks, but only view notes and highlights. Amazon [said in its press release](#) that a "near future" update would enable note creation and highlighting.

Amazon's Whispersync service works with all its software, tracking and restoring where you left off reading, as well as keeping annotations, notes, and bookmarks up to date.

No mention was made of text-to-speech in the Mac program, which is a feature (and minor selling point) of the Kindle 2 and Kindle DX, but which proved rather controversial (see "[Why the Kindle 2 Should Speak When Permitted To](#)," 2 March 2009). In theory, it should be easy to implement on the Mac, using Mac OS X's built-in speech synthesis capabilities. Neither the iPhone app nor the preview of the iPad app mention text-to-speech, either.

A little secret of the Kindle Store is that publishers make quite a few books available at no cost, which lets you test out the software for reading (as well as get some great titles for free). [This link](#) will show you all Kindle books sorted by lowest price first, which starts at \$0.00. You can then click into subject categories from the left navigation bar to narrow the search.



FileMaker Pro 11 Promises Welcome Enhancements

by [Mark H. Anbinder <mha@tidbits.com>](mailto:mha@tidbits.com)

Apple subsidiary Claris brought FileMaker Pro 1.0 on the market 20 years ago, but even that 1.0 version was years into the story of FileMaker, the quintessentially Mac-like database tool that gave ordinary computer users an easy interface for making and maintaining databases. FileMaker Inc.'s recent release of its [FileMaker Pro 11](#) suite of products marks the addition of welcome capabilities while retaining the software's trademark elegance.

I'll start with the welcome news that FileMaker Pro 11 for Mac is finally a purely Cocoa-based application, rather than the Carbon and Cocoa hybrid of FileMaker Pro 10 and the Carbon architecture of a few versions before that. This change sounds fairly geeky, and indeed it's one of those under-the-hood things most users will never notice, but it offers the potential for better performance, stability, and compatibility with future versions of Mac OS X. (The company simultaneously released Windows versions of the cross-platform FileMaker Pro products, but I'll leave discussing those to others.)

FileMaker Pro 11 also ships with a larger variety of pre-made templates to get users started. And FileMaker Pro 11 Advanced, geared more toward developers, offers an improved custom menu interface and improved script debugging.

[Four new capabilities](#) in FileMaker Pro 11 that caught my attention are a new charting feature; a scriptable QuickFind tool that acts like the search capabilities of iTunes and Mail; a "Snapshot Link" means of handing another user a particular view of your data; and automatic recurring import, perfect for working with external data that might change.

Charts -- One feature with broad appeal is the new charting capability built into FileMaker Pro 11. Charting has long been largely limited to spreadsheet applications, which means that, until now, FileMaker users have had to export their data and import it into Excel in order to produce even a simple pie chart. FileMaker Pro 11's new charting and reporting features work throughout the application; a chart that's always based on the latest data can be added to any layout, and it can feature information from any data field or take full advantage of FileMaker's calculation engine.

QuickFind -- It's hard to remember a time before iTunes, Mail, and every Web browser on the planet gained that ubiquitous search field in the top right corner of its window, but previous versions of FileMaker Pro still required the user to specify an individual field to search. Now, this QuickFind search field helps users search throughout the database.

Snapshot Link -- I'm intrigued by the countless potential uses for this feature, which enables FileMaker Pro 11 users to send a colleague a specific view of the database, displaying specific selected records in a particular layout, for example. While it's long been possible to send a colleague a PDF showing data in a specific format, this new Snapshot Link feature is actually a view of the database itself, and recipients with sufficient privileges can update the live data, modify the search, and so on. Unlike with a

PDF, of course, the recipient won't be able to view the data if he or she isn't both online and authorized to access the database.

Automatic Recurring Import -- This new "recurring import" capability allows FileMaker Pro 11 to work with the contents of an external file, such as a separate database or a spreadsheet, and automatically recognize any changes to that data. The example the FileMaker folks gave me was an external spreadsheet of county sales tax rates; a customer invoice database could refer to that spreadsheet to look up the sales tax rate for a given customer each time an invoice is created. Since sales tax rates can change, keeping this data separate works well.

Pricing and Upgrades -- The software is available now, at \$299 for FileMaker Pro 11, \$499 for FileMaker Pro 11 Advanced, \$999 for FileMaker Server 11, and \$2,999 for FileMaker Server 11 Advanced. [Upgrade pricing](#) is available for licensed users of Filemaker 9 and 10, and, for those still using FileMaker 8 and 8.5, through 23 September 2010. Upgrades cost \$179 for FileMaker Pro, \$299 for FileMaker Pro Advanced, \$599 for FileMaker Server, and \$1,799 for FileMaker Server Advanced.

iPad Battery Replacement Coverage Causes Confusion

by [Glenn Fleishman](mailto:glenn@tidbits.com) <glenn@tidbits.com>

The iPad hasn't even shipped yet, but the [discovery by AppleInsider](#) of a [battery-replacement FAQ entry](#) covering the iPad has led to a spate of articles about the topic. Instead of replacing the battery in an iPad which can't hold a sufficient charge, Apple wants you to replace the entire iPad with a new unit - potentially a refurbished, previously owned model.

But the stories imply that any weakness in the battery is your problem. You pay \$105.95 for the swap (\$99 for the hardware and \$6.95 to cover shipping in both directions; tax is extra where required). This [New York Times blog entry](#), for instance, doesn't mention an important factor: included and extended warranty coverage.

Adding to the confusion is language found in the basic iPad warranty, [which you can download as a PDF](#), included with its purchase price. That warranty states:

This warranty does not apply: (a) to consumable parts, such as batteries, or protective coatings designed to diminish over time unless failure has occurred due to a defect in materials or workmanship...

That contrasts with the language in the AppleCare Protection Plan's contract, which is a bit difficult to find. Purchasing an AppleCare contract for \$99 extends the one-year hardware coverage included with the iPad to two years and provides more explicit language. (It also increases the 90 days of telephone support that's free with an iPad

purchase to a full 2 years.)

If you visit the online Apple Store, click through to pre-order an iPad, and then expand the AppleCare section's [Learn More link](#), you see the following linked as a footnote to the Apple Hardware Coverage list:

Service coverage is available for battery depletion of 50 percent or more from the original specification.

Similar text is found in the [actual AppleCare Terms and Conditions PDF](#):

Apple will, at its option, repair or replace the affected Covered Equipment, if (i) during the Repair Coverage Period there is a defect in the Covered Equipment's materials or workmanship or, (ii) during the Coverage Period, the capacity of the Covered Equipment's battery to hold an electrical charge has depleted fifty (50%) percent or more from its original specification, (after being fully charged and the Covered Equipment playing audio or video with all settings reset).

Now, could all this be interpreted to mean that, within one year of purchase with a regular warranty, a battery that fails to hold 50 percent of its original charge would still be considered to be functioning properly? That's hard to imagine, and we've already seen that Apple is ready to replace poorly charging iPhone and iPod touch batteries within the regular warranty period.

The AppleCare offer seems to go beyond normal malfunction though, and provide for replacement when a battery doesn't hold up to heavy use within 2 years.

Apple PR hasn't yet shed any light on what the warranty covers in response to our request for clarification. However, it doesn't seem likely, given the statements about defects and the fact that individual U.S. states enforce warranty conditions, that Apple would try to be cute about this. The firm went through enough battery lawsuits, negative publicity, settlements, and extended-repair programs with iPods and MacBooks, I would think.

Friend-of-TidBITS Jeff Porten [writes over at Macworld](#) that he estimates 400 to 500 recharge cycles before an iPad battery starts to show degradation based on information provided by Apple - about three years of significant use.

That degraded level might start to be noticeable when the iPad holds just 80 to 90 percent. It could be years more before the iPad gets to the warranty-supported 50 percent level, at which point you would be well out of even AppleCare coverage.

At that point, \$105.95 (if that's still the charge) to refresh the iPad's utility may not seem like a horrible price to pay, although there's no question that Apple would prefer that you buy a new iPad, which would likely offer worthwhile new features as well.

As with the iPhone, I suspect that most problems with the sealed battery will occur well within the first year of use. The fears surrounding non-user-swappable batteries appear to have far exceeded the reality of problems.

Apple Previews Major New Features in iPhone OS 4

by [TidBITS Staff](#) <editors@tidbits.com>

Less than a week after shipping the iPad, Apple established at a media event on 8 April 2010 that it's the Company that Does Not Sleep by offering an extensive preview of [iPhone OS 4](#). The new operating system offers more than 100 new user features and 1,500 APIs for developers, and tackles most of the outstanding criticisms of the iPhone, including support for particular kinds of multitasking, folders for app organization, enhanced Mail support, iBooks, and greater enterprise support. It also brings a new way for developers to make money from apps: iAd, Apple's new in-app mobile advertising service.

A [beta of iPhone OS 4](#) is currently available to registered iPhone developers. It will be available for iPhone and iPod touch devices in the summer and for the iPad in the fall (those being Northern Hemisphere seasons).

Along with the iPad, iPhone OS 4 will work on the iPhone 3G, iPhone 3GS, iPod touch 2nd generation (late 2008), and iPod touch 3rd generation 32 GB and 64 GB (late 2009). Even among that list, some features, like multitasking, will be available only to the iPhone 3GS and 3rd generation iPod touch. The original iPhone lacks the hardware to run iPhone OS 4, according to Apple. Apple will probably also announce at least a new iPhone model by July that would likely ship with iPhone OS 4 installed. (The iPod touch is typically revamped along with other iPod models in the third quarter.)

In his presentation, Steve Jobs ran through the main categories of features by calling out seven "tentpoles," making for a very large and odd-shaped but interesting tent.

Tentpole #1: Multitasking -- The most significant improvement planned for iPhone OS 4 is multitasking, and as Adam noted in "[Does the iPhone OS Need Multitasking?](#)" (8 February 2010), most people haven't thought very carefully about what multitasking really entails. Luckily, Apple has. In iPhone OS 4 the company has introduced seven services that satisfy most of the desires of those who called for multitasking without allowing true background apps that would carry out simultaneous, independent actions while a foreground app was running. True background apps would likely reduce battery life and certainly hurt performance, especially considering the devices' memory constraints. Apple's multitasking services include:

- **Fast App Switching:** There's no provision in the iPhone OS, even on the large-screen iPad, to display multiple apps simultaneously, but in iPhone OS 4, it will be easier to switch between apps. Pressing the home button twice will display a strip at the bottom of the screen showing all the apps that are running. (The effect appears

to be like adding a widget in Dashboard in Mac OS X, where the entire screen shifts up.) You tap an app's icon to switch to it.

- What "running" means here is that the app's state has been suspended. When you press the Home button in the current iPhone OS, an app's state is normally dropped, but some apps (like our TidBITS News app) are coded to resume in the same state when relaunched. This takes time and resources, however, and has a notable delay for games and other complicated apps that have to set up network connections. In the new regime, the app is just in quiet suspension, consuming no active resources, but storing some data to resume instantly from where it left off. From remarks during the Q&A session following the announcement, it's unclear whether and how you quit a suspended app.
- Background Audio: The poster children for why the iPhone OS has needed multitasking are music streaming apps, like [Pandora](#), and Internet radio apps, like [Public Radio Player](#). Streaming audio apps currently work only when active, unlike Apple's iPod app, which can keep playing in the background. Apple has now opened up an API so developers like Pandora and Public Radio Exchange can continue to provide audio even when not active. Pandora CEO Tim Westergren said that it took them only a day to make Pandora fully background-aware on the developer preview.
- Background VoIP: Skype and other voice-over-IP apps are another class of apps whose users have begged for multitasking. With the new background VoIP API, these apps will be able to receive calls in the background and continue a call even if the user switches to another app. This is huge, since it will turn the iPod touch (and the iPad, to a lesser extent) into far more powerful voice communications devices, without relying on cell carriers. With the coming support from Apple and AT&T for VoIP over 3G, background VoIP puts a real crimp in the need for large minute pools for most subscribers. (Plans for VoIP over 3G outside the United States aren't quite as clear.)
- Background Location: Also needing background services are GPS apps like [Navigon](#) and [CoPilot](#), which will be able to continue tracking your location and giving you voice directions even when you've switched to another app. They tend to suck up a lot of power, but are usually engaged while the iPhone is plugged into a car's power outlet.
- The new Background Location API will also be useful for location-aware social networking apps, but, cognizant of the privacy issues, Apple has added a status bar indicator next to the battery icon to show if an app is asking for your location. We do wonder if there have been actual problems with people revealing location unintentionally, or if people are simply squeamish about the concept. iPhone OS 4 will also let you turn location awareness on and off for each app; currently, you opt in or out during the first two sessions in which an app requests location; you can't easily reset this choice for a particular app later. (There's an ad tie-in as well: if a program uses Apple's iAd system, described later, and you opt in to providing location data, Apple could target ads to you more closely.)
- Push Notifications: Introduced with iPhone OS 3, push notifications have been as

close as apps could get to multitasking before this, and it's unclear if much of anything has changed. It would be nice, for instance, if there were a way of showing more than one notification at a time, if they've stacked up. Apple did note that their servers have pushed out 10 billion notifications so far.

- **Local Notifications:** What is new is the concept of local notifications, which builds on the same approach as push notifications but doesn't need to use Apple's servers. Local notifications will be extremely useful for apps like calendars and clocks that need to alert the user to an event. This addition may explain why there's no Clock app on the iPad - Apple may expect other developers to fill that gap.
- **Task Completion:** The final multitasking-related service is task completion, which will enable an app to complete a task - uploading a picture to Flickr, sending a tweet - even if you've switched to another app.

Tentpole #2: Folders -- Since the early days of the iPhone OS, the mechanism for organizing apps on the Home screen has been limited. Scrolling through several screens' worth of apps gets old quickly. To improve the experience - and to deal with the capacity for up to 2,160 apps on a device! - Apple is introducing folders.

Folders enable you to group related items into categories. Press and hold an app until all of the apps jiggle (the current way to move or delete apps), and then drag an app on top of another to create a folder. The folder's initial name is based on the predominant App Store category represented within; for example, grouping games creates a Games folder, though you can also rename the folder as you please.

When you tap the folder icon (which features miniature icons of the apps within the folder), the home screen splits to reveal the contents while the other apps in the background are made semi-transparent. Jobs also pointed out that a folder can be added to the Dock, a quick way to access many categories of apps without swiping between multiple home screens.

Given that iTunes provides an alternate and more straightforward way to organize app layouts, it's likely that you'll have a stripped-down way to add apps to folders there, too.

Tentpole #3: Enhanced Mail -- Anyone who checks multiple email accounts on an iPhone or iPod touch will be happy to learn that the Mail app under iPhone OS 4 finally features a unified Inbox - no more tapping several times to exit one account's Inbox and navigate to another account's Inbox. All of your messages appear in the same window.

If you want to focus on just one account, however, you can switch to just that account's Inbox using a new fast Inbox switching feature. In all accounts, email is threaded: you can view a conversation over multiple messages without having to cherry-pick each one from the list of all messages.

Speaking of multiple accounts, iPhone OS 4 also supports multiple Microsoft Exchange accounts. Another welcome addition is better handling of mail attachments. If an app is present that can open the file type, you're given the option of choosing that app.

Tentpole #4: iBooks on iPhone -- Perhaps the least surprising of Apple's iPhone OS 4 features is the addition of the iBooks app, which will make the iBookstore's EPUB-based books available to the iPhone and iPod touch, along with the iPad. The interface of iBooks looks nearly identical to the iPad version with the same bookshelf metaphor and iBookstore. It will even come with the same free copy of "Winnie-the-Pooh."

New will be a "buy once, read anywhere" feature that lets you purchase a book on your iPhone, for instance, and read it on any of your devices. Additionally, the app will offer wireless syncing of position and bookmarks between devices, presumably via either the iBookstore or MobileMe.

The "anywhere" is still limited to iPhone OS 4 devices and iPads, but it's possible Apple was signaling that "anywhere" might include a Mac OS X reader as well, or support within Preview. While that's not the ideal experience, it would provide a bit more oomph to the "anywhere" statement.

Tentpole #5: Enterprise Enhancements -- Apple took a lot of heat in its first iPhone OS release back in 2007 for failing to take into account a host of large-scale corporate - so-called enterprise - requirements. That has improved through the iPhone OS 2 and 3 releases, but in iPhone OS 4 Apple adds [a number of missing pieces and enhancements](#).

- Data protection: Apple finally appears to be closing a major hole in the iPhone OS that allowed a jailbroken iPhone to reveal all the device's data, even if hardware encryption was enabled. In iPhone OS 4 email messages and attachments (the primary enterprise concern) will be encrypted using the PIN code of the device as an element in constructing the encryption key, which means the data should still be protected even if someone gains physical control of the device and hacks the operating system. Combined with the capability for enterprises (or anyone) to use the iPhone Configuration Utility to support long passcodes or even full passwords, this significantly improves the security of email data on the device. Apple also announced that they would open up data protection APIs so other applications can also build this extra security into their code for internally stored data.
- Mobile device management: IT managers have few tools today for configuring iPhones en masse. iPhone OS 4 will offer hooks to allow third-party management software that enterprises use for monitoring, pushing out updates, and configuring hardware to tie in iPhones as well. These hooks extend to remote locking and remote wiping, so we'll undoubtedly see significant extensions to existing tools and potentially new tools focused just on iPhones.
- Wireless app distribution: While enterprises can pay \$299 per year for [a special developer's license](#) to create and distribute apps for company use on iPhone OS devices, those apps could be loaded only over USB via iTunes. iPhone OS 4 lets these apps be pushed out over Wi-Fi or 3G networks, which will make it easier to

release interim versions and bug fixes without requiring company-wide plug-fests. For an enterprise user, this could mean they will only need to connect to iTunes to synchronize media (music/video/photos), to apply firmware updates, or to generate device backups.

- Multiple Exchange accounts on single phone: It isn't unusual for an enterprise user to connect to multiple Microsoft Exchange email accounts, or to a mix of corporate Exchange and personal email services. Now those users will have full support to mix and match accounts, rather than being limited to a single server. The unified mailbox will let all of those accounts (if desired) appear alongside other email accounts, too.
- Exchange Server 2010 support: This feature will allow the iPhone to connect with Microsoft's latest version of their popular collaboration server, enabling enterprises to update to the latest versions of both platforms without worrying about compatibility issues and enabling the iPhone to make use of the new features offered by Exchange 2010.
- SSL VPN support. Virtual private networks come in three primary flavors: L2TP over IPsec, PPTP, and SSL. Apple provided reasonable support from the start for the first two kinds, and added more options for authentication (using, for instance, token generators or secure cards) in subsequent releases. iPhone OS 4 finally adds SSL-based VPN support, which is in wide use and which requires low-level system hooks to work. SSL VPNs come in a huge variety, and Apple is adding underlying support to allow third-party apps from Juniper and Cisco to enable SSL-based VPN connections.

Tentpole #6: Game Center -- It's no secret that the iPhone OS has become a huge gaming platform, with 50,700 game and entertainment apps currently available in the App Store. That number blows Apple's competitors out of the water: the Nintendo DS reportedly has 4,321 titles, while the Sony PSP boasts only 2,477.

A big part of gaming is the social aspect, comparing scores and achievements with friends and strangers across the Internet. To enrich its gaming environment, Apple is creating its own social gaming network, called Game Center.

While the details remain murky, Game Center sounds not unlike the wildly popular Xbox Live network. Apple's Scott Forstall said we could expect features such as friend invites, leaderboards, achievements, and matchmaking (which enables users to seek out and match up against opponents at a similar skill level).

At a more basic level, as Forstall noted during the Q&A session, Game Center is intended to help the viral spread of entertainment apps by enabling users to be clued in on what their friends are playing. Game Center will ship in preview mode for iPhone OS 4 and will be available to all iPhone, iPod touch, and iPad users later this year.

While it may appear that Apple is hijacking a feature developers would want to build themselves, by building a baseline for the entire platform, larger numbers of people will likely participate than if they were stuck in a single developer-specific network.

Tentpole #7: iAd Mobile Advertising -- Apple's new ad service, iAd, seeks to help developers who make free apps earn some income via advertising dollars. Jobs said, "Our developers are putting ads into apps, and for lack of a better way to say it, we think most of this kind of advertising sucks." iAd is Apple's solution to this problem, a way to insert advertising into apps without compromising the quality of the iPhone OS experience.

Since iPhone OS users spend most of their time in apps and not on search engines (where most advertising dollars go), this is where the mobile advertising opportunities exist. Apple calculates that the average user spends 30 minutes per day using apps. Were Apple to present these users with an ad every 3 minutes, that would equal 10 ads per device per day. With nearly 86 million iPhone OS users (and rising) Apple puts its advertising potential at 1 billion ad impressions per day.

But it's not just the market Apple is after. The company also wants to increase the quality of mobile ads. Jobs sees iAd as the way to bring new levels of interactivity and emotion to mobile advertising. By "emotion," Jobs seemed to mean "video content that really connects with users" (he pointed to the fact that most advertising dollars remain in television because of the medium's emotional dimension). The other difference with iAds will be where users view them. Most people don't tap on ads in part because doing so will take them out of their app and onto an company's Web page. In contrast, iAd will be able to offer interaction and video within the app.

The demonstration included ads for Toy Story 3, Nike (Air Jordan), and Target. Each seemed almost like its own app - including games, videos, wallpaper, and interactive maps - existing within the app from which it originated; a truly different kind of advertisement and one that will undoubtedly interest advertising agencies.

Rich iAds will rely on HTML5 for video and interactivity. Jobs went on to note that ad agencies are excited at the prospect of creating interactive advertisements, saying, "For the first time, you can really start to take advantage of the great pool of skills an ad agency has." In the Q&A session, Jobs also said that there will be some boundaries for ads - that advertisers won't be able to run just anything. It will be curious to see how this plays out given the various struggles the App Store approval process has faced in the last year.

Apple plans to sell and host the ads, while providing developers with 60 percent of the resulting ad revenues.

Smaller Features -- Not everything in iPhone OS 4 received "tentpole" status - an armful of smaller features were instead splashed across a couple of slides at the beginning of the presentation.

We have to admit that one feature jumped out: Bluetooth keyboard support, something we've wanted since the first iPhone was introduced. The iPad shipped with support for

Bluetooth wireless keyboards, and now iPhone OS 4 brings Bluetooth keyboard support to all devices that can handle the system upgrade. There are times when all you need to make an iPhone or iPod touch into a mobile email device for serious work is a keyboard. Apple may have wanted to wait until it had the iPad out before making this an option, to provide a choice among a range of device sizes.

Another feature likely to be popular with users is the option to change the Home screen wallpaper, just as on the iPad. That said, the feature makes less sense on the iPhone and iPod touch, since there isn't as much empty space between icons and it could cause the home screens to appear cluttered.

The iPhone OS 4 SDK will offer over 1,500 new APIs and developer features such as calendar access, address and date data detectors, iPod remote control accessories, in-app SMS, regular expression matching, date formatters, photo library access, image I/O, half-curl page transition, Quick Look, call event notification, full access to still and video camera data, ICC profiles, carrier information, power analysis tools, full map overlays, draggable map annotations, performance profiling tools, automated testing, and a new framework for hardware-accelerated math functions called Accelerate. Phew!

On the user end, some of the new 100 features that were not explicitly addressed include playlist creation, birthday calendars, 5x digital zoom, IMAP note syncing, CardDAV, nested playlists, tap-to-focus video, workout uploading to Nike+, Places in Photos, iPod out (we don't know what that is, either), SMS/MMS message searching, persistent Wi-Fi, wake-on-wireless, the capability to file and delete Mail search results, Web search suggestions, editing of Mail messages in the Outbox, image size selection in Mail messages, CalDAV invitations, spell check, app gifting, easy access to recent Web searches, and larger fonts for Mail, SMS, and alerts.

With the iPhone OS 4 announcement and the wealth of detail offered, it's clear that Apple is pushing to address many of the shortcomings of the iPhone OS and stay ahead of the competition. If you weren't sure whether Apple was serious about wanting to dominate the mobile market, this presentation made it clear that Apple doesn't plan to cede any territory to competitors.



Barkings!

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MAC TREAT #120: Use
Management By [Ed Shepard](#)

[vCards for Easy Contact](#)



Recently my good friend [Andrea](#) purchased a new MacBook Pro. It was fairly easy for her to migrate data from the old Mac to the new one, with one important exception: her Daylite contacts couldn't be accessed on the new machine. Fortunately, she still had the old Mac, and was able to access Daylite contacts on that machine. But how to get the contacts over to the new machine? vCards to the rescue!

vCards are electronic versions of old-fashioned Rolodex cards. They provide the fastest way to import contacts into your Mac's Address Book app, or to share your Address Book contacts with

friends, family, or colleagues. vCards contain basic contact information (such as name, address, phone, and email). They can also contain information such as including URLs, photos, or logos. The vCard format works cross-platform with many contacts programs, including Microsoft Outlook and Gmail, making it easy to exchange contacts with people who don't use Address Book in Mac OS X.

Apple recently published a Pro tip about vCards and address book that is worth sharing: To export a vCard from Address Book on your Mac, just highlight the contact and drag it to your desktop or directly into an email. (The file icon even looks like a Rolodex card.) To import a vCard into Address Book, drag the card-shaped icon into your open Address Book application or onto the Address Book icon in your Dock or Applications folder. Address Book opens (if not already open) and asks you to verify the import. Click Import to have Mac OS X store the vCard's contact information in Address Book.

Share contacts by dragging vCards to and from Address Book.

Want to export more than one contact from Address Book? Just Command-click to select multiple contacts, and drag them to the desktop or into an email. This method collects all the highlighted contacts in a single vCard file. (Note that although Address Book allows you to export multiple contacts in a single file, Microsoft Outlook only lets you import a single contact per file.)

When you drag this combined vCard into Address Book, all the contacts are added at once as separate Address Book contacts. So with vCards and Address Book, it's as easy to share a large group of names as it is to share a single contact.

Back to Andrea and the Daylite dilemma. We that discovered Daylite can export contacts as vCards. From there it was a simple matter of exporting all the Daylite contacts as a group vCard, which she simply emailed to herself. On the new MacBook Pro, she simply double clicked on the group vCard, and added all her Daylite contacts to her Mac's Address Book. She could then sync those contacts with her iPhone.

[Mac Treat #118 Get Quicktime Pro for Advanced Media Export and Encoding](#) by Ed Shepard

Snow Leopard includes a brand-new version of QuickTime Player, called QuickTime X. It's optimized with a new media architecture ideal for playing back high-definition video. It offers a clean, uncluttered interface with controls that fade out when they're not needed. It also offers some new features not previously available in earlier versions of QuickTime player.

For example, QuickTime Player makes it easy to capture live audio and video directly from your built-in iSight camera, FireWire camcorder or microphone. Just click the Record button in QuickTime Player and start capturing your audio or video to disk. You can also catch the action on your screen with screen recording—perfect for creating instructional media or when you want to show a friend (or, in our case, a customer) how to do something on their Mac. With

QuickTime X you can also quickly remove a portion of the beginning or end of a movie, to make it shorter or remove unwanted content.

The newest version of QuickTime Player makes it easy to convert digital media files into formats optimized for use by iTunes and iPhone, iPod or Apple TV, with optimal settings for each destination. After conversion, QuickTime Player automatically delivers the content to your iTunes library. You can also use QuickTime Player to easily publish your media to MobileMe or YouTube without worrying about formats or resolutions.

When QuickTime X came out, at first people were thrilled that it included these export options for free. In the past, there were always two versions of QuickTime—the basic Player version and the more powerful Pro version. QuickTime Pro was designed for more advanced multimedia encoding. One of the most popular uses of QuickTime Pro was to convert media formats, as it exports media to over a dozen different video and audio formats. I often use it to export audio as a .wav or .aiff file out of a video file.

While the limited export options of QuickTime X are enough for many people, some of us still depend on the more robust export options in QuickTime Pro. Luckily, QuickTime Pro is still available for \$29 from Apple. You can read more and purchase [QuickTime Pro by clicking here](#).

QuickTime Pro will export compatible media files to 3GPP ,3GPP2, AIFF ,AMC, AU ,AVI, BMP, DV Stream, FLC, Image Sequence movie exporters, JPEG/JFIF, JPEG 2000, MacPaint, MIDI ,MPEG-4, Photoshop, PICT, PNG, QuickTime Image File, QuickTime Movie, SGI, System 7 Sound, Targa, Text, TIFF, and WAV.

[MobileMe Sync Issues](#) by [Rebecca Kraemer](#)

I am a die-hard MobileMe fan. I use MobileMe to wirelessly sync my contacts, calendars, mail and more among three computers and my iPhone. In general, MobileMe syncing is phenomenal. Unfortunately, it's not flawless.

The first thing to do when troubleshooting a MobileMe issue is to identify which device (i.e. Computer or iPhone) is having the issue. The best way to do this is to first check your MobileMe Cloud by logging in to www.me.com. If none of your data is on there then syncing is not working from any of your devices. If your data is on there, see if you can figure out which device is having the sync issue by adding a new calendar item or contact to your devices and then force a sync.

On an iPhone, the syncing will be automatic. On your computer, you can force-sync by going to the Sync icon in your menu bar (it looks like two arrows chasing each other) and select “Sync Now.” Then, reload the MobileMe Cloud website and see which device successfully synced the data and which device did not.



In general, most MobileMe sync issues can be resolved by simply toggling synchronization on and off. For example, if my contacts aren't syncing to my phone I'd go to **Settings > Mail, Contacts, Calendars > My MobileMe account** and toggle the “Calendar” switch off and back on again. If the issue was that my phone was syncing fine but the data wasn't getting to my computer, I'd go to **System Preferences > MobileMe > Sync** and uncheck “Synchronize with MobileMe” and then tell it to sync again.

Sometimes, resetting MobileMe syncing does not resolve the issue, and then you need to dig a little deeper. First off, make sure it's not user error. Check syncing preferences on both your iPhone and your computer and make sure they're set appropriately. Next, make sure you're looking at the right screen on your iPhone.

For example, if you think your contacts are not syncing with your iPhone, be sure you are viewing the “All Contacts” screen. If you think your calendar is not syncing to your iPhone be sure you're viewing “All Calendars” and not just an individual calendar on your iPhone.

The issue that I ran into today while helping a client was a “data integrity error” that he received when attempting to sync his calendar from MobileMe to his computer. In this situation, I had to reset his sync preferences. First, I backed up his calendar in iCal. Next I reset the sync preferences by disabling MobileMe syncing in System Preferences. Then I opened iSync and ‘Reset Sync History’ in preferences. I then re-enabled syncing and, when prompted, I told MobileMe to replace all data on the computer. So far so good!

It should be noted that there are different ways to reset syncing depending on what version of the operating system you use. The above scenario was in 10.5.8. Apple has three great articles on how to resolve MobileMe sync issues:

[MobileMe: Troubleshooting iPhone or iPod touch sync issues](#)

[Mac OS X v10.5, v10.6: Resetting the SyncServices folder](#)

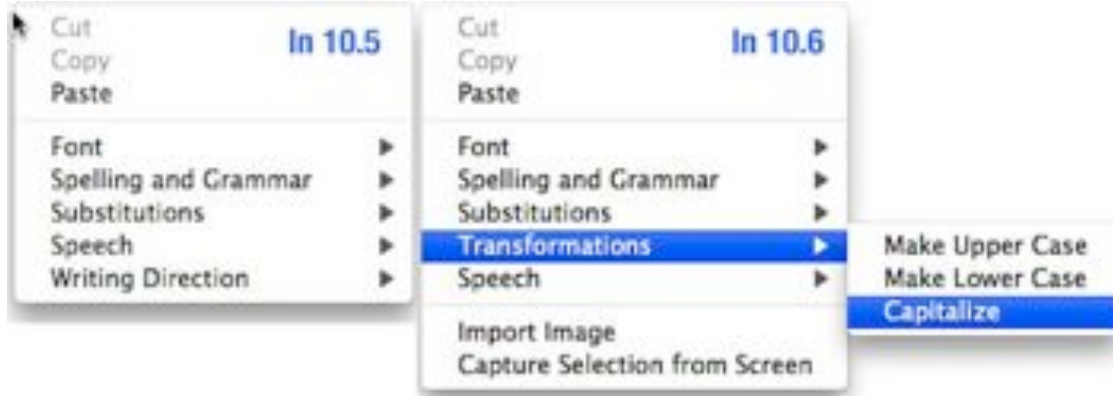
[Sync Services: Advanced troubleshooting for contact and calendar syncing](#)

Check those articles out if you need further help. Happy syncing!

MAC TREAT #119: Become a Friend of the Right-Click in 10.6! By [Kali Hilke](#)

I love, love, LOVE my Magic Mouse. But that's another article. My Magic Mouse is set to use the right-click as a secondary button, as many mice are apt to do, and the real topic of discussion is addition of some extras in the right-click context menu.

In 10.6, there are far more options than 10.5 in several applications. Let's use TextEdit, for example.

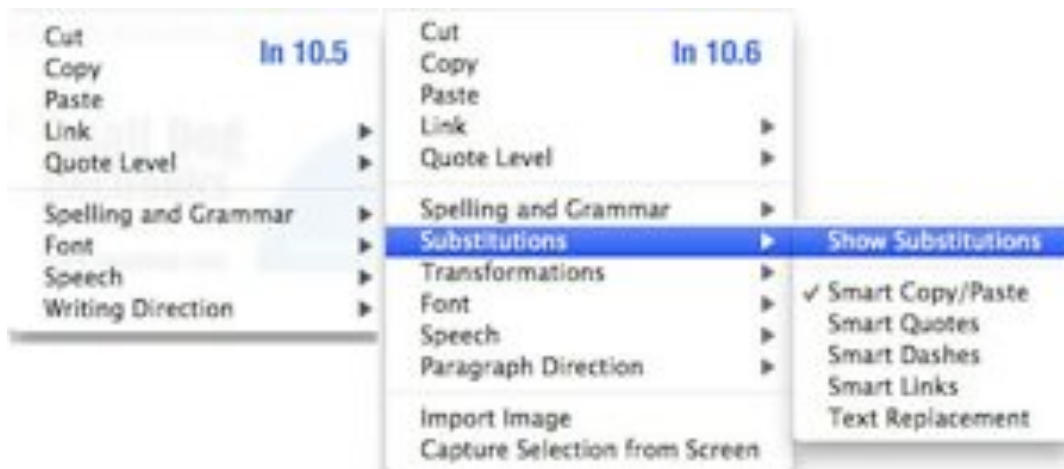


Among others, you can use the context menu to select **Transformations** to change the capitalization of your text.

This is so handy (pardon the pun) to have at your fingertips if you like quick ways to edit text. You may also import an image or capture a selection from your screen!

These options (and dozens of others) are available in several native applications.

In Mail, quick menus for **Substitutions** along with **Transformations**, **Import...** and **Capture...** have been added to the helpful shortcuts for Spelling and Grammar, Font and Speech. *Note that "Writing Direction" has been renamed "Paragraph Direction", since it really just pertains to justifying text.*





911

Mac 911- Solutions to your most vexing Mac problem

by Christopher Breen

[Play 5.1 audio in iTunes](#)

Posted by Christopher Breen on Apr 12, 2010 2:33 pm

Reader Lyle Opseth feels he isn't getting everything he should from his MacBook Pro and iTunes. He writes:

I have a 17" MacBook Pro (2009 vintage), which has a digital optical output. I'm trying to play 5.1 audio through iTunes and I find my receiver plays only stereo audio. Is there a way to do this?

There is, but it's hardly straightforward. The method, originally posted by Graham Booker in his [Record and Reverie blog](#), describes the process. You should definitely read through it, but here's the gist for movies that contain AC3 audio files:

Install a copy of the free [Perian QuickTime plug-in](#) on your Mac. String an optical cable between your Mac and a compatible receiver. Launch Audio Midi Setup (found in the Utilities folder) and in the audio output area select Digital Out from the Source pop-up menu and 48000.0Hz and 2ch-16-bit in the Format area.

Launch the Terminal app and enter

[Uninstalling Norton AntiVirus](#)

Posted by Christopher Breen on Apr 7, 2010 12:14 pm

Reader Randolph Walker provides me with the opportunity to address a question I get, like clockwork, every two years. He writes:

I was running Norton AntiVirus 10.0 on my iMac. I decided to uninstall it. Now when I restart, I get several small dialog boxes telling me auto protect cannot be activated. It is obvious I did not uninstall this properly. How do I get these little boxes to go away forever.

I've yet to encounter a product with the Norton name that can be uninstalled by simply dragging a file or folder to the Trash. These utilities work their magic deep down and scatter files hither as well as yon. If you don't follow the correct procedure for removing them, you experience this kind of thing.

And the proper procedure is to locate the Symantec Solutions folder inside the Applications folder at the root level of your hard drive, launch the Symantec Uninstaller application, select the Symantec AntiVirus Corporate, Norton AntiVirus, and Norton AntiVirus Auto-Protect entries, and click the Uninstall button. Confirm your decision when prompted and then enter your administrator password in the space provided. You'll be asked to restart your Mac. Do so and Norton should be gone for good.

What, you say you tossed out the Symantec Solutions folder when you attempted to uninstall Norton AntiVirus by hand? You can [download the uninstaller](#) directly from Symantec's site (direct download link).

[Bugs & Fixes: How widespread are iPad Wi-Fi problems?](#)

Posted by Ted Landau on Apr 9, 2010 10:36 am



The iPad arrived last Saturday to overall [glowing reviews](#). Inevitably, this was quickly followed by reports of problems with the iPad. The most publicized problem so far has been with [Wi-Fi reception](#). You could hardly browse the Web this past week without seeing an article on the topic (such as [this one from USA Today](#)). Trying to disentangle reality from exaggeration has not been easy.

- Many people have reported some sort of Wi-Fi-related symptom when using an iPad. To confirm this, all you need to do is go to the [iPad -> Wi-Fi section of Apple's Discussions Boards](#). You'll find numerous threads on the topic, including

[one thread](#) with an astonishing 390 replies and almost 55,000 views (and counting).

- If you read these threads, you'll note that there is more than one primary symptom. There are at least three: (1) Failure to rejoin a known network when waking up from sleep; (2) Unusually weak signal (or complete Wi-Fi disconnect) at distances from the router where other Wi-Fi devices work without trouble; and (3) Jerky or disrupted streaming video, even when signal strength appears strong and other Internet activities on the iPad are working well.

It may well be that these three problems are independent, having separate causes and solutions. It may even be that one or more of them are not specifically due to the iPad, but are instead due to other hardware, such as the Wi-Fi router. It's still too early to tell.

- For the “failure to rejoin” symptom, Apple has posted a [Knowledge Base article](#) describing the symptom and suggesting fixes, such as resetting your iPad's Network Settings.

Most news stories have cited this Apple article as evidence that Apple has “acknowledged” or “confirmed” or “admitted” that there is a Wi-Fi problem with the iPad. If you only casually scan these stories, it's easy to conclude that Apple has admitted to a serious problem affecting every iPad out there. Not so.

The Knowledge Base article actually admits very little, citing that the rejoin problem should only occur with a small subset of routers and only under “certain” unspecified conditions. It says nothing about the other Wi-Fi symptoms. Apple releases articles like this all the time. They usually get almost no press coverage. This one is getting an unusual level of attention primarily because anything iPad-related is getting close scrutiny right now.

- Postings to forums offer several unexpected potential workarounds. For example, turning off the “Ask to Join Networks” option (in Settings -> Wi-Fi) may remedy video streaming or weak signal problems. In [one thread](#), several users agreed that increasing the screen brightness prevents the failure to reconnect after waking from sleep!

- It's hard to estimate exactly how many people have any problem at all here. For what it's worth, my iPad's Wi-Fi connection has been nearly flawless. I have had occasional problems with streaming video when I am in a different room from the router. But these are intermittent; a hour later all will be well. To be fair, I have had similar problems with my MacBook Pro.

On Thursday, I asked my Twitter followers to [let me know if they've had any of the reported symptoms](#). The number of people who confirmed having a problem? Zero.

Bear in mind that [more than 450,00 iPads have been sold](#). Compare that to the 300 or so people reporting a problem on Apple's Discussions Boards. For the sake of argument, let's guess that the real number of people having a problem is more like 50X the 300 number. That's 15,000 problem iPads (which is probably a worst case scenario). Admittedly, this is a number you wouldn't want to ignore. But it's also only a little more than 3 percent of all iPad owners. And this assumes that all of these people have correctly diagnosed the iPad as the primary cause of the problem.

Bottom line: If you buy an iPad, there's a risk you'll have a Wi-Fi related problem. That's true. But at least for now, it appears that the risk is small, easy-to-implement workarounds exist, and a true fix should not require any hardware modifications.

Bugs & Fixes: Unexpected hassles with OS X 10.6.3's unexpected quits

by [Ted Landau, Macworld.com](#)

In addition to the [bug fixes](#) and [security updates](#) in the just-released [Mac OS X 10.6.3](#) update, Apple cites a [new feature affecting unexpected quit dialogs](#): “Mac OS X 10.6.3 can automatically collect diagnostic and usage information from your Mac and send it to Apple for analysis.”

Prior versions of Mac OS X could already collect diagnostic information after a crash. What is new is that [Mac OS X 10.6.3](#) includes the anonymous “collection of usage information (for example, data about how you use Apple and third-party software, hardware, and services).” Unfortunately, in making this addition, Apple also managed to partially break how the relevant dialogs work.

I'm not sure what it is with Apple and unexpected quit dialogs. It would seem to be a relatively simple matter to make these dialogs easy to navigate and work as expected. Apparently, it's not. Apple has added confusion and a bug to a feature that has a long history of being less than crystal clear (as I previously covered in a [Mac Observer article](#)).

Unexpected quit dialog confusion

After an unexpected quit, a dialog typically appears with three options: Ignore, Reopen and Report (shown below).



Click Report, and yet another dialog pops up, with another trio of options: Show Details, Don't Send, and Send to Apple (shown below).



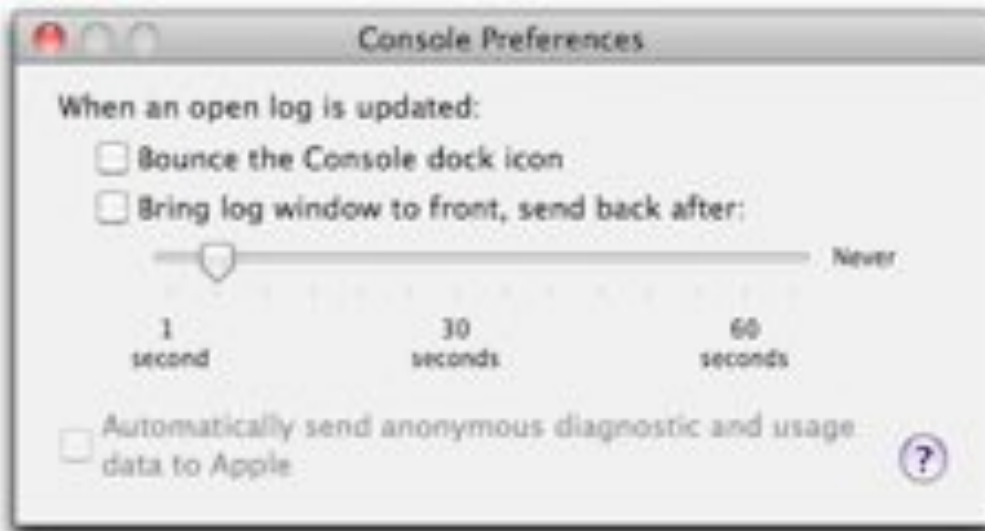
Click Send to Apple, and a sheet drops down from which you can select to Agree or Disagree to send the relevant diagnostic and usage information to Apple (shown below).



Whatever choice you make, you can also enable or disable a "Don't ask me again" checkbox. It is enabled by default. It is this checkbox option that is the focus of our

concern. If you leave it enabled, the next time an unexpected quit occurs and you click Send to Apple, the Agree/Disagree sheet no longer drops down (exactly as implied by “Don’t ask me again”).

But suppose you now change your mind; perhaps you want to shift from Agree to Disagree. How can you do this if the sheet needed to make the change no longer drops down?



The answer is to launch Console and select the Preferences menu item. In the window that opens (shown on the right), there will be a checkbox to “Automatically send anonymous and diagnostic usage data to Apple.” If you disable this option, the Agree/Disagree sheet should reappear the next time you have an unexpected quit.

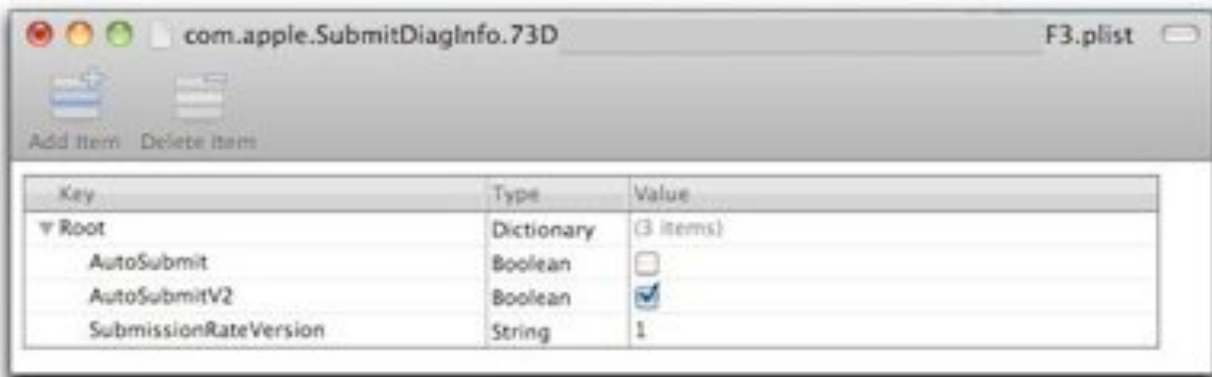
At least that’s the way it’s supposed to work. The problem is, at least for me, the option remained grayed out and unmodifiable. This meant there was no way I could get the Agree/Disagree sheet to drop down again—and thus no way to change my prior choice.

Note: In Mac OS X 10.6.2, Console’s Preferences instead offers a Reset button for Diagnostic Reporting. This button provides the same basic function as the “Automatically send...” checkbox item in 10.6.3. I never had any problem getting Reset to work as intended.

The “SubmitDiagInfo” plist work-around

One solution is to disable the “Don’t ask me again” checkbox each time. However, after a bit of detective work, I found a work-around that succeeds even if you selected “Don’t ask me again.”

There is a .plist file that determines both whether the Console checkbox is enabled and whether the Agree/Disagree sheet drops down. It's called com.apple.SubmitDiagInfo.###,plist (where ### represents a long string of hexcode unique to your computer). You'll find the .plist file in the Library/Preferences/ByHost folder of your Home directory. If you delete this file, the Agree/Disagree sheet will reappear the next time an unexpected quit occurs. While this allows you to change your prior selection, it is not a permanent fix. The checkbox in Console's Preferences will likely still be grayed out should you later change your mind again. However, with more detective work, I figured out exactly what seems to be go wrong. If you open the .plist file in Property List Editor, you'll find two similar Boolean properties: AutoSubmit and AutoSubmitV2. (The latter is a new property in 10.6.3.)



AutoSubmit appears to determine whether or not the Console checkbox option can be modified when appropriate. AutoSubmitV2 appears to determine whether or not the Agree/Disagree sheet drops down. Ideally, the values for these two properties should match. Unfortunately, this is not always the case. What can happen, for example, is that AutoSubmitV2 is enabled but AutoSubmit is not. This will lead to the above described situation where the sheet does not drop down but the Console option to bring it back is not selectable.

The bottom line is that there was no way I could both enable “Don’t ask me again” and prevent the symptom from returning. For now, if you find yourself in this same boat, your only choices are either to use the .plist file work-around or hope for a fix in Mac OS X 10.6.4.

The dialogs’ user interface

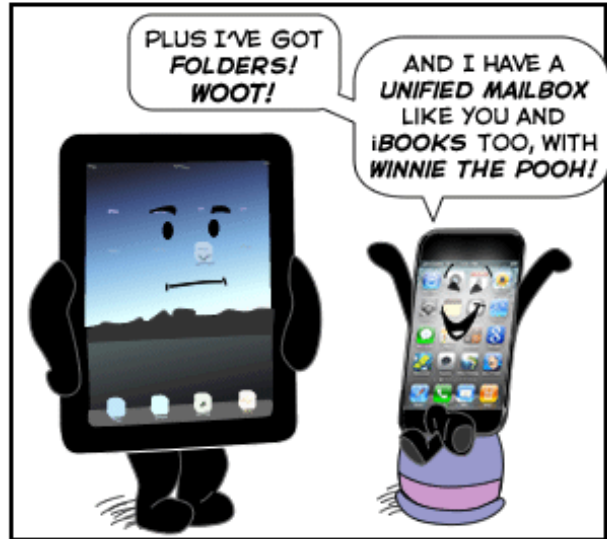
Even ignoring this bug, the unexpected quit dialogs’ user interface could use some tweaking.

For example, you can choose Ignore from the first dialog. If so, no data are sent to Apple. So far, so good.

If you instead select Report, you can click Don't Send from the second dialog that appears. This too means that no data are sent to Apple (although if you really knew you didn't want to send, why bother to select Report instead of Ignore?).

If you persist and choose Send to Apple, you get the option to Disagree (which, for a third time, means that your data will not be sent to Apple, even though you just selected to send the data).

This all seems a bit redundant and confusing. Couldn't it be simplified—perhaps by offering an initial choice of the three options listed in the relevant [Apple support article](#): Automatic Reporting, No Reporting and Ask Each Time?



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