

Macaholics UNANIMOUS

The Official Newsletter of the Upper Keys Macintosh Users Group



May 2012 Volume 20 Issue 06

Bob Ward: Monroe County Networking

by Sue Beal

In April, our speaker was Bob Ward, Monroe County Senior Administrator, Network, on How Apple fits with Monroe County Technical Services. A Mac user himself, Bob gave an overview of newly upgraded WiFi and other services provided by the County that we all can use and a glimpse into how Apple products are stepping up in our county government.

Bob was kind enough to provide his slides, and they're posted on our website, if you'd like to view them: <http://ukmug.pbworks.com/w/page/5624170/Meeting> (scroll down past the upcoming meeting to see the link).

Bob's presentation was an impressive look at a modern-day, real-world network installation. It was fascinating to me to see how our county interconnects its many locations, provides services like county websites, WiFi at all locations, computer and phone support for all locations, security, services, and even a TV station. And of course, our wonderful geography provides its own challenges as we see those services connecting locations from the Card Sound toll booth to the courthouse in Key West. There are 500 county users of network and phone services. This includes county employees as well as related offices like the Supervisor of Elections and the Tax Collector.

Bob covered the hardware and software used to support the county in great detail, and you can go to the



Growth was the key. Public use of Monroe County WiFi is rising quickly! Here you see an increase in usage from last October through April. In October, the County's public and private WiFi capacities were increased, and users were right there waiting for it!

Apple User Group

Upper Keys Mac User Group Meeting



Jeff Cale

Digital Photography in Action

How one world traveler uses technology to bring home great photos

Jeff Cale has an eye for taking beautiful photographs in the Keys and in exotic locations - most recently in Thailand. Learn how he handles thousands of images while on the go, what works and what he has learned in the process, and enjoy some of the fabulous images he has taken here and abroad.



PC
Users
Welcome

Thursday

7PM
May 10

Key Largo Library Community Room,
MM 101.4 Oceanside Tradewinds Plaza

Beginner's Circle

Come at 6:30 for Help for Mac Beginners: Bring your laptop and your questions; for a half-hour prior to the main meeting we'll have experienced folks available to help!

Free and open
to the public!

slides for the buzzwords. What I took away from it was that our county is meeting the technological challenges of today head on, with good tools and personnel in place to monitor the resource, protect it and grow it. What more could you ask?

The public face of the county is this website: <http://www.monroecounty-fl.gov/>. It's a new interface, more user-friendly, and the county welcomes feedback, just contact the webmaster.

Wireless internet is available to in all of the large county buildings and libraries, 24/7/365. Many of these locations provide public access as well as private. (The county limits the public's use of WiFi in order to preserve bandwidth for the business of running the county.)

continued on page two



Bob Ward is the Monroe County Senior Administrator, Network. His background includes work in the computer repair industry in the 1980s, work on Intel servers for IBM, business partnership consulting, then the last 5 years with Monroe County.

There is roaming capability within county building and amongst locations.

Bob reminds you to turn your firewall on when using public WiFi; without it you are not protected from unscrupulous persons on the same network. (System Preferences>Security & Privacy. Select Firewall Tab & turn on.) He mentioned that those people may not even be in the same area; in the Keys, they could be 100 miles away, it's still the same network!

Apple plays a role in the county in that iPads and iPhones are very popular among employees, and the use of both is growing. Apple is now an official county vendor. Bob says he's owned a lot of smart phones and "The iPhone is the best smart phone on the planet." There are currently 90 iPhone users on the county network.

There are very few Apple computers on the network, though, because of the investment the county has in support and licensing of applications. The iPad is being used as a laptop replacement in some cases, and the currently installed base of 20 iPads is expected to increase. The county even uses a Virtual Desktop Interface that allows an iPad to remotely connect to a problem computer, providing valuable troubleshooting assistance. How cool is that?

Look for more Apple use in the future, and rest assured your county is right on top of things when it comes to technology!

Thanks, Bob! [MU](#)



Diane & John, Eva & Ed all worked together to put out a great spread. Lane gets a beverage.

BACK IT UP!



Do yourself a favor - get a Time Machine external backup drive!

Just how much is your data worth to you? The importance of backing it up can't be overstated, and all you need to do is buy an external hard drive. Prices start from less than \$110 for a 1TB model that you plug into your Mac's USB or FireWire port.

But if you've got two or more Macs to keep backed up, save yourself time and hassle by buying an Apple Time Capsule. It's a wireless hard drive designed to work with all your Macs seamlessly and easily. Prices start from \$299 for 2TB. Go to the Apple website for more info. [MU](#)



Shape Collage

Automatic Photo Collage Maker

by Karen Beal

I saw this advertised on the Better Homes & Gardens site. It uses your photos to make different collage shapes. You can even export to Photoshop and it will export with each photo being a different layer (OK, that overwhelms me!) so you can manipulate, rotate or edit each one.

The download is free and for Mac OSX: <http://www.shapecollage.com/?gclid=CPingqOIq8CFc-R7QodoV1d-A>



Building a Cantenna

Bob Ward mentioned using a Pringles can to amplify a wireless signal (in the context of living close to a county building with free WiFi). I'd never heard of it, so I Googled it.

The word Cantenna blends the words can and antenna. In the do-it-yourself community, it means homemade Wi-Fi antennas made with an empty metal can.

Although some designs are based on a Pringles can, in reality this tube is too narrow to be practical. A cantenna can be made from various cans or tubes of an appropriate diameter. Some designs include a pole mount to elevate the cantenna.

At 2.4 GHz, losses can occur if the cable from the cantenna to the Wi-Fi circuitry is too long. A more efficient cantenna can be made by minimizing this length or connecting the cantenna directly to the Wi-Fi circuitry.

Cantennas are useful for extending a wireless local area network (WLAN), and the tiny design makes them ideal for mobile applications. The design of the cantenna is so simple that it is often the first antenna Wi-Fi experimenters learn to build.

Cantennas can be used to increase cell phone range, improve reception, and decrease noise.

A cantenna can be used as a satellite dish feed horn. The 5.5 GHz cantenna dimensions are almost perfect in that they make a perfect fit for the standard TV satellite dish. The resulting setup is a low-cost, high-quality, high-gain antenna. Such setups are widely used in wireless community networks for long-distance Wi-Fi links. Cantennas may be used with other RF devices such as wireless security cameras.

Google it - you'll be amazed what you learn! [MU](#)

Reimagining Retail: 10 things you can learn from the Apple Store

by Guy Kawasaki , thanks to Graham Thomas

In the decade since Steve Jobs and former head of retail, Ron Johnson, decided to reimagine the retail experience, the Apple Store not only reimaged and reinvented retail, it blew up the model entirely and started from scratch. In his research for Author Carmine Gallo has written a book called *The Apple Experience: Secrets to Building Insanely Great Customer Loyalty*. He outlines ten things that the Apple Store can teach any business in any industry to be more successful:

Stop selling stuff. When Steve Jobs first started the Apple Store he did not ask the question, “How will we grow our market share from 5 to 10 percent?” Instead he asked, “How do we enrich people’s lives?” Think about your vision. A vision based on selling stuff isn’t very inspiring and leads to a very different experience than the Apple Retail Store created.

Enrich lives. The vision behind the Apple Store is “enrich lives,” the first two words on a wallet-sized credo card employees are encouraged to carry. When you enrich lives magical things start to happen. For example, enriching lives convinced Apple to have a non-commissioned sales floor where employees feel comfortable spending as much time with a customer as the customer desires. Enriching lives led Apple to build play areas (the “family room”) where kids could see, touch and play on computers. Enriching lives led to the creation of a “Genius Bar” where trained experts are focused on “rebuilding relationships” as much as fixing problems.

Hire for smiles. The soul of the Apple Store is in its people. They are hired, trained, motivated and taught to create magical and memorable moments for their customers. The Apple Store values a magnetic personality as much, if not more so, than technical proficiency. The Apple Store cares less about what you know than it cares about how much you love people.

Celebrate diversity. Mohawks, tattoos, piercings are all acceptable among Apple Store employees. Apple hires people who reflect the diversity of their customers. It’s not uncommon to find former teachers,

engineers, and artists at an Apple Store. Apple doesn’t look for someone who fits a mold.

Unleash inner genius. Teach your customers something they never knew they could do before, and they’ll reward you with their loyalty. For example, the Apple Store offers a unique program to help people understand and enjoy their computers: One to One. Apple Store instructors called “creatives” offer personalized instruction inside the Apple Store. The One to One program was created to help build customers for life. It was designed on the premise that the more you understand a product, the more you enjoy it, and the more likely you are to build a long-term relationship



with the company. Instructors are trained to inspire customers, giving them the tools to make them more creative than they ever imagined.

Empower employees. I spent one hour talking to an Apple Store specialist about kids, golf, and my business. We spent about ten minutes talking about the product. I asked the employee whether he would be reprimanded for spending so much time with one customer. “Not at all,” he replied. “If you have a great experience, that’s all that matters.”

Sell the benefit. Apple Store specialists are taught to sell the benefit behind products and to customize those benefits for the customer. For example, I walked to the iPad table with my two young daughters and told the specialist I was considering my first iPad. In a brilliant move, the specialist focused on my two daughters, the ‘secondary’ customer who can influence a purchase. He let the girls play on sepa-

rate devices. On one he played the movie, *Tangled*, and on the other he brought up a Disney Princess coloring app. My girls were thrilled and, in one memorable moment, my 6-year-old turned me to and said, “I love this store!” The specialist taught us how the device could improve our lives.

Follow the steps of service. The Apple Store teaches its employees to follow five steps in each and every interaction. These are called the Apple five steps of service. They are outlined by the acronym A-P-P-L-E. They are: Approach with a customized, warm greeting. Probe politely to understand the customer’s needs. Present a solution the customer can take home today. Listen for and address unresolved questions. End with a fond farewell and an invitation to return.

Create multisensory experiences. The brain loves multi-sensory experiences. In other words, people enjoy being able to see, touch, and play with products. Creatives who give One-to-One workshops do not touch the computer without asking for permission. They want you to do it. The sense of touch helps create an emotional connection with a product.

Appeal to the buying brain.

Clutter forces the brain to consume energy. Create uncluttered environments instead. The Apple Store is spacious, clean, well-lit, and uncluttered. Cables are hidden from view and no posters are placed on the iconic glass entrances. Computer screens are cleaned constantly. Keep the environment clean, open, and uncluttered.

The three pillars of enchantment are likability, trustworthiness, and quality. Apple’s engineers take care of quality, and the Apple Store experience personifies likability and trustworthiness. I’ve never left an Apple store without being enchanted.

Resisting Carmine’s book, like resisting an Apple Store, is futile, so just get it here: [The Apple Experience: Secrets to Building Insanely Great Customer Loyalty](http://www.amazon.com/dp/0307455066)

Excerpted from:

http://blog.rockthepost.com/2012/04/10-things-you-can-learn-from-the-apple-store/?goback=%2Egde_1784467_member_108160161

iTunes at a Discount?

from Karen Beal

Whoever heard of paying less than retail for iTunes store credit? Well, you can! If you subscribe to BradsDeals.com, they offer iTunes and Amazon.com discounts.

I know it seems too good to be true, but last month I paid \$5 for a \$10 gift card at Amazon, and it only took about a minute to do it. Check out www.BradsDeals.com today and see what you can score. Sign up for their daily emails so you don't have to remember to go and look. [MTU](#)

We need your input!

by Sue Beal

Abby Ward Bellard (see ad below) is scheduled to come and present at UKMUG in June "Tips and Tricks for Beginners." So, if you have questions or topics you'd like explained, especially at the beginner-to-intermediate level, please send them to me or Abby before then (her email is info@abbyscomputertutors.com). [MTU](#)

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Cool iPad Use

submitted by Karen Beal

Using tech to enable dreaming!
http://www.ted.com/talks/shilo_shiv_suleman_using_tech_to_enable_dreaming.html?utm_source=newsletter_weekly_2012-02-23&utm_campaign=newsletter_weekly&utm_medium=email [MTU](#)

VERY FUNNY

*I don't enjoy computer jokes;
not one bit.*

*I changed my iPod's name to Titanic.
It's syncing now.*

Get your iWork images under control

submitted by Karen Beal

I had spent a good bit of time collecting images the hard way and organizing them by theme. I wanted to do a document and a presentation with the same graphic theme. Maybe some of you will use this tip.

—Karen

My one frustration with iWork has been that I couldn't figure out how to access a master list of all the available graphics and clipart that come with the various templates. I guess you could open up every single template and then drag whatever graphics you want into the document you're working on but no one in their right mind is going to do that.

There isn't an obvious folder where these files are stored, nor do the individual image files have logical names that you can search for... and last but not least Google failed me when I queried about finding these files. So today I spent some time monkeying around my hard drive and finally found the goldmine. Now I have access to all the template images that come with Pages & Keynote so I can easily find and use them

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in whatever template I choose, instead of just the one that they are natively associated with.

Here's how:

1. Open your Applications folder
2. Open iWork folder (I have both iWork 08 and iWork 09 on my system but for this process iWork 09 is what I was using).
3. Right click on Pages and choose "Show Package Contents" (note that you will have to repeat this procedure for Keynote. The image files for the two sets of templates are not in the same location).
4. A new Finder window will open called "Contents"
5. Navigate as follows: Contents -> Resources -> Templates -> Shared

That's it. In the "Shared" folder you'll find all the images that are used in Pages templates!

This came from <http://michellejones.net/onapath/2009/12/find-graphics-and-clip-art-in-iwork-pages-keynote.php>

CanoScan 9000F gets Emilie's Seal of Approval

by Sue Beal & Emilie Stewart



Emilie Stewart and I have been talking a lot about scanners, new Macs and Lion lately. Emilie needs a good, fast and reliable scanner that runs with Lion, now that she has a new Mac running Lion. Scanner software has been lagging behind Apple and causing trouble for some time, as any Lion user can attest. Things weren't good.

All that changed with the release of the CanoScan 9000f and, recently, Apple's drivers.

After almost 2 weeks of shopping and researching, Emilie says, when speaking of the new CanoScan 900F, "Buy it!"

The retail price is in the \$200 range, but finding one can be difficult because they were being manufactured in an area hit by the tsunami. Production is slated to be back on track by May 1.

Emilie says to be sure to get your drivers from Apple's site instead of Cannon's site. It runs in 64-bit mode, "flawlessly, and lightning fast" she says!

You'll see a lot written online about what scanners are compatible with Lion and which ones aren't. Emilie filled us in:

"One big issue is the difference between Canon's list of Lion-compatible scanners

and Apple's list of Canons under Lion-compatible scanners. While Canon's list of Lion-compatible scanners includes the 4400f, 8600f, 8800f, 5600f, and 9000f, it is BS! Apple's list ONLY includes the 5600f and the 9000f."

"Oh, and the included PS Elements 8? It doesn't work in Lion. Canon's MP Navigator EX definitely does not work in Lion (there is a disclaimer in the box). And you can throw away the discs that come with it. You only need to download the drivers from Apple's Support Downloads webpage."

Here are more facts on the CanoScan 9000F:

The CanoScan 9000F offers a full 9600x9600 dpi optical scanning resolution. It scans 48-bit color and 16-bit grayscale with an option to save raw scans. With no lamp warm-up time required, the USB 2.0 High Speed CanoScan 9000F gets to work when you do. Scan speeds are brisk, but the rate depends on the scan sampling rate or resolution, as well. Three film holders are included with the unit for scanning two

strips of 35mm negatives, four mounted slides and four 120mm frames.

The hardware feature you'll most appreciate is the compact size of the CanoScan 9000F. It hides the bulking data cable in the lid. Another nice feature you don't see by looking at the CanoScan 9000F is ScanGear, Canon's TWAIN driver, which is what you use when scanning from your image editing software (Photoshop).

Finally, the CanoScan 9000F includes Canon's FARE* technology to repair physical defects like dust and scratches using an infrared scan. (*which may not be working in Lion!!)

SPECIFICATIONS

Scanner Type: Flatbed

Scanner Element: CCD, 12-line color

Light Source: White LED

Features: 7 EZ Buttons, 9600 dpi CCD Sensor, Auto Document Fix, Auto Scan Mode, Built-In Power Supply, FARE Level 3, Film Scanning (35mm film/120 format film), Gutter Shadow Correction, High-speed Scanning, Light Guide, OCR Text Data Conversion, PDF Password, Sensor Carriage, Super Toric Lens, White LED, Zero Warm-up Time

Scanner Buttons: Auto Scan, Copy, Email and four PDF buttons


Maximum Resolutions: Optical: 9600 x 9600 dpi for film and 4800 x 4800 for all other media; Interpolated: 19,200 x 19,200 dpi

Maximum Document Size: 8.5x11.7"

Interface: Hi-Speed USB

Software: Setup Software & User's Guide CD-ROM, Adobe Photoshop Elements 8, ArcSoft PhotoStudio, MP Navigator EX

Maximum Power Consumption: 15W (0.9W standby)

Warranty: One-year limited warranty with InstantExchange program. One-year toll-free technical phone support. 

Friends don't let friends use Windows.

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HELP A NEWBIE!

Every meeting we get a couple of new users who have a lot of questions and anxiety about learning to use their Macs. Introduce yourself to an unfamiliar face. Even if you don't think you're an expert (who does?), you probably know a few things that can help them!

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Free Manual for Newbies Mac Users!



This 69-page PDF guide (from Makeuseof.com) supplies you with numerous tips, tricks and free applications.

Download it from <http://ukmug.pbworks.com/>

dummies.com

is a great place for useful and brief Mac Tips and Tricks! Check it out!



FREE OS X CLASSES

The Apple Store at the Falls has free OS X classes every Saturday from 9-10 am! They also have one-on-one training, workshops and the Genius Bar. Call for more info:

Apple Store at The Falls
305-234-4565

8888 SW 136th Street
Miami, FL 33176
Mon-Sat: 10-9:30pm
Sun: noon-7pm



<http://www.apple.com/retail/thefalls>

Come at 6:30 for the Beginners Circle:

Bring your laptop and your questions at 6:30, and for a half-hour prior to the main meeting we'll have experienced folks available to help, one on one, or in small groups.



UKMUG SILENT AUCTION ENDS MAY 1

We have 3 really nice, donated items which we are auctioning off to the highest UKMUG bidder.

Read the descriptions, then email in your bid if you're interested - tell me what you be willing to pay for which item.

Make sure it will work with your system before bidding, please - read the descriptions carefully, and do your homework to make sure it will install on your system.

In case of a tie, first bid wins. Bidding closes May 1 at midnight.

Moneyback guarantee for 15 days on all sales, in case something is not as I've stated here. (Since these are donated, my knowledge of the items is limited.)

1. **SCANNER - CanoScan 8400F** in excellent condition with cables, power cord and printed materials. Driver CD included but more recent driver can be downloaded from Cannon website.

"This is a great scanner, it works flawlessly," says Emilie Stewart, the donor, "but it won't run under Lion." Thank you Emilie, for your donation. Any bids?

2. **Logic Pro 7 software**, ver. 1.2 dated 2006.

This is a complete boxed version of Apple's software for recording, editing and mixing your own music. The box is in decent shape, and includes a full set of manuals and an install disk. (This was donated to the KL Library and they gave it to us.)

The current version is Logic Pro 9, so I suspect you need to be running on an older Mac to make use of this. How old, I'm not sure. Please research it before you bid. It's an academic license, so it cannot be upgraded.

3. **Final Cut Studio software, ver 5.1**

Includes Final Cut Pro, Final Cut Studio, Motion 2, and DVD Studio Pro 4.

This is a complete, boxed set of manuals and disks. BRAND NEW. The box must weigh 30 lbs!! (This was also donated to the KL Library and they gave it to us.)

The manuals are still shrink wrapped, and the CDs are still sealed in the original box!!

It says it will run on PowerPC (G4 or G5) or Intel Macs. I would not assume anything about which OS are compatible; you're on your own on that!

It's an academic license, so it cannot be upgraded.

Email ukmug@bellsouth.net and BID TODAY

Did you see that picture of you, taken at the last meeting?

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VISIT TODAY!

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UKMUG's Collaborative Website

Macaholics UNANIMOUS

is the official newsletter of the

Upper Keys Mac Users Group

A nonprofit organization devoted to the use (and sometimes abuse) of the Macintosh computer. Subscriptions are \$25.00 for one year. Contents © 1993 - 2011 by the Upper Keys Macintosh Users Group except where noted. All other rights reserved.

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