

The Journal of Washington Apple Pi, Ltd.

WASHINGTON APPLE PI

Volume 23, Number 4

Two Telling Tales—5

Apple Opens a Store in
Tyson's Corner—14

Results of "Pi Fillings—the
Questionnaire"—15

DigiCam 102—A Tale of 3
Photographers—37

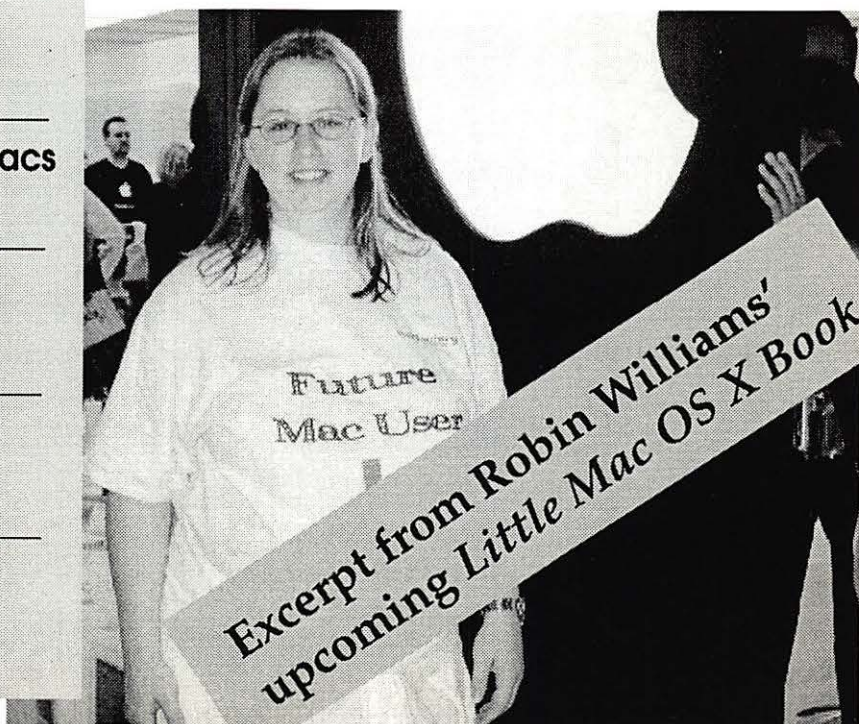
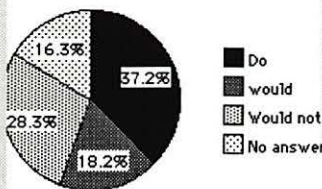
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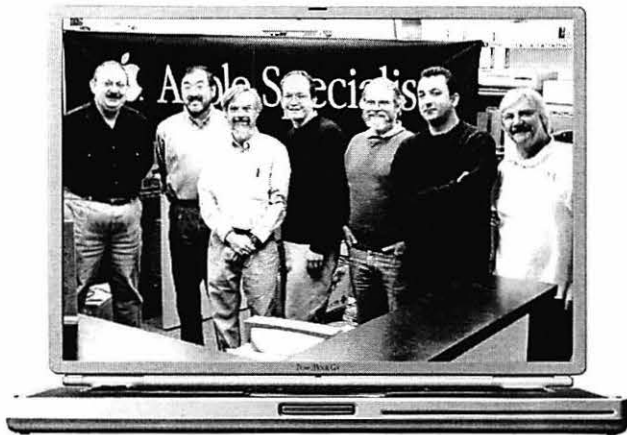


Excerpt from Robin Williams' upcoming Little Mac OS X Book

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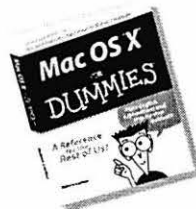
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* Dave Weikert, one of the Pi's longest-serving members, passed away on May 5 after a lengthy and valiant struggle. The entire user group community has lost a great friend and advocate, and joins in wishing his family well.

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Icon Guide



Macintosh



General Interest



Apple II, IIe, & IIGS



Apple III (SARA)

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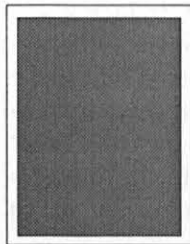
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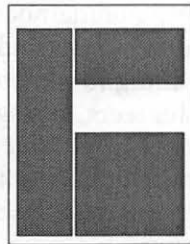
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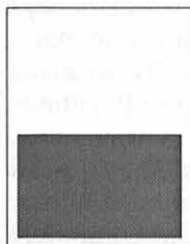
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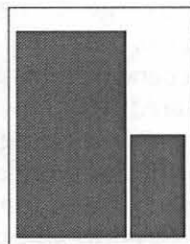
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Welcome to WAP

By Dave Ottalini

AS A new WAP member, you may be a new Mac owner, or one who has been around for awhile. But the simple fact is that this club has something for everyone, whether you're a Mac Novice or someone who still remembers what the Apple /// was.

One of the most popular services we offer on an on-going basis is our Tuesday Night Clinic. Crazy people (like me on occasion!) show up most every week and take on some of the, shall I say most intriguing, hardware and software problems you could ever imagine. Mac won't boot? We can help. Got a modem that acts weird when you try to log into AOL? OK, we'll take a shot. Need to add memory or a new hard drive? Sure, we can do it in our sleep.

The point is Washington Apple Pi is *your* computer club and we're here to help when you need it. The Tuesday Clinic is just one service we offer, but it's one many members and nonmembers, depend on. In fact, some local computer stores send customers our way on occasion. The thing to remember of course, is that these folks are volunteers, giving freely of their time and expertise to help in return for a donation to the club. WAP is a non-profit organization that is able to continue offering services like the Tuesday Clinic thanks in part to those donations.

Where do we get the rest of our operational money? Dues of course, but these have not changed in many years. We depend on folks purchasing the CDs we make (two are offered right now—Pi Fillings and Pi Fillings Goes to School), the Garage Sale brings in some funds too along with our wonderful tutorials. But we need you to help too. Got a friend with a Mac? Get him or her to join. Need to add memory to your computer? Let us do it and make a contribution. Need to take a class? We've got one for you.

Even more importantly, you, as a member, even as a new member, can contribute your time. Volunteers are the lifeblood of any organization and we need you! Call our Office Manager Beth Medlin at 301-984-0300 and let her know what you can do.

Finally, if you're a new member and have a question about your new club, send me an email at wapnovice@wap.org and I'll try to answer them both by email and in my next column.

Oh and by the way, *welcome to WAP!*

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Two Telling Tales

TWO STORIES hold my interest this month. The first has to do with what has turned out to be Mecca@Tysons. This Mecca is the 'must see' Apple retail store that just opened in the metropolitan Washington area. For reasons we don't quite understand yet, it won't be our only one. The second story concerns the vendor relations offices maintained by many firms in the computer industry. I fear for their longevity. But first, let's hoof it off to a Gap store without pants.

Mecca@Tysons

This story is for those of you who do not live within a weekend's drive of Tysons Corner Center in McLean, Virginia or have just returned from a temporary assignment on Mars. Tysons is the home of the first East coast retail operation owned and operated by Apple. Our back yard is the locus of this newest Apple enterprise. We can now add the first retail store to such other seminal events as the Eastern introduction of the Apple IIs and the Mac 128. A second store opened the same weekend in the Los Angeles area. So far, every visitor

to our offices wants to tour the store. If you would like to visit the store electronically, Lawrence Charters, our webmaster, created a tour for you. Point your browser to: <www.wap.org/events/applestore/default.html>.

The B&O Way

Why go to all the expense and trouble of opening your own store? The answer came in an exchange I had with the regional manager for B&O. No, not the Baltimore and Ohio Railroad; Bang & Olufsen, as in top of the line aesthetic design and functional technology in audio and other electronic gear. I wanted to talk to a company whose market is a small slice of a larger one, in order to gain some insight into why go to the expense to create a network of dedicated stores.

The B&O representative's comment was simple: "What took you [Apple] so long?" If you can't picture the B&O look, think Danish modern. If you think our website is a giggle, recalibrate by visiting <www.bang-olufsen.com>. B&O is now more than just stereo gear. Whatever they produce, their signature is exquisite design, careful craftsmanship, and a quality sound to go with the looks. B&O got tired of seeing their hard work languish in the back of your nearest general purpose hi-fi shop, Circuit City, or Audio-Buys. Those retailers didn't know how to market that stuff. And, as far as the salesmen were concerned, the commissions on the more recognized brands was higher than that on that weird looking stuff. B&O needed a setting in which its products are shown at their best,



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demonstrated by people who understand the merchandise and can explain its virtues over competing brands. They concluded years ago that the only environment that met those criteria was one they controlled; a chain of stores wholly under their operational responsibility. B&O has not looked back since.

Shaping The Buying Experience

Apple, too, suffers from the B&O dilemma. They have tried selling through mass merchandise retailers like Best Buy, Sears, Montgomery Wards, Circuit City, et al. They have been sold in general purpose computer shops, so-called "wholesale" clubs, and even user groups. Yes, Washington Apple Pi at one time was part of a very successful effort to move Macs to members. Well over one hundred of you bought a Mac through the Pi under that program. Macintosh computers just don't get no respect from all purpose sales folks. So why not own your own retail shops and create a direct and personal relationship with customers? It has a couple of down sides, but the other options are much less promising. However, Apple does not have any experience in the brick and mortar business. What to do?

Hire the best—which is just what Steve Jobs did. The company is fronting bucks in this endeavor. Skimping is not in the vocabulary. Steve hired managers from the likes of Gap and Target. He is renting space in the best of the high traffic upscale malls. What Tysons got is the look of a Gap store without the rags: well-lit, polished maple floors, and vertical separations—for different computer-related products, not clothes.

The math is on the side of Apple. They make the product that draws you into the store, they keep the full markup because they 'sell' the computers directly to their stores cutting out the wholesalers, and they get a cut on the sale of accessories. Apple will make the kind of gross profit on each sale that they see from their on-line store, albeit with a higher overhead. Full retail prices, knowledgeable staff, fully stocked, provides service on site—sounds something like the Metreon building Sony operates in San Francisco next door to the Moscone Center. Metreon is designed to attract people to the Sony style product line. The company gives equal weight to product sales and building the Sony image. *Hmmmm.*

What about that down side I mentioned. One is persistence. Apple has to stay the course it has chosen

for some number of years to see if retailing works for them. Second, I believe the management in each store must reach out beyond the faithful if Apple is to grow its market share beyond 5-ish percent. The store is designed to help with this.

Our store has an easy and open layout. That helps the Mac shine and almost sell itself. The store is a natural for demonstrating AirPort, iDVD, iMovie, and iTunes. There is a built-in theater which lets Apple actually sell its products. Presentations on an iBook, or iMac of iDVD, iMovie, and iTunes all let Apple show what the products can do. It is now possible for Mr. and Ms. PC owner to be invited to the store, given a digital camera to shoot some scenes around the mall, guide them as they edit that footage on a Mac, add QuickTime for the PC, burn their creation onto a CD, and take it home for others to see. All courtesy of Apple. Customers who leave an Apple store and go shopping for a comparable demonstration at a Gateway Country Store or CompUSA first are going to be hard pressed to get a salesman to demonstrate comparable products, none of which are anywhere near as simple.

Don't be misled by folks trying to make comparisons between the Gateway chain of stores (now being downsized, *err* closed) and the ones from Apple. The difference between the needs of those two computer makers are striking. Gateway is one in a pack, with much smaller margins within which to work. Apple, like B&O, is a niche player in a very large market. Each needs to stand alone for you to see its value. If one does not appear in a town near you, you are welcome to visit the office. We'll get you to Mecca@Tysons.

The Endangered Species List

With a title like that, I could have a field day on the user side, of the computer industry. Dot-com companies going poof, the disappearance of 'free' Internet service, the rapid disappearance of low priced Internet service, the hype of broadband availability vs. reality, or the plight of your lowly independent Macintosh retailer [the so-called brick and mortar shop]. Instead, I want to introduce you to a little recognized side of the computer industry. The endangered species I want to introduce to you is collectively known as vendor relations. I am watching offices that provide that link between industry and the user community die and I am concerned.

A vendor or user group relations office is just that. The folks who have that title are the outreach from industry to retailers and user groups. That office, in turn, is a convenient point of entry for us to access the company. Industry wants to get the word out about new applications or hardware, special offers, make presentations on their products available to us, and engage in general glad-handing. We need to access the company to talk about concerns our members have with existing products, provide feedback on their new offerings, and give them a forum to hype their products. It should be a win-win situation for all. 'Should' is the operative word. Unfortunately, I find the user group side is the slackard in this story, to our detriment, which leads to the title you found at the top of this piece. I believe we take those vendor relations people for granted at our peril.

Prove It

OK. In January I went to Macworld in San Francisco. The day before the show opened, Apple hosted around 100 user group leaders for an all day forum on managing user groups. The cost of that exercise was borne by industry: Apple, Adobe, Hewlett-Packard, Cassidy & Greene, Intuit and others. Those companies believe that a vibrant user group community is an essential component of their success. None of them can afford to fund the breadth and depth of reach that we have as user groups — nor should they. Their job is to create new products that will appeal to you, take advantage of the conduit that we represent to get the word to you that those new products exist, and then make it possible for you to see 'it' in action.

The task of the user group community is to keep that conduit I just described open and ourselves healthy. We need to pass on to you the information that is funneled to us about new products, let you know about industry specials that are keyed to your interests, and then tell the folks up the line what we have done. That last part is kind of critical because it makes it possible for the vendor relations people to tell their management that there is real interaction between us. The problem I see is that it is a one-way transaction and management is asking why it should continue funding a user group office.

Each of the major vendors I listed above spent serious money on that all day seminar. Each operates a

"Why go to all the expense and trouble of opening your own store? The answer came in an exchange I had with the regional manager for B&O. No, not the Baltimore and Ohio Railroad... I wanted to talk to a company whose market is a small slice of a larger one, so as to gain some insight into why go to the expense to create a network of dedicated stores."

strong user group relations office — operations that are being rolled-up in much of the rest of the industry because the nexus between expenditures and return-on-investment (ROI) are very hard to quantify.

While the user groups in attendance in San Francisco were more than happy to enjoy what the money bought and take the handouts, they don't seem to be willing to provide their benefactor with some quid to take back to management to help justify the expenditures [cash out of pocket and software] that are their participation in these event. Don't buy that? Let's see.

Try writing the trip report for one of those companies. Here is your raw material. 100 people attended representing some 50 user groups. Each produces a newsletter on paper or PDF. So, I searched through the newsletters of those groups for the three months following the seminar to see which ones mentioned the conference in any form whatsoever? I only found a couple. *Oops.*

When I ask members what they would like to see added to this Journal, I am told more reviews of applications and hardware and "how to" pieces. Our editors have few problems getting us software. The toughie is to get a member to really write a review of the package they received. Most people are willing to accept the software; it is the quid of a review that undoes the deal. The vendor relations need those reviews

and written mention of their products in our newsletters to pass on to management.

When I asked editors of user group newsletters about review copies of software sent to the group, they have similar stories of struggling to get a review out of their members. And when the day comes that no software is forthcoming for review because industry is tired of the unfulfilled promises from user groups, do we fire ourselves?

All the people in attendance had a chance to try new printers from Hewlett-Packard and received full working copies of software from Cassidy & Greene, Intuit, and Adobe. Looking in those same newsletters, I could only find a handful who wrote about the hardware they were shown by vendors, or wrote a review of the loot they carted home. How would you like to write the trip report for Intuit, Hewlett-Packard or Adobe? You could begin it: "100 ingrates took software and baubles; but don't bet the farm on a review or a write-up mentioning our products." I suspect that too many user groups are led by people who forgot the answer to the question: "Why do I have to write a thank you note to grandma when she always sends stuff anyway?" We haven't. It is standard procedure at the Pi for a copy of a Journal mentioning a vendor or its products to be sent to their user group office. We then add that vendor to our magazine mailing list.

"Free Lunch"

For starters, we know there is no "free" lunch any more than there is free Internet service. There is a quid for that free account which people are not willing to accept; thus, the free Internet trade isn't. I hope the we in the user group community are equally aware that the free side of the industry that supports us is in need of some proactive support. Why have things deteriorated? Two possibilities: (1) too many user groups are operating on a 1980s model of corporate/user group interaction; and, (2) we are each unquantifiable entities.

Gimme

I find too many user groups still acting as if we were back in the early days of the computer industry. Then, things were hardware driven. You spent as much time trying to get your components to cooperate with your computer as you did getting something done. Industry needed user groups to build those bridges. Lar-

gess flowed in a two way exchange: they shared interface information with us so that we would feel good about recommending their products, and we fed up the line the patches and tricks we learned. The profit center mentality that dominates the industry these days has pretty much pulled the plug on that way of doing business. But there are still groups out there with a hand out because they feel the industry owes us; that reasoning leads to. . .

Unquantifiables

This is the unspoken dilemma of the user group community. How can we quantify the value we bring to the industry today? We don't write patches any longer, and component bridge building is a rarity. How do we translate in demonstrable terms the support our members have for a particular product, or quantify the advocacy we provide within the communities we serve when we support its schools or recycle computers back into society?

At our monthly meetings, we encourage vendors to bring copies of their products to sell at some incentive price; or, if that is not possible, offer a mail-in special to the attendees. You have surprised many vendors by your dollar commitment to their products. It is difficult, however, to expand that to hardware sales and other third-party products. It is the dilemma the software industry faces when a cross platform product is sold. How does one give credit to the Mac programmers when the bean counters have no way of knowing whether a program will be run on a Mac or a Windows machine?

I suspect the vendor relations offices in industry share our problem. User groups need to work with those people to find ways in which we can provide feedback so that there is something to send up the line besides "100 ingrates took software and baubles; but don't bet the farm on a review or a write-up mentioning our products."

At Macworld, New York, those same industry folks are sponsoring the East coast version of the seminars that took place in San Francisco six months ago. Several members of the Pi are presenting tutorials at this one. It will be interesting to see if someone reads this besides me — and acts on it.

—Lorin

June 2001

Greetings from Apple Education!

The DC Metro team would like to take this opportunity to formally introduce ourselves to the Washington Apple Pi community. With the many exciting changes happening at Apple, it is important that we make ourselves known to the incredible presence that is the WAP. We couldn't be more pleased to be affiliated with such a special group of people dedicated to getting the most out of Apple technology. The "Pi" has existed almost as long as Apple itself and its users are steeped in knowledge of virtually all facets of the Macintosh computing experience.

Apple K-12 Education has gone through some dramatic evolution over the last 12 months, changing the way we approach the K-12 education marketplace. As we have brought our entire education sales and engineering force directly into Apple, we are now poised to deliver the most innovative solutions to K-12 education; solutions of which no other technology company has ever conceived. We have partnered with learning institutions and academic visionaries for over 25 years. Yet, we are only at the very beginning of our mission. We have now assembled the largest education sales force in the world (over 600 employees) and we have earned the most dedicated and loyal users in the industry. Herein lies a potent combination of forces at work.

In the coming months, the Apple K-12 DC Metro team will be working more closely with the Washington Apple Pi family to increase awareness of our mission in the education market. It is critical to the future of Apple's presence in K-12 for our efforts to be concerted towards more understanding of what Apple solutions bring to learning communities. Through closer collaboration with WAP, higher visibility can be created for Apple in the surrounding school districts.

With so many ties to local K-12 institutions, WAP is in a position to offer Apple support in so many important areas. For example, when teachers or school administrators turn to WAP members for help, there will be no doubt about who at Apple is responsible for making that customer's experience the very best. WAP members will know exactly what solutions Apple provides because we

will be educating you at your monthly meetings about our current products and services. We will be listening to thoughts and suggestions that the Pi has to offer based on feedback that members may get from their peers in the education community or members whose own children attend local schools.

Immediate following is contact information on each of our representatives in the area. Your assistance is crucial for Apple's success and we look forward to working with you to achieve something better for the Washington, Maryland, and Virginia K-12 communities.

Sincerely, Paul Faust
Apple K-12 Education 800 800-2775 x42825

Apple K-12 Education

Washington D.C., Maryland, and Northern
Virginia Contacts
Education Inside Sales (Austin, TX)
Washington, D.C./Maryland Public Schools
Paul Faust, pfaust@apple.com (Reston,
starting 7/9/2001)
(800) 800-2775 x42825

Washington, D.C./Maryland/Virginia
Private Schools
John Duffy, johnduffy@apple.com
(800) 800-2775 x46816
Virginia Public Schools
Kimble Hill, kimble@apple.com
(800) 800-2775 x42809
Education Field Sales (Reston, VA)
Howard/ Montgomery, Fairfax/Arlington/
Prince William Public Schools
Cheryl Visnich, cvisnich@apple.com
(703) 684-7179
Washington, D.C./Baltimore City/
Prince Georges Public Schools
David Lockwood, dlockwood@apple.com
(703) 264-5375

Surrounding Maryland Public Schools,
Louden/Fauquier (VA) Public Schools
Lena Kline, lena@apple.com
(540) 833-6268

In Memoriam

Dave Weikert

1938-2001

Dave Weikert, who for so many years was a mainstay of Washington Apple Pi died May 8, 2001. He was 61 years old. Typically I would write that he succumbed after a long illness, but Dave wouldn't. He would tell you that he died from complications that arose as he slugged it out with too many uncooperative body parts. He cajoled and fiddled with his recalcitrant organs, feeding them this or that to bring them back in line. At times it looked like he had succeeded; but in the end, it was not to be. Throughout his struggle, the Dave Weikert his doctors witnessed was the same one we all saw in his volunteer work at the Pi. He never complained, or blamed others for what he was enduring. Dave liked to solve problems. We are all the poorer because he found one he couldn't.

We live in an era that seems to value the phrase: "what have you done for me lately" more than it does the one: "what have you done over a lifetime?"

It could be that too many of the people we have to deal with do not seem able to take knowledge from one sphere and apply it to another. Being able to synthesize knowledge you have gained from one realm of your life and apply it aptly to another, is no small trick.

Dave Weikert could do that. It is that honed skill that helped weave my life into a part of his. Because he was so good at that, it is possible for me to be the front for an organization to which he devoted so much of his life and to which he applied a lifetime of refined knowledge. He was present at creation, he helped nurture the Pi through its middle years and, in the end, saw the little computer users group into which he put so much of himself become the largest and strongest national Macintosh resource in the United States.

If you have been a member of Washington Apple Pi for any length of time, you are the beneficiary of Dave's support of this organization. You continued to elect him to numerous positions within the Pi attesting to your faith in his leadership abilities.

If you have owned a Macintosh for any length of time, you have benefited from Dave's mighty legacy—the disk library of shareware and freeware he hand-crafted for the membership. Marty Milrod and others provided the raw material which Dave turned into the prodigious outpouring of floppy disks collectively known as the "Disketeria." Where other groups produced a disk of the month, Dave generated whole series. His output is so well

known that the office still gets requests to supply material that is no longer in general circulation. Thanks to Dave, the Pi now has what is possibly the largest and most complete collection of shareware for the Macintosh going back to Day One.

If you are a subscriber to our Internet [Explorer] service, you owe its existence to Dave Weikert. He and other Pi visionaries saw the coming Internet explosion and positioned the Pi to offer you Internet service when the common carriers spurned connecting a Macintosh.

If you have any sense of how hard it is to keep a voluntary organization alive, and know that this one has been in existence for over 22 years, pause for a moment to thank Dave Weikert.

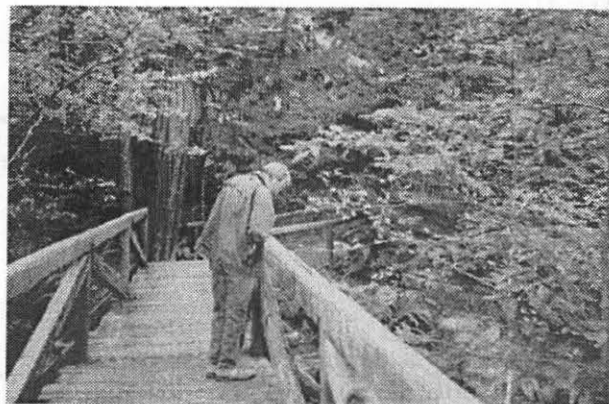
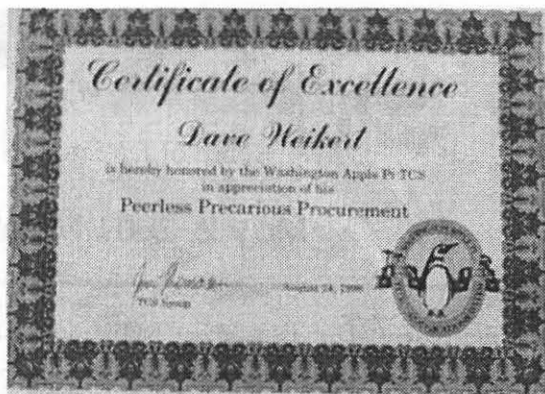
For me, it was his ability to see the many facets of a problem and then frame it for our collective benefit that made him the person I could turn to for assistance, in all of the shades of light through which we passed.

And each time we ended one of our marathon conversations, I would say to Dave: "How will I know if I have wandered from the course we have charted?"

His answer was always more or less the same: "Look behind you. If you see me following, you are not grazing too close to the cliff."

But when we last spoke, I never got to ask him the question I need answered now: "What now, Dave? In what direction do I turn so as to keep my bearings?"

- Lorin





Washington Apple Pi

Board of Directors Notes

April 4, 2001 Meeting

Directors present: Brian Mason, Lorin Evans, David Harris, Richard Sternberg, Kenneth Clare, Pat Fauquet, Dale Smith, and Needham Langston.

Directors Absent: Don Essick, Kristen Dunn-Thomason, David Weikert, Steve Fink, David Ottalini

Member Present: Jon Thomason

THE MEETING of the Board of Directors of the Washington Apple Pi was called to order at 7:50 pm on April 4, 2001.

Old Business

The minutes of the March meeting were not available. They will be read at the next Board of Directors meeting.

2001 Election

Since Kristen Dunn-Thomason could not be present, there was no report from the election committee. However, it has secured the post office box to which the ballots will be mailed, and they have posted the slate of candidates to the Pi's Web page.

Mac OSX Party

The general consensus of those attending was that the Mac OS X installation party at the general meeting on March 24 was a big success.

Explorer Accounts

The Board was asked to decide how to deal with a member who put a stop order on a check written originally to sign up for Explorer service on the WAP TCS. Richard Sternberg was asked to call the member to discuss possible remedies.

Member survey

One of the features of the survey conducted of the members was that they were asked if they would be willing to help with different activities of the Pi. David Harris will be sending letters to those who expressed an interest in writing for the Journal. Lorin Evans will be contacting those who expressed an interest in assisting with the computer recycling program.

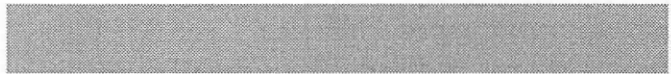
Mail list service

Needham Langston reported that the list service is ready to be used. David Ottalini, as VP of Publicity, was named as the person to manage the messages that would be sent to the members on the list service.

New Business

The Board conducted a brief discussion of the red ink on the monthly financial statement. The consensus was that it was a temporary condition that time would remedy.

Dale Smith moved for adjournment and Richard Sternberg seconded the motion. The Board meeting was adjourned at 9:02 pm. ■



Washington Apple Pi

Board of Directors Notes

May 2, 2001 Meeting

Directors present: Don Essick, David Ottalini, Kristen Dunn-Thomason, Brian Mason, Lorin Evans, Kenneth Clare, Pat Fauquet, Dale Smith, and Needham Langston.

Directors Absent: David Harris, Richard Sternberg, David Weikert, Steve Fink

Member Present: Jon Thomason

THE MEETING of the Board of Directors of the Washington Apple Pi was called to order at 8:00 pm on May 2, 2001.

Old Business

The minutes of the March and April meetings were approved as amended.

Garage Sale - June 2

The Board was assured that the volunteers have been lined up to help with the semi-annual garage sale to be held this June 2.

MacWorld Bus Trip

The President, Lorin Evans, has been working with IDG to get passes to MacWorld ahead of time to try to avoid having to stand in line to get them after the bus arrives in New York City.

2001 Election

Kristen Dunn-Thomason reported that everything is on schedule for the upcoming election.

Mail list service

Needham Langston again reported that the list service is ready to be used.

Member survey

The final compilation of the survey of the members was passed out. This included lists of people who said they would be willing to help out with various activities of the Pi and lists of comments that people wrote on their survey forms.

Budget matters

A spreadsheet was presented to the Board which compared the income and expenses from a year ago. Income was down from memberships, Tuesday clinic, the TCS, the CD Sales and the Garage Sales. Income from the Tutorials held its own. But expenses were also down including expenses for the Journal. Lorin said that our success will depend on how well we market our services.

New Business

Parking at the general meeting

The Board discussed some confusion that has existed with the administration at the NOVA Community College facility where the general meetings are held. The Pi has paid for parking in the green lot so that our members do not have to. Nevertheless, the lot

has not always been made available.

Tuesday night clinics

A brief discussion was held concerning the possibility of holding the Tuesday night clinic at a different location or on another day. There is an area upstairs at the NOVACommunity College that could be utilized while the general meeting is being conducted in the auditorium. But because of the problem of getting all of the necessary parts to a different location, a different day at the office would be a more reasonable solution.

Membership

There has not been a concerted effort in awhile to recruit new members. No budget has been set aside for the effort and no director has stepped up to the plate to try to launch a membership drive.

New computer sales

It was suggested that the Pi work with local merchants and ask them to include a flyer with every new Macintosh offering the customer a beginning class. Without formal approval, this suggestion was adopted.

Dale Smith moved for adjournment and the Board meeting was adjourned at 9:10 pm. ■

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Apple Opens a Store in Tyson's Corner, May 19, 2001

by Lawrence I. Charters

WHILE NOT, technically, a Washington Apple Pi event, it might as well have been: Washington Apple Pi members were there in force for the opening of the Apple Store in Tyson's Corner, Virginia. People — members and non-members — came from all over the mid-Atlantic states to see what Apple's idea of a store should be, to see what goodies might be available, and to come away with a free T-shirt if they were among the first 1,000 through the door.

People started lining up at 4 a.m., though security guards made them leave and come back later. By 9:30 a.m., half an hour before the start, the line snaked throughout the upper level of the mall, with literally hundreds of people in line. Mall workers complained, in a good-natured sort of way, that so many people came for the opening that all the parking spaces were filled before most mall shops even opened. "It's like Christmas."

The two most popular questions asked in line were:

- 1) "Why are all you guys standing in line?" (Asked by passers-by)
- 2) "Why didn't Washington Apple Pi pass out membership brochures and magazines to everyone in line?" (Asked by Pi members)

Prior to the store opening, there wasn't much to do except exchange Mac tips with other people in line. When the lights came on just before 10 a.m., there was a standing ovation, followed almost immediately by a bigger standing ovation as the jet-black door to the store rolled up and open. This was soon followed by the sobering realization that, for most of those in line, actually getting in the store would take an hour or more. Fairfax County Police were on hand to prevent overcrowding.

It was a banner day for digital cameras as dozens of people took pictures of friends and strangers standing in line. Digital video cameras were also out in abundance, and many people brought PowerBooks or iBooks to watch movies or write notes while waiting. Once they got near the store, there were occasional shrieks of delight as AirPort users discovered they could log in to the Internet using the store's wireless network.



Fairfax County Police were on hand to handle crowd control. For several hours prior to the opening, watching the officers talk was the only thing happening near the store: the roll-up black door was down, and the windows were dark. (Photo by Lawrence I. Charters)



The first person in line arrived at 4 a.m. The second person in line drove down from New Jersey to see the Apple Store open. (Photo by Lawrence I. Charters)

Results of “Pi Fillings: The Questionnaire”

by Brian Mason

WELL, THE results are in. We have had a very good response from the members to the questionnaire. It was published in the Journal, it was on our web site, it was handed out at our general meetings and at the office. In all, a total of 258 surveys were submitted.

Though I can't say the survey is completely scientific, there is enough information that certain conclusions can be drawn. I will try to keep my opinions to myself in this article, but simply draw your attention to some interesting aspects of the results. I'll put some of my opinions in a separate article.

First of all, I should let you know that there are some policies I followed when tallying the surveys. If I received more than one survey from the same person, I took the answers from the last one received. However, if the person said they would help out or volunteer on the first one but didn't on the second, I still included the name on the list of volunteers in hopes that they hadn't changed their mind.

I didn't count maybes. The person answering a question had to answer yes or no for the answer to be counted.

Apple Opens Store from page 14

Once inside, virtually everyone came away impressed with the tasteful, functional layout and knowledgeable staff. There were geeks at the “Genius” bar to help with complex questions, and more “normal” types to help novices with more down-to-earth tasks.

Everyone leaving the store with a bag or a box was immediately tracked by hundreds of sets of eyes, wondering what they had purchased. Store personnel also went out and walked down the line, showing an iBook in action, surfing the Web via the store's AirPort wireless network.

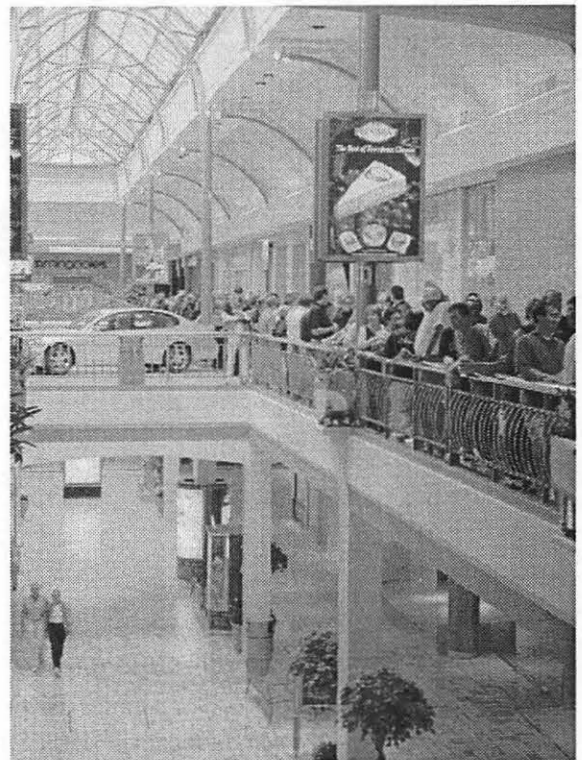
Apple, the world's oldest personal computer company, has tried many things in its long and storied history. So far, the Apple store looks like one of the better ones.

For more coverage of the opening, including QuickTime clips, visit:

<http://www.wap.org/events/applestore/>

For official Apple information, including a map to the store, visit:

<http://www.apple.com/retail/tysons/> ■



It is 9:15 a.m., and the line extends hundreds of feet from the store. The mall is deserted — except for those waiting in line and a few early-morning coffee seekers. The Lexus on display was the right color, but definitely not the right size for those more interested in PowerBook G4 computers. (Photo by Lawrence I. Charters)

For questions involving a situation where either you do or you don't and the person answered both, I ignored the answer.

What about you?

There has been a lot of discussion in the meetings of the Washington Apple Pi Board of Directors, as long as I have served on the Board, about the best way to provide services to the members. Should we continue to be a membership organization? Should we be more like a business? Are we spending time and resources on things that the members don't really care about?

Are we spending enough effort on those sorts of things that they do care about? It was finally decided that if we are going to serve the members, we needed to find out what the members wanted from the organization, what they liked and what they didn't like. That is why so much of the survey was concerned about finding out something about you.

Residency

The first question asked (other than your name and membership number) was where do you live, in the

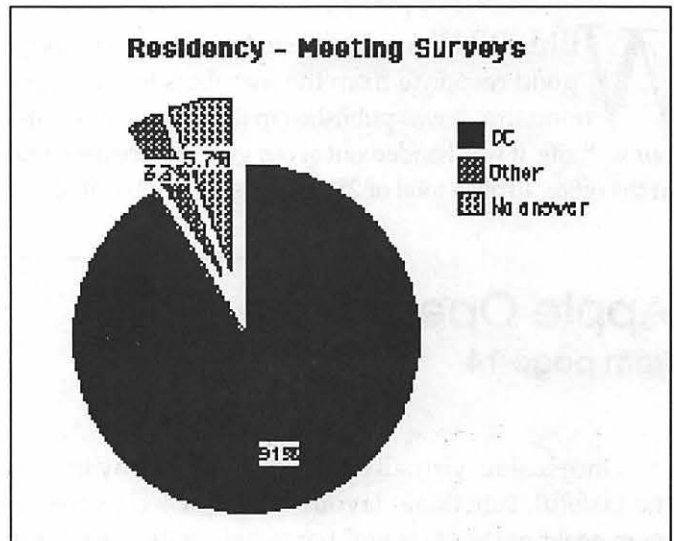
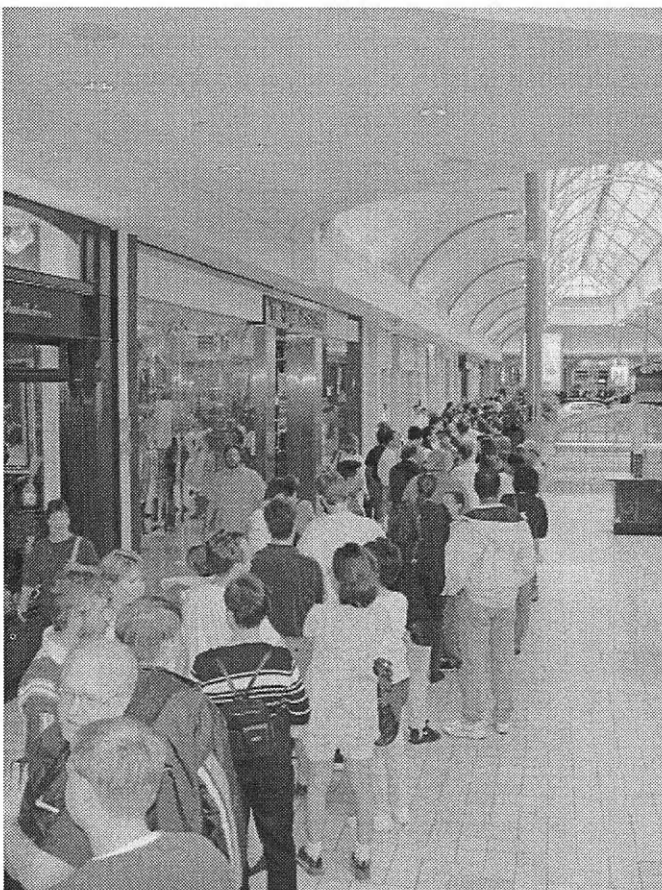
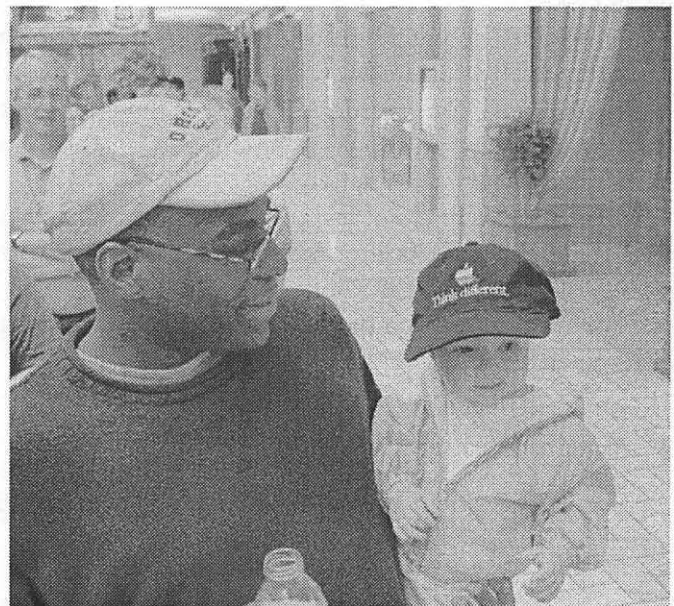


Figure 1.



I can't believe I'm doing this, was a popular refrain among those in line. One person remarked that they "Won't even wait in line for a White House tour," which prompted an informal game of other things people wouldn't wait for — but they would wait for an Apple Store opening. Another person standing near the end, noting they could have gone to the airshow at Andrews Air Force Base (also scheduled for May 19), cheerfully decided they could go next year, instead — only with a new iBook. (Photo by Lawrence I. Charters)



This little Mac user came properly attired for the store opening. (Photo by Lawrence I. Charters)

Metro area or elsewhere. When analyzing the results from the survey, I was also interested in the difference in the residency between those who came to the general meetings and submitted their surveys there and those who submitted their surveys another way. As you can see from figure 1, only 5.7% of the respondents who submitted their surveys at a general meeting indicated that they lived outside of the Metro area. On the other hand (fig. 2), 11.8% of the respondents who submitted their surveys through the mail or otherwise, indicated that they lived outside of the Metro area. Looking at the grand total (fig. 3) 86.4% of the respondents live in the Metro area.

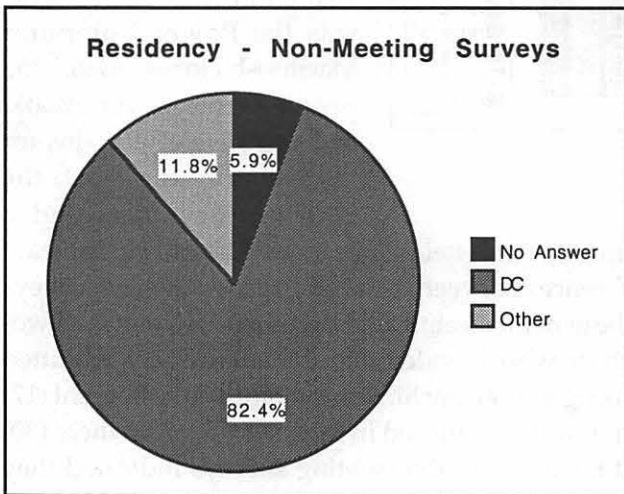


Figure 2.

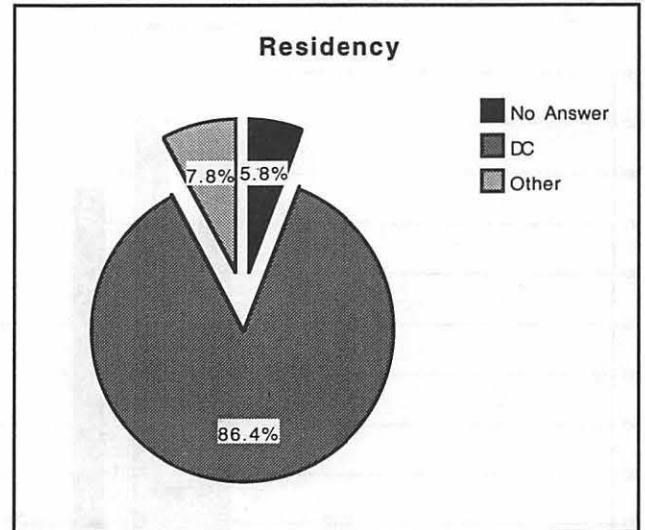
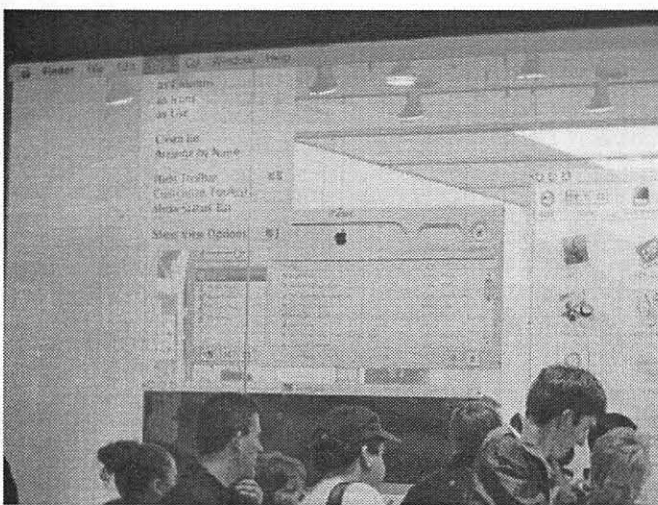


Figure 3.

Computers Used by Members

The next thing we need to know if we are going to properly serve you is what kind of computer you are using. If there are a lot of people using Apple II's, we need to be sure to provide the resources to serve them. That turned out not to be the case. As can be seen in fig. 4, very few members still have the older machines. I learned while tallying the survey that those that do, usually also have an up-to-date machine.

One of the interesting results of the survey is the number of members that use more than one computer.



When the lights came on at 10 a.m., the crowd gave the event a standing ovation. One store window features an Apple menu bar. (Photo by Lawrence I. Charters)



Some kids were born to use Macs. (Photo by Lykara Charters)

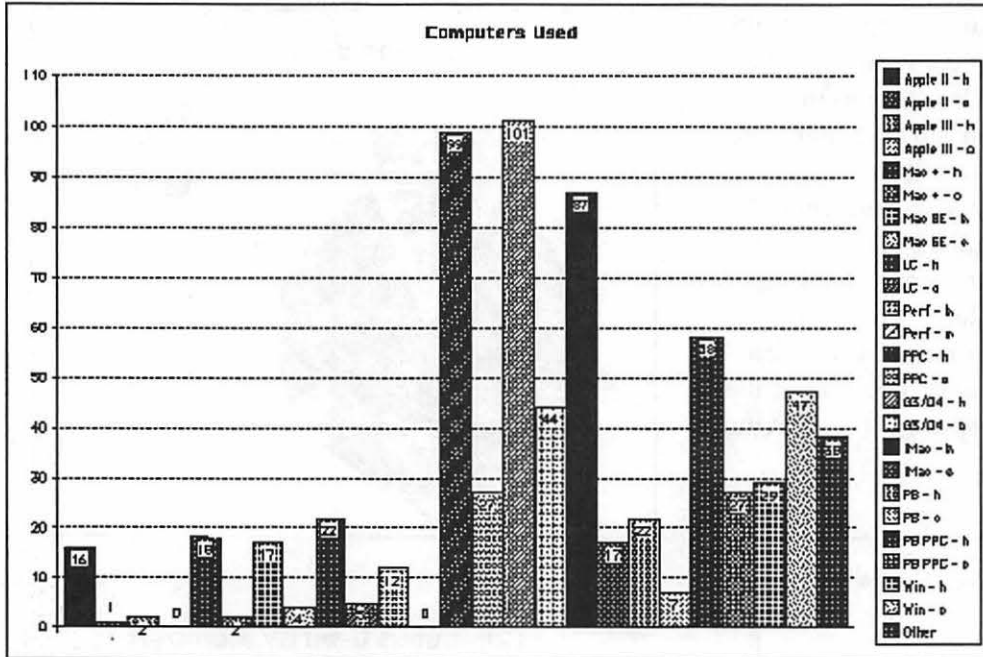
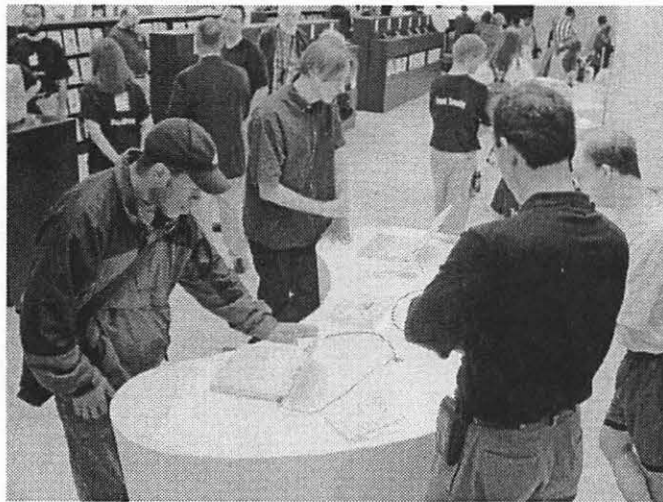


Figure 4.

In fact, the members use an *average* of 2^{1/2} computers each.

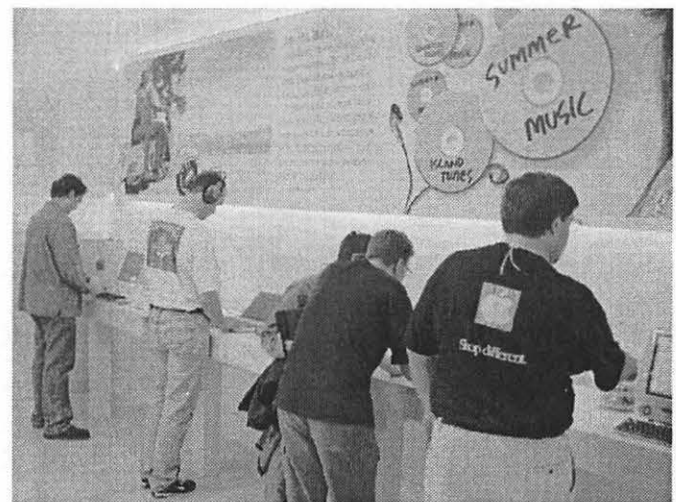
From the results it is obvious that most of the respondents have either a PowerMac, an iMac, or a G3 or a G4 or both. The next most popular computer is the PowerMac PowerBook followed by the Wintel machines that people use in their offices. But this brings



One of the first stand-alone displays features the brand-new iBook. AirPort networking is used to create a nice, clean display and remind users that wireless is cool. (Photo by Lawrence I. Charters)

out another interesting fact about the responses we got. And that is, by a significant percentage most of the Mac computers are used in the home. This fact should be of some interest to Macintosh software vendors when trying to decide whether to concentrate on business applications or applications for people's avocations.

One computer that we didn't ask about that was written in by 9 respondents was the Power Computer Macintosh clones. Also, nine people wrote in the iBook, and there were write-ins for the Newton, the Next, the 20th century Mac, and a couple of hand-held computers. The only significant differences between those who turned in their surveys at the general meeting and the others was that far fewer of those who attended the general meetings admitted to using Wintel machines in an office environment (17) than those who turned in their surveys elsewhere (30) and far fewer of the meeting surveys indicated they



Store personnel sported black T-shirts. Most of their time seemed to be spent telling customers, "Yes, it really is that easy." (Photo by Lawrence I. Charters)

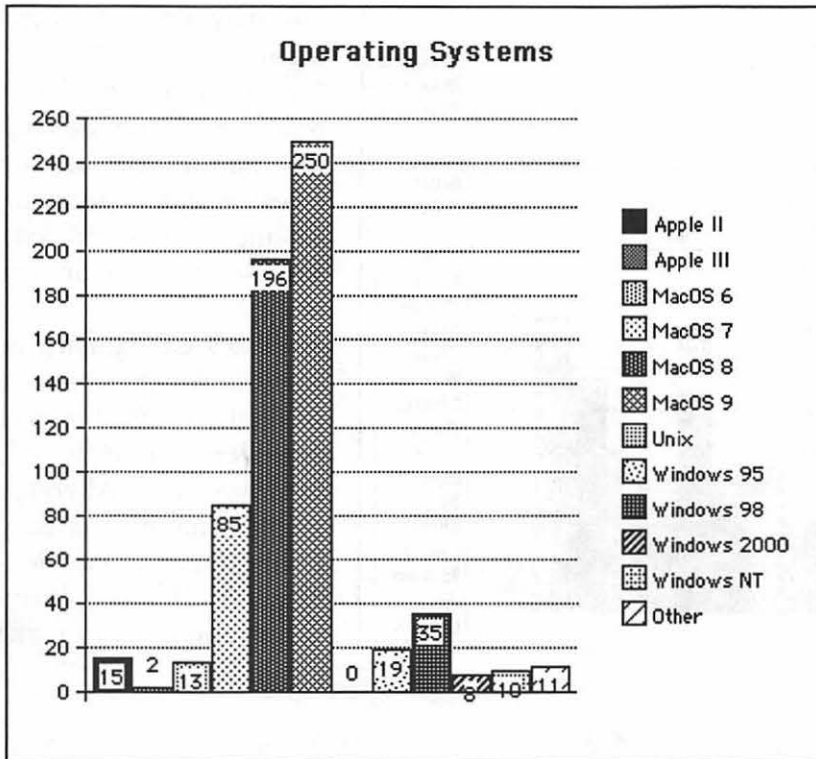
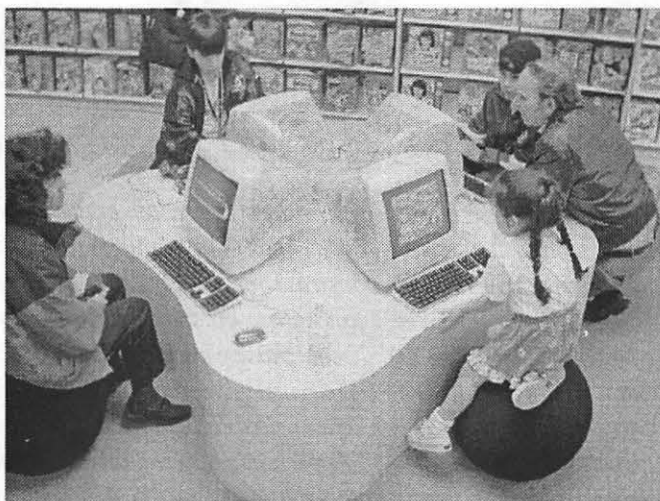


Figure 5.

used the old Mac Plus (4) than the others (14).

It can also be seen (fig. 5) that most members move fairly quickly to the latest operating system. Most people have versions of Mac OS 8 and 9. The differences in operating systems used between the meeting



The children's section is sized for kids, and stocked with educational software. The iMacs were constantly in use, with children telling their parents how to work the machines. (Photo by Lawrence I. Charters)

surveys and the non-meeting surveys paralleled the number of machines used. Only one person admitted to using Mac OS X, but I am sure this result would be quite different if the survey were to be conducted now. A couple of people wrote in that they use the Linux operating system.

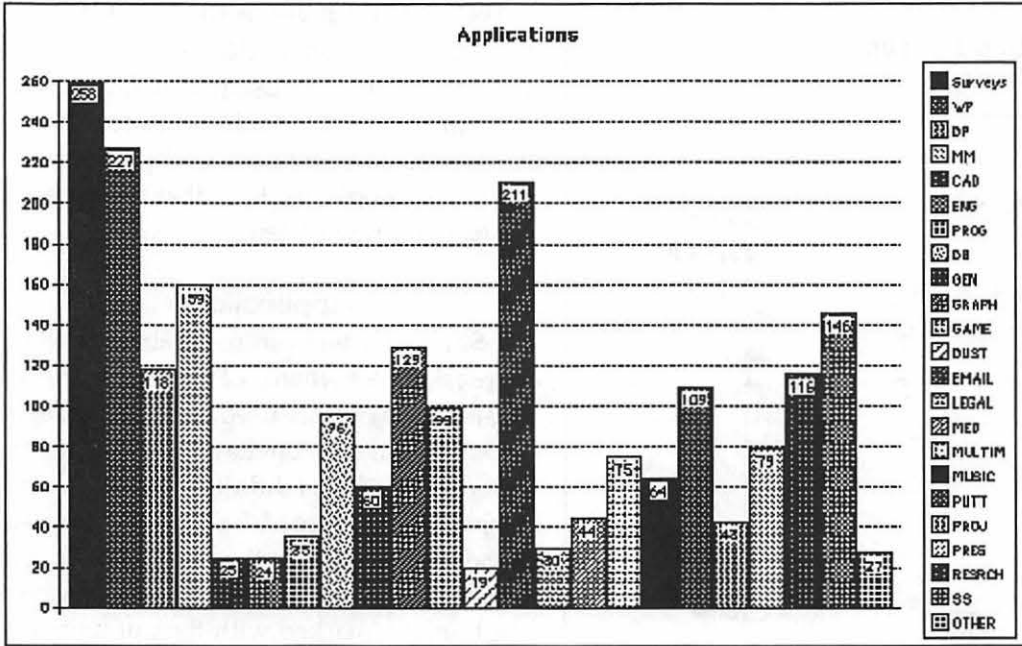
Applications

Since there was confusion about what we were asking for when it comes to ranking the applications that are used. I couldn't use the rankings indicated on the survey and be consistent. Therefore, I didn't try to rank the responses. I just counted the applications used. If the respondent put the numbers 1, 2, and 3 next to every answer, I only included those applications marked with the numbers 1 or 2. If they did not put a number next to all of the choices, I counted those that they did put a number next to, no matter what the number was.

As can be seen from figure 6, almost everyone uses their computer for word processing (227 out of the 258 surveys). The next most popular use (probably of no surprise to anyone) is for email, fol-



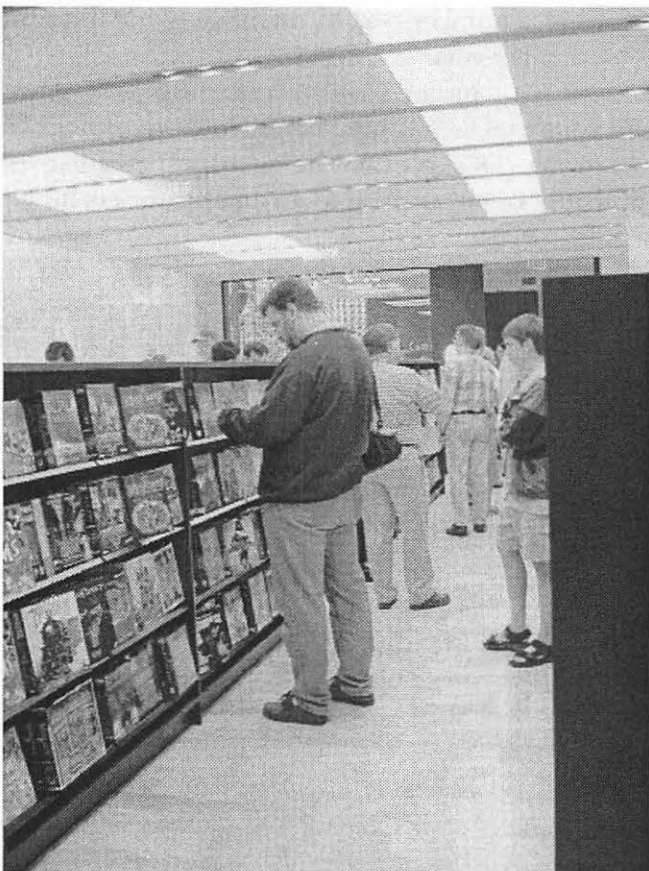
Exposing customers to the wonders of digital photography, Apple mounted some Canon S-100 digital cameras (about the size of a pack of playing cards) on posts, and connected them to iMacs. You can barely see the Canon camera in profile, seeming to hover over the iMac's handle. (Photo by Lawrence I. Charters)



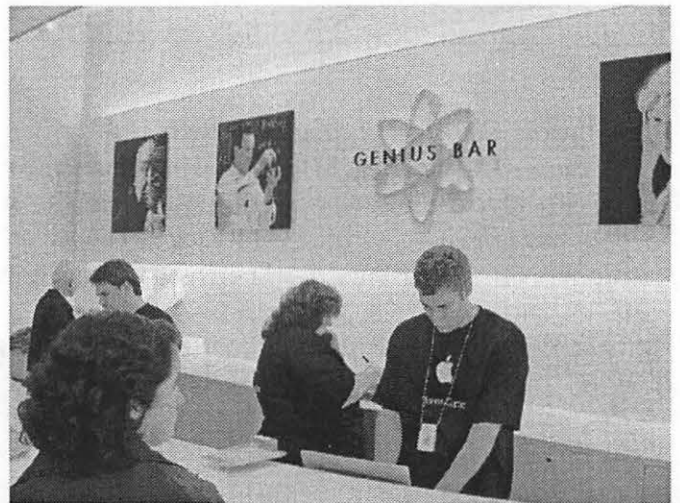
lowed by money management, and spreadsheets. The next most popular in order are graphics, desktop publishing (DP on the chart), research, puttering around, games and data processing (DB on the chart).

The least popular was gathering dust, but also at the bottom of the list were engineering, CAD/CAM, other, and legal. Although Apple Computer has really been promoting iMovie, I forgot to ask if people use their computers to make

Figure 6



While the store does carry a large software collection, it is probably the weakest section of the store, with only a tiny fraction of the available Mac titles. (Photo by Lykara Charters)



The Genius Bar at the back of the store offers customers a chance to ask technical questions. PowerBook G4 computers are used to look up answers, or demonstrate answers; because they are portables, the staff can easily pick them up and set them on the counter facing visitors and give interactive answers. The Genius Bar is equipped with The Red Telephone (the staff have a knack of referring to it with Capital Letters, used for connecting to even higher-order geniuses back at Apple headquarters for particularly difficult questions. The first use of the phone was a bust: nobody in Cupertino had an answer, either.

However, I did get a phone call from "Nan" at the Tyson's store a few days after the opening. She gave a detailed answer and apologized for taking so long. (Photo by Lawrence I. Charters)

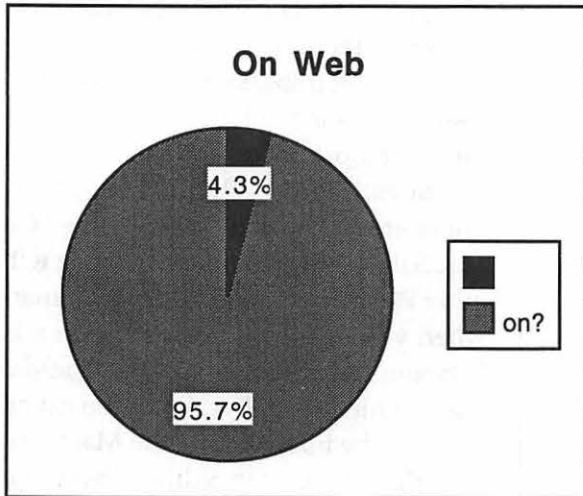
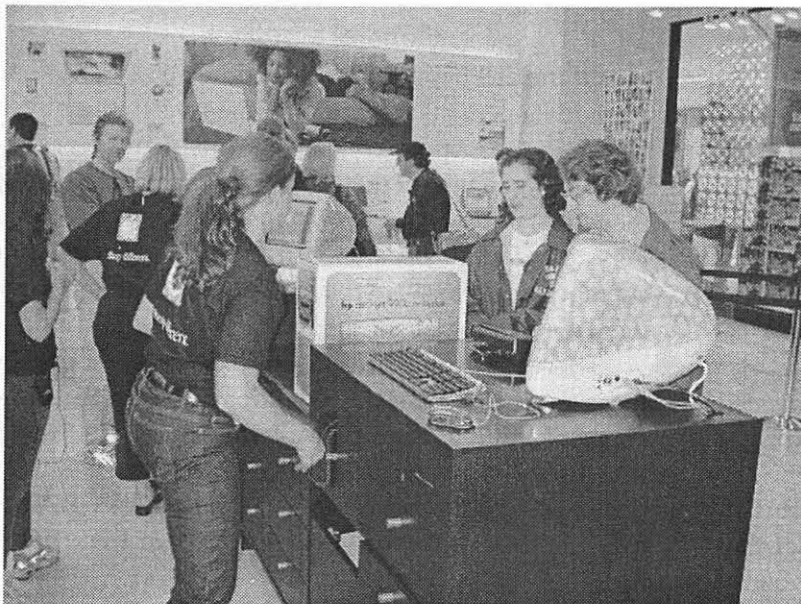


Figure 7

movies. Only one person volunteered that they do. Fifteen people did not think that we covered activity on the World Wide Web in our choices, and entered that under "Other".

More people who did not turn their surveys in at a general meeting said they use their computer for medical applications (30) than those who turned their surveys in at the meetings (14) while fewer used their com-



The checkout counter in front features two iMacs as "registers," with receipts laser-printed on Apple bond paper. On opening day, at least, check-out personnel were courteous and helpful, but didn't ask such important questions as, "Do you have the cables for that?" or "Do you need blank CD-ROMs?" (Photo by Lawrence I. Charters)

puters for multimedia (32) than those who turned their surveys in at the meetings (43). Otherwise, the results of the meeting surveys and the non-meeting surveys were very similar.

On the Web?

The next question asked was whether you use the World Wide Web. Only a very slim number did not indicate that they do. Ninety-five point seven percent indicated that they do. (See fig. 7.) And despite Apple Computer's inclusion of access via Earthlink with their new computers, only a small number actually signed up. More members use the WAP Explorer service than use Earthlink. Almost half of our members get onto the Internet via a private Internet Service Provider (ISP). (See fig. 8.) The next most popular portal is AOL. The first printing of the survey did not include the WAP as one of the choices, though it was written in by several respondents. Therefore, some of those who answered "local ISP" on those surveys may actually be using the WAP. AT&T was one of the most popular methods of accessing the Web of the methods that were written-in.

Practically everyone who is getting on the Internet is doing so by modem (fig. 9), though there are a few brave or lucky souls who are getting on via DSL or cable. Most of those who checked "Other" have access to a T1 line.

E-banking

I only permitted one answer to the question about whether you use Electronic Financial Services—either you do, you would, or you won't. So in tallying the responses, I did have to try to interpret what the respondent meant in cases when more than one answer was given.

What is interesting to observe is that such a large percentage of you said you would not use the Internet to pay bills, bank or conduct other financial activities via the Web because you don't trust it. (28.3%) (See fig. 10.)

Financial institutions should also note that 18.2% of the respondents said they would bank on the Internet if accommodations were made for Macintosh computers, which would increase the percentage of those who do by 50%.

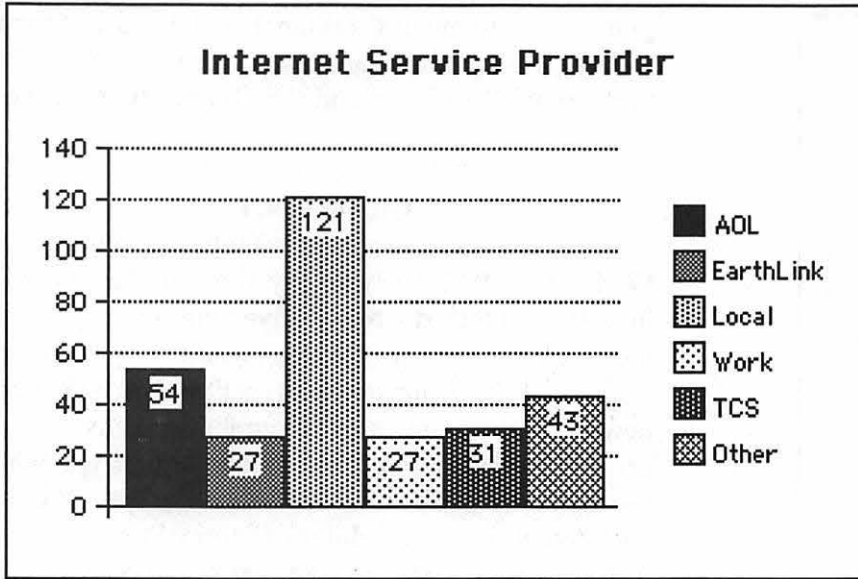


Figure 8

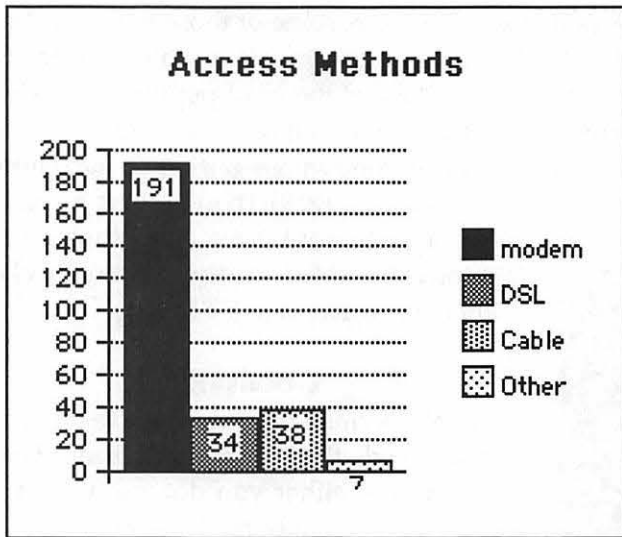


Figure 9

What keeps you involved?

Some surveys asked both what got you interested and what keeps you involved. Others just asked what keeps you involved. Since not all surveys made the distinction, I couldn't make the distinction when tabulating the results. Therefore, if you answered either that an activity got you interested or that it keeps you involved, I counted the answer.

There was very little difference between the meeting surveys and the non-meeting surveys. The one difference was with respect to those who got some benefit from the office. Those who responded other than

at a general meeting ranked the office higher on their list of benefits.

The most important benefit for all the respondents is the Journal. (See fig. 11.) The next most important are the general meetings. Third is the Pi Fillings CD. These are followed in order by the "Garage Sale", the camaraderie of being with other Pi members, talking to real humans when you call the office, and then a tie between the tutorials and the Tuesday night clinic. At the bottom of the list are "other", the book library, the MacWorld bus trip, your part in aiding other members, and the special interest groups (SIGs).

Whenever people felt compelled to write some comment on the survey, it usually had to do with how it is that other people keep them involved. Someone particularly mentioned Beth Medlin, our office manager. Someone else mentioned the help David Ottalini had given them. Still another spoke of the expertise of those who participate and offer assistance on the WAP Telecommunications System (TCS) Bulletin Board System (BBS).

General Meetings

Of the 258 people who turned in surveys, 214 had attended a general meeting at some time in their lives. Of those, the respondents had attended an average of 4.2 meetings a year. If they answered that they attended meetings, but they put a zero for the number of meetings attended in last 12 months, I counted them in the average. If they answered that they did not attend meetings, they were not counted in the average.

There was not that much of a difference between those that turned their surveys in at a general meeting and those that did not. The average number of meetings attended by people turning in their surveys at the general meeting was 4.34. The average number of meetings of those that were not turned in at the general meeting was 4.02.

The major reason for not attending the general meetings was location. If you checked either that the problem was that you live in the Diaspora or that we didn't send you a visitor's permit to cross into Virginia, I counted that as saying that the problem was location.

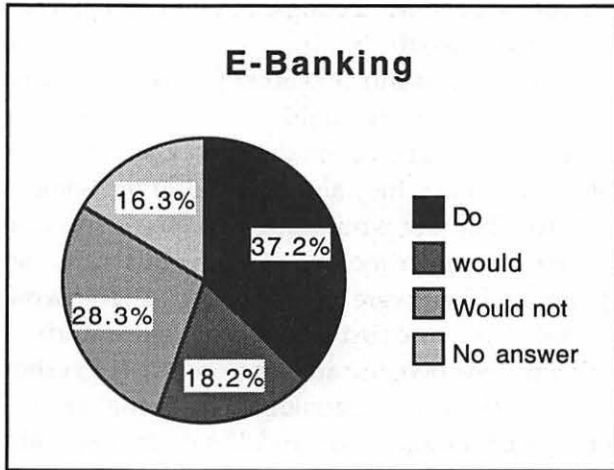


Figure 10

This was put down by 31 of the people who turned in their surveys other than at the general meeting, but only by 2 people who turned their surveys in at the meeting. The next most popular answer was "other", and most people explained that the reason they checked "other" was time constraints, that they were too busy

to attend. Only 13 people said that a mini-tutorial would entice them to come. Only 12 said they would come if they received a notice of the meeting a week in advance.

As to the topics that people would like presented at the general meetings, many people expressed their satisfaction with the way the meetings are currently. Comments were received like, "Keep up the good work", "the meeting presentations are great", and "No, I like the format. I especially appreciate Lawrence Charter's Q&A Session 9-9:30". However, there were others that did have some other ideas, such as, "A session on processor upgrades or burning CD's", "How about some shareware writers like 'Greg' of 'Greg's Buttons'", and "I like peer presentations such as our users' Quicktime Movies".

Still others had ideas for other activities at the general meetings such as, "More tutorials or longer Q&A period", "Brief consultation", or "Maybe a consistent 'what's new' segment with announcements about significant Apple events or hardware or software updates".

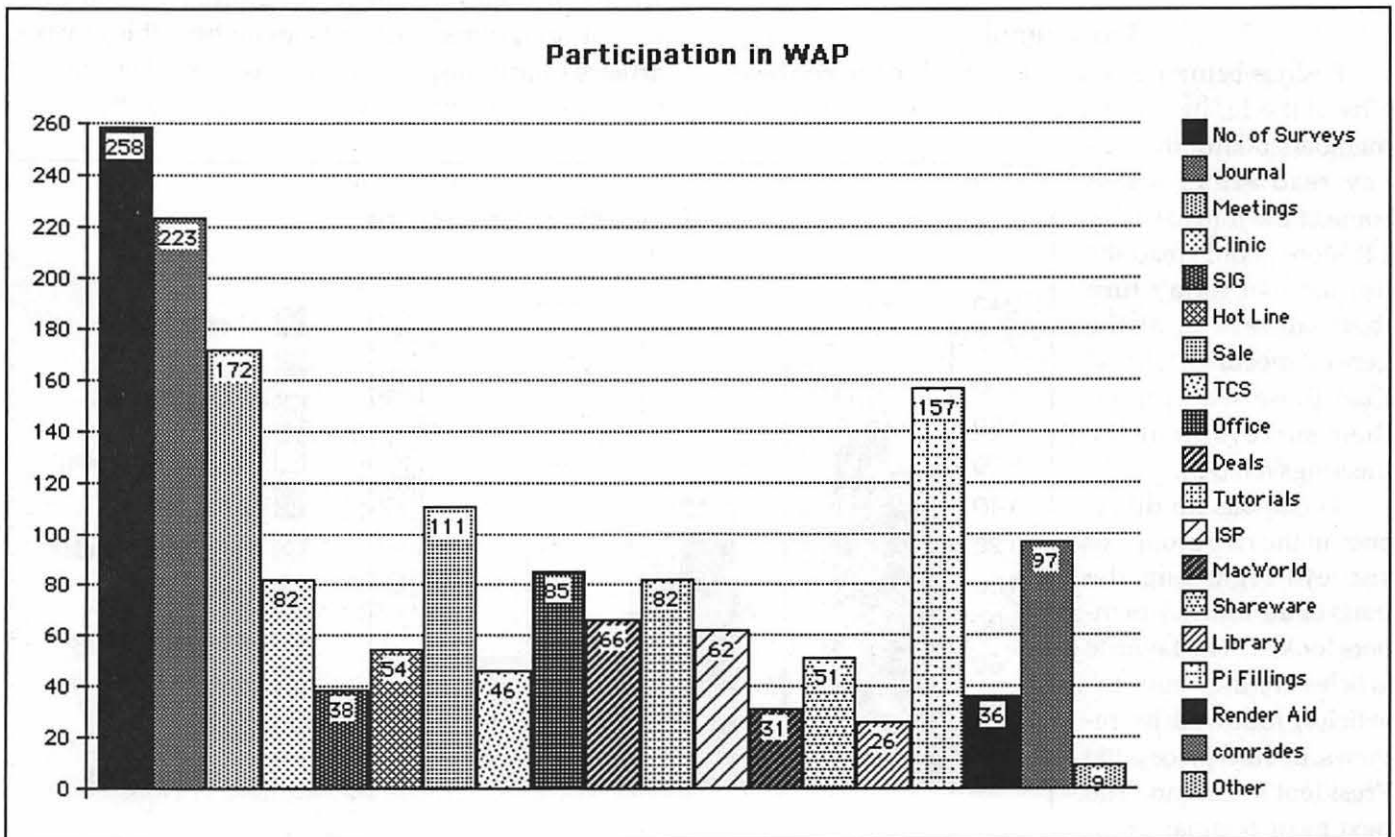


Figure 11

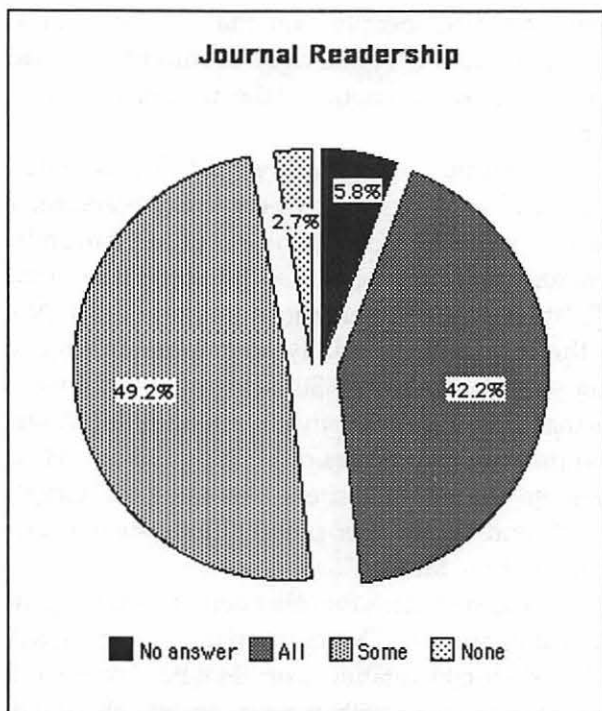


Figure 12

The Journal

Besides being perceived as one of the major benefits of the Pi, the Journal is read. A total of 91.4% of members taking the survey read either all or some of the Journal. (Fig. 12) More people read the Journal that didn't turn their surveys in at the general meetings (95.6%) than those who turned their surveys in at the meetings (86.8%).

There was no difference in the two groups of surveys regarding the parts of the Journal members look at. The favorite articles are the "how-to" articles, followed by reviews. In third place is the President's column. The next most popular in order are Apple news, sum-

maries of the general meetings, and the meeting calendar. The two lists, the hot line list and the contact list are not looked at as much as other parts of the Journal. (Fig. 13) Of interest to our advertisers, even though it wasn't one of the choices on the survey, seven respondents wrote in that they also read the advertisements.

As to what you would like to see more of, again it's what you prefer looking at—how to articles, and software and hardware reviews. (Fig.14) You would also like to see more first person experience stories.

Quite a few people had some specific suggestions for articles. Twenty-six people said they would be willing to write for the Journal, and 23 said they would be willing to write if they had some help. Well, if those people are reading this article, or if you would be willing to write for the Journal, here is what some people would like to read. You can use these ideas to knock down that old writer's block. A number of people said they would like to see basic stuff in the Journal, FAQs (Frequently Asked Questions), a section for novices, simple articles, with some basics for new comers "for dumb people like me. . ." Respondents said they wanted intro level stuff on programming, some history of computing, basic articles on how things work, articles on turning the machine on and then moving up from there. One person suggested that there be a

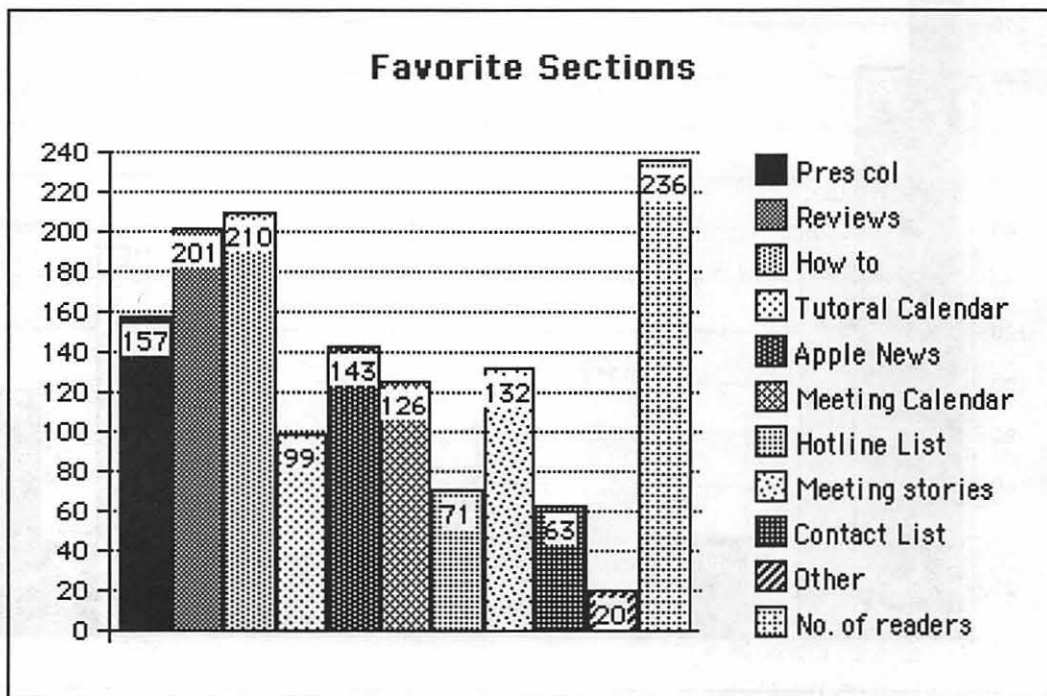


Figure 13

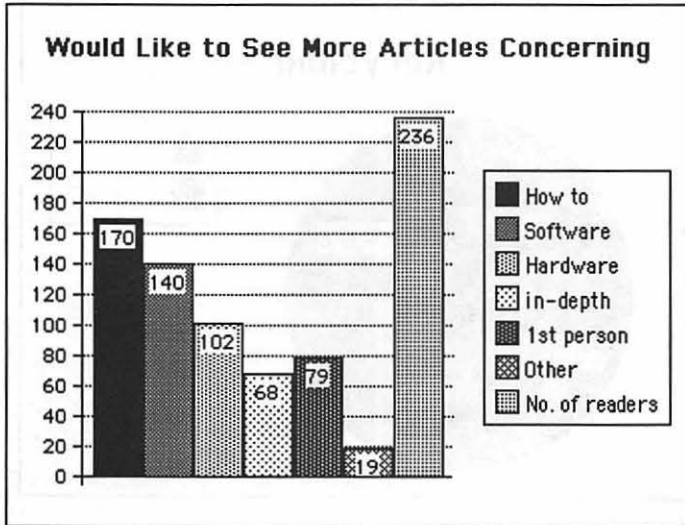


Figure 14

column that answers questions. Other suggestions included trouble-shooting, articles on freeware and shareware. Some people wanted to understand how to network computers together. A couple of suggestions for specific articles included: "How to get the most out of my Mac" and "Why should I buy a new Mac vs. keeping my present machine". One person suggested articles presenting industry news, perhaps highlighting local Mac-related businesses (retail / tech hicap / creative). Another wanted to see practical articles concerning how members use their Macs in the work environment. Finally, one person suggested that the Journal publish pro-Mac URL's, locations on the Web relating to the Macintosh.

As to the question of whether the Journal should be published in portable document format (pdf), again I had to do some interpretation of the answers given. Some people checked two answers, the one which said to leave it alone and the one that said it was OK if we wanted to put it up on the web. When both answers were checked, I interpreted that to mean that it is OK to put it up on the Web as long as you still get your print version.

The result out of the 234 people who answered the question was that only 40 said that switching to pdf format makes sense. Almost half, or 111, said either to leave the Journal alone or that they hate pdf's. There were 69 who said it would be OK to put a summary in pdf format up on the World Wide Web for non-members. In other words, you like to get the print version.

One person wrote that the only thing that keeps him involved is the Journal, and he said he simply had to have a printed version because of his lifestyle.

One person suggested that we run an experiment, publishing for 12 months with both versions "to see if I can enjoy an on-line version." Another person suggested that we publish the hard copy in January and July, and do the pdf version the rest of the year. Another suggestion was to put a printable version on the web site "and mail us a Table of Contents". Others noted, however, that it is hard to download a big pdf file. One person suggested that we could put old copies in pdf format for reference. A couple people thought maybe another format would make more sense such as putting the Journal up on the Web in HyperText Markup Language (HTML) format, which all browsers would be able to read.

Tuesday Night Clinics

Every Tuesday night the Pi holds a "clinic" where you can bring your sick Apple computer. Pi volunteers then take your computer to see if there is something they can do to make it well again. Over a third of those responding to the survey, 35.3%, or 91 people, indicated that they had at one time or another taken advantage of a clinic.

Tutorials

Another activity of the Pi is the many tutorials that are given on a wide variety of subjects. Of those responding to the survey, 32.6%, or 84, indicated that at one time or another they had taken one of the tutorials. About a quarter of the respondents, 56 people, indicated they might be interested in trying a tutorial given on the Internet.

WAP Telecommunications Services

Only about 17%, or 45 of the respondents, use the WAP as their primary Internet Service Provider. Of the electronic services offered by the Pi, 51 said they use full Internet access, 62 said they use the regional bulletin board, and there were 43 people who said they use Internet email only and 43 who said they use file transfer.

The surveys next asked the question, "Do you know that you can access our regional bulletin board (TCS) from the Internet via a program called Nifty Telnet?" Almost 30%, or 76 respondents, said they did know this. Some surveys had a question as to whether

you had ever tried Nifty Telnet. Others did not. I had to ignore the question about trying it in tallying the results for consistency.

The next question was for those who use the regional bulletin board (TCS). The question was, "What do you like about it?" The best thing about it, according to 68 people, are the answers to questions. The next most popular aspect are the files available for download. This was liked by 55 people. The third most popular feature is the on-line community. This was liked by 41 people. The remaining features, Apple news, the price, support for older machines and e-mail access were checked off by between 31 to 35 people.

There were also 35 people, or 13.5%, who checked the response, "You've got to be kidding. I can't figure out how that thing works."

The next question was a trick question. We asked if you would like us to "take that regional bulletin board and put it on the web so all members can access it." There were 79 people who thought this would be a good idea. But there were also a good number who saw through the trick and knew that we have already done this. The Internet address is <http://webtcs.wap.org>. Your ID and password that worked on the legacy system also grant you access to this site.

The most popular suggestion for an additional electronic service you would like to see us offer was to provide speedier access. Seven people wrote in that suggestion. There was also a suggestion that we put up a problems vs solution database with hyperlinks. One person thought the categories on the bulletin board system are a little vague. They said, "Make it easier to post questions. I can not figure out where to post which questions." Another person thought we should have links to popular or useful Mac sites on our Web site.

Community Outreach Programs

One activity to which the Pi devotes a lot of time, effort, and office space is the one where we take your old Apple computers that you no longer want, refurbish them, and then donate them to deserving families, institutions, and schools. A good number of those taking the survey, 65.5%, were aware of this activity. (See fig. 15). And most everyone, 89.1%, felt that we should continue to do this. (Fig. 16)

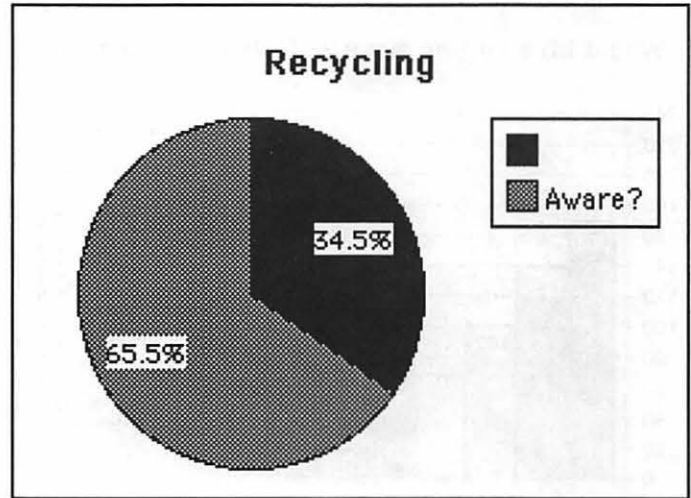


Figure 15

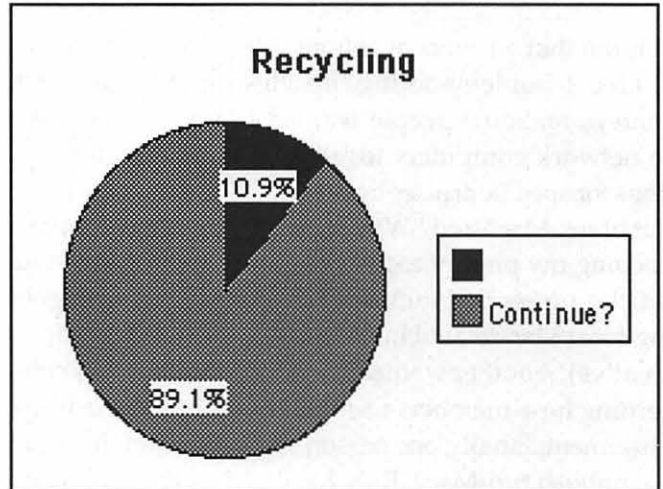


Figure 16

The Library

The final question had to do with the library. The Pi has a room devoted to Apple-related books and magazines, plus video and audio tapes. Over half of the respondents were aware of the existence of the library. (Fig. 17) Less than 13% had ever used it. A little over a third, or 39%, thought they might at some point in time use the library.

General Comments

The comments people wrote at the end of the survey were perhaps as interesting as the rest of the survey. Some people wrote very extensive comments. Many were very complimentary—to the organization as a whole: "You all who have been active behind the

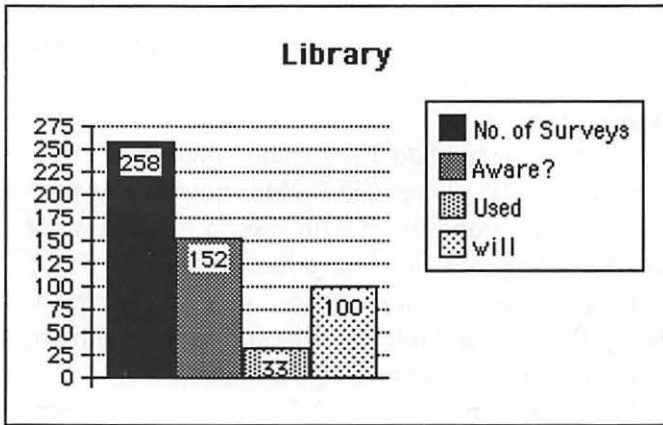


Figure 17

scenes are doing a great job. Thanks.", "Awesome organization, Thanks to everyone for every big and little thing you do." and "I am very impressed with Apple Pi." — to the general meetings: "The general meetings are very interesting and informative." — to the Journal: "Love your magazine! Keep up the good work!" — to the survey: "You didn't miss a trick." and "Thank you for this."

But there were some criticisms, too — regarding the general meetings: "More giveaways at the meeting", and "Only members should be allowed to draw for meeting prizes. Right now a lot of visitors only sign up if they win something. There is no incentive for them to join ahead of time. This is unfair to current dues-paying members." — and regarding the Journal: "To be frank, the Journal is not what it once was. The last few issues have been especially 'thin'." , "I think that some of the material published in the Journal tries too hard to be funny (humorous). Some of the articles seem to ramble so I lose interest. I would like to see more advertising by Apple dealers / repair organizations." and "Proofreading in the mag is a little loose."

Location, location,.....

There were many comments dealing with the problem of location—location of the general meetings, location of the office, location of the tutorials, etc., etc. Face it, people don't particularly like to get in their car to go someplace in this area any more. One person suggested a Pi annex in Alexandria. Another said, "Can only participate easily in events in VA like the General Meetings." Regarding the location of the tutorials, one person said, "Tutorials should be offered at the NVCC

"Thanks go out to all of you who took the time to complete and submit your survey. I feel it answered a lot of questions and dispelled a lot of myths. Thanks also to all of you who indicated in your survey that you would be willing and able to help out in some of the Pi activities."

Annandale campus which is more centrally located in the D.C. area than [the] WAP Office. One Saturday a month would be great or 2." Regarding the Tuesday night clinics, the comment was "It would be great if the Tuesday night clinic [were] held at least once per month in a Virginia location!" As to the office, the comment was, "This is why I never go to to the Pi office in Rockville, Maryland. May as well be Mars. Thanks for holding meetings in VA. Otherwise you'd never see me."

But it wasn't just the Virginia people who were complaining. One Marylander said, "Why can't general meeting[s] alternate between VA and MD locations?" One person asked that we not forget those who have to travel by public transportation and that we make sure and include in our announcements in the Journal and elsewhere a line "saying that it's at xyz Metro station and/or on the xyz Ride-On bus line."

And not everyone was unhappy. There was one person who said, "Good club / User's Group! Love location(s) of sale, meetings, & classes."

Help for beginners

There were also a lot of people who said we need to pay more attention to the beginners, in the Journal: "You need to have a section for the novice to help them grow into their Mac." and "Sometimes the articles are far beyond my use without any discussion of problems, repairs, reviews at my level" and on the TCS: "The problem resolution capability on TCS is valuable to me. But it is getting very cliqued and requires considerable forti-

tude to enter. Can you have a neophyte section so you don't have to talk down to users?" and "Make the organization of TCS Boards and conferences less techie oriented. There is no board for simple beginners questions."

Other Comments

There was some concern expressed by a couple folks regarding the apparent aging of the membership: "The average ages seems high. Recall the Oldsmobile! Are there ways to attract younger members?" and "What is the median age of WAP Members? I feel like a spring chicken during monthly meets."

The tutorials prompted some comments, both good: "I think Pat Fauquet is great. If her tutorials are put on the web, I'd be very interested in trying them." and not so good: "Tutorials are not as great a bargain as they used to be. Don't want to have to take a prerequisite class." There was one person who had another suggestion for getting the tutorials out to people who do not live in the area: "Sure wish you could get some of your tutorials on CDs, videotapes, or other media, especially for us out-of-area members."

Even though there were not that many people who said they had older machines, those that do, wanted us to continue to support them: "Most of us don't buy computers every year. Info on what you can do to help maintain old computers would help; e.g., how to deal with a small 500MB disk drive." "I see no need to be up to date. It is too hard. It takes a full time professional. Now I am very happy with a PPC 6500, Q630 Classic II on an ethernet. So for me, I am less interested in G3/G4, iMac and so on." "What happened to Apple II visibility at general mtgs. & its user group SIG? (I have an Apple IIs)"

There were some more suggestions regarding the TCS: "1) update old TCS files and sort by OS. 2) Make WAP FAQs or where to fwd other FAQs" and that we provide a "cheat sheet for Bulletin Board letter choices." Also, "It'd be great if some of the issues discussed on the BBS were compiled into summary articles." And again the issue of speed was mentioned: "33.6 access is getting less & less useful. Can we get something faster?"

One person mentioned the SIGs and the Tuesday night clinic: "What about the SIGs? We need to reinvigorate them. [It] would be nice to have a 2d 'Tuesday nite' on Thursdays, say if we could get someone to coordinate."

One suggestion for the Journal should be simple to implement, namely, including "[t]he email addresses of the Hot line volunteers (so as to be less intrusive) [than a phone call]."

Another person had a suggestion regarding the Pi Fillings CD's: "Pi fillings CD-ROMS should come with explicit instructions about who should or should not put which program on which specific computer."

Finally, there was this suggestion regarding the library: "Why not put library titles and table of content on the web so we know what you have?"

In one person's opinion, "The most valuable services are: (1) crisis help - new systems - bugs if it doesn't work, hands on or phone help is essential (2) advice on equipment -"

Some of the more extensive comments included this one:

"I like the idea of the library, and think we ought to have one even though I don't use it. But if we are going to maintain one, the aisles need to be kept clear!

"1) I know budget is an obstacle (on the income side), but I think the president should get paid something.

"2) An annual dinner or picnic or some social event would be nice, although it takes a lot of work to organize

"3) Ever consider "rent a WAP guru?" Someone you pay a fee to come to your house (or work?) for an hour or two to help you with specific tasks or answer your questions. This could be a door prize, too.

"I appreciate the time and trouble that many volunteers put into keeping WAP running. My hat's off to them. Keep up the good work!"

Finally, there was this enthusiastic comment: "Value of hot line? - Great! Value of Tuesday nights: Great! Value of Tutorials: Excellent."

Summary

Thanks go out to all of you who took the time to complete and submit your survey. I feel it answered a lot of questions and dispelled a lot of myths. Thanks also to all of you who indicated in your survey that you would be willing and able to help out in some of the Pi activities. Hopefully, the Board of Directors will now have a better sense of what direction to take the Pi in the future. ■

For questionnaire figures that are larger and easier to read see the Washington Apple Pi website.

Some opinions regarding the Pi Fillings Survey

I'm sure as you read through the results of the Pi survey elsewhere in the Journal, you have formed some opinions about what it means. Not only do we now have a better sense of what people want out of the organization, but those who took time to write some comments on their surveys also had some well-expressed opinions about ways to improve the Pi.

The Board has bandied about a number of ideas about what direction to take the Pi in the future. There was even some serious discussion about changing it from a membership organization into more of a business serving clients out of the office. This occurred as the current active members looked around and got discouraged that for a membership organization, it didn't seem as if there were very many members doing any of the work.

But the survey results, I think definitely show that the strength of the Pi lies in the association of members. Though camaraderie is not the highest thing on the list of reasons people stay involved and the idea of giving aid to others is rather low on the list; nevertheless, people like and attend the general meetings and they like the assistance they get from the organization.

How long is our reach?

There has been a lot of concern among the Board of Directors about caring for the members who do not live in the Metro area. But as we can see from the results of the survey, there are not that many members (7.8%) who live outside of the Metro area. Though we might have visions of serving the nation, our members are here in DC. One of the major reasons for publishing the Journal is to reach out to members who do not live in the Metro area since this would seem to be the major way to reach them. But with so few members who live outside of the area, this is not a reason to publish the Journal. Putting the TCS on the Web has opened up the prospect of more members from across the nation, but that currently is not the situation.

“But the survey results, I think definitely show that the strength of the Pi lies in the association of members.

Though camaraderie is not the highest thing on the list of reasons people stay involved and the idea of giving aid to others is rather low on the list; nevertheless, people like and attend the general meetings and they like the assistance they get from the organization.”

Support for older machines

We have been spending a lot of effort to keep up support for the older machines. But given that our members have so few of them, perhaps it is time for the Pi to move on as well. We haven't had a disk librarian for the Apple II machines for awhile, and no one seems to care. We have a lot of Apple II programs that have not been cataloged that could be tossed. And we have a lot of Apple II and III books in the library as well as books and magazines about the older Macs that we could just chuck. Our emphasis should be on supporting folks with the later models and the most recent operating systems.

What do we use our computers for?

I was interested to see how many folks used their Macs at home vs at work. Of course some indicated that they work from home. But it seems to me that we are faced with a which came first, the chicken or the egg question here. Do people use their Macs at home because there is no business software for the Macs or is there no business software for the Macs because most people use their Macs at home?

Another question—Since so many people on their own and of their own free choosing have bought and use their Macs at home, does that mean that they would be happier employees if they were allowed to use Macs at work rather than the machines their companies have bought for them and forced them to use?

We saw in the survey results that a great majority of folks use their computers for money management

“There is little controversy about the tutorials. They are very popular and bring in lots of benefits to the organization. Again, location was raised as a problem, but here again logistics is an issue. All of the machines on which the instruction is given are located in the Pi office training room.”

and to run spreadsheets. Given that there is maybe one commercial package of software for money management (Quicken) and that there are maybe two spreadsheet packages (Excel and AppleWorks), it would seem to me this would be a prime place for other vendors of these types of packages to jump in.

Our members are certainly among the wired. Practically every single member that has a computer is connected to the Internet.

One of the most interesting results of the survey which doesn't affect the Pi directly is the number of respondents who say they do not trust the web to be conducting financial transactions over it. This should serve as a warning to those who hope to expand their business on the web. Some customers will only give them money the old-fashioned way.

The general meetings

Most people seemed to be satisfied with the general meetings the way they are. However, there did seem to be interest in perhaps extended the Q&A session, since this seemed to be a very popular part of the meeting. There wasn't that much interest in adding a mini-tutorial to the meeting. The problem of location is more of a perceived problem than a real one. On a Saturday morning it will typically take at the most between 30 - 40 minutes to get to the general meeting. Everyone has their own situation, however, and perception may as well be reality. However, when you are talking about a physical location rather than a virtual one, logistics become a real problem. There is no easy way to “spread the wealth” and say, move the general meeting from place to place. Downtown DC may be a more central location, but would the commute be any better? We may never be able to solve this complaint.

The Journal

There has been a lot of discussion about what to do with the Journal. But in fact most people are satisfied with it the way it is. In the opinion of most members, it is the most important benefit of membership, they don't want it changed though they wouldn't mind if it were published on the Web as well as in hard copy (but don't do away with their hard copy). But they also have solid opinions about what they would like to see more of—how to articles, hardware and software reviews and first person experiences. One of the respondents noted that the content seems to be getting a little thin. Well, content is provided by the members. There is no staff of writers for the Journal. If no one submits anything, the editor has nothing to print. This past year there have been issues that could very possibly have come out with blank pages until somebody in the Pi came up with something that could be borrowed from another User's Group rag and published without copyright violation. But even that took some work on the part of the individual that found the article. Personally, I think it is rather cool to see something you wrote appear in a respected magazine. And believe me, if you write it, there is a very good chance it will be published. There is not much competition (yet!).

Tuesday night clinics

The Tuesday night clinics are very popular. It is often difficult to move in the office on Tuesday night because of the crowd. Here again there were several complaints about location and time. People would like to see the Tuesday night clinics on another day, at a different time, in a different location. But again, consistency of time and location allievates a lot of confusion. We could offer the clinic at another time and another place, but we should do it in addition to the Tuesday night clinic at the office. But it would only be possible to have a clinic on another date and time with more volunteers. It would be almost impossible to have it at a different location because all of the parts and materials used to fix the problems are at the office.

The tutorials

There is little controversy about the tutorials. They are very popular and bring in lots of benefits to the organization. Again, location was raised as a problem, but here again logistics is an issue. All of the machines

“One of the most interesting results of the survey which doesn’t affect the Pi directly is the number of respondents who say they do not trust the web to be conducting financial transactions over it. This should serve as a warning to those who hope to expand their business on the web. Some customers will only give them money the old-fashioned way.”

on which the instruction is given are located in the Pi office training room.

Computer recycling

The one activity of the club that may drive the office manager crazy more than any other is the computer recycling we do, taking old computers and getting them in shape for those who can use them. The parts take up one whole room that was originally intended to be a second tutorial room. Sometimes (no, usually) the equipment spills out into the central meeting room, the office and the library. One person commented in the survey at how messy the office looks all of the time. Yet 89.1% of you felt this was something we should continue doing. Rest assured, the computers that leave the Pi are clean, they work, and they have the software installed needed to serve the people they are being donated to. But again, it depends on volunteers. The more volunteers there are to do the work, the quicker the computers will be moved out of the office and into the hands of those who need them.

The library

The library is one of the least popular activities the club offers. Few people said they keep involved in the club because of the library (26 out of 258). Few have ever used it (33), though more said they thought they would use it (100). It takes a lot of space, it takes effort to keep the books and keep them cataloged. The space may be better used as storage or for some other purpose and the books and magazines could be donated to another orga-

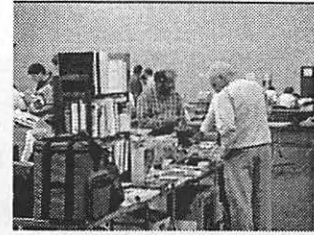
nization that might get better use of them. So unless someone can come forward with some ideas about how to make it more useful, practical and available to the membership, I vote we abandon this effort.

Summary

Some things require a lot of time and effort on the part of a few people. The members of this club said in their surveys that the things they enjoy the most about the Pi are the Journal, the general meetings, the Pi Fillings CD, the garage sale, the office, the Tuesday night clinic, and the tutorials. Every single one of these activities requires a major effort by busy people who take time out of the work schedules, their family schedules, and their private lives to write articles for the Journal, call and call and beg and plead until someone volunteers to give the presentation at the general meeting, comb the Web and other sources for material to put on the CD, etc. etc. The office is basically handled by one person, Beth Medlin, who despite the low pay and abuse she gets on the phone, sticks it out and holds us all together.

To continue producing the things that you enjoy, if we are going to continue to survive, it has to be a group effort by a lot more member volunteers. That is why a major part of the survey asked what you would be interested in doing for the club. I have given the names of those who said they would be willing to help to those people in the club who might be willing to try to get you involved. When they call, try to find some way to follow through on your offer. If no one calls, call the office. Beth will find a way to get you involved. The more people help, the better Journal we will have, the better general meetings, and so on. The responses to the survey included a lot of good suggestions about what might be done to make things better. As you read the article presenting the results, if you see something which makes you say, “I could do that!”, call Beth at the office who will make sure that you hook up with the right people in the organization so you can make your contribution.

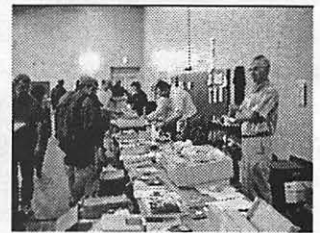
This club does a lot of good things and helps a lot of people. But, to put it better, the **people** in this club do a lot of good things and help a lot of people. I know most of you realize that. I hope you can find a way to join in and help. ■



PICTURES



AT A



GARAGE SALE

JUNE 2, 2001

BY DAVE OTTALINI



Excerpt from Robin Williams'

Where Did It Go? For Experienced OS 9 Users

Taken from the forthcoming book published by Peachpit Press and written by Robin Williams, *LITTLE MAC OS X BOOK*, ©2001 Robin Williams. Reprinted by permission of Peachpit Press. For additional information on Peachpit Press and other books written by Robin Williams please go to the following website

<<http://www.peachpit.com/about/author.bios/robin.williams.html>>

Information on how to apply for and who to apply to in order to obtain copyright permission is available at <http://pearsoned.com/permissions/permissions.html>.

These 12 journal pages include all information in the 16 page appendix from the Robin Williams book. They have been layed out to fit our size pages.

Where Did it Go?

For Experienced OS 9 Users

If you have grown fondly familiar with previous Macintosh operating systems, it will be confusing at first to use Mac OS X because all your favorite tools and tricks have changed. Here is a brief overview of where you can find your old favorite features in brand new dress.

appendix

Note: This is a preview of one of the chapters in the upcoming updated Little Mac Book, eighth edition (expected publication date of August 2001). It has a lot of references to other chapters in the book, but if you are an experienced OS 9 user, you won't really need those other chapters.

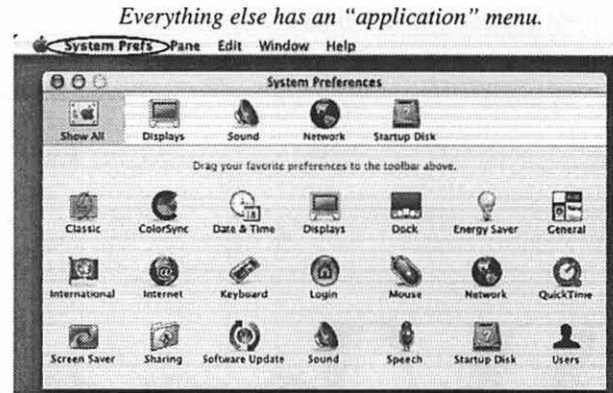
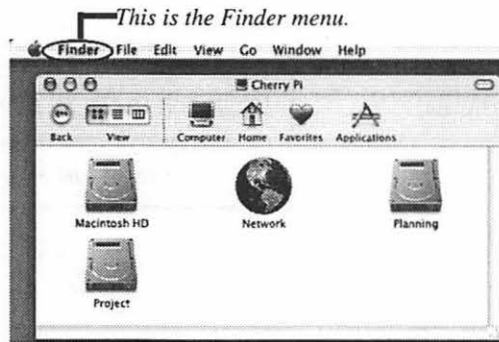
Where Did It Go? For Experienced OS 9 Users

Desktop and Finder Features

The **Desktop** and the **Finder** in Mac OS 9 look like the same thing. Actually, the Finder is the software that runs the Desktop, but when we would say, "Go to the Finder" or "Go to the Desktop," we meant the same place.

In Mac OS X, the Desktop and the Finder are more clearly separated. The Desktop is the background, and you can still place things on it and save to it. The Finder is a defined entity with its own special windows. The menu across the top of the Desktop is the Finder menu, and all windows that display documents and application files are "Finder windows." Apple calls the Finder "the gateway to your computer and network."

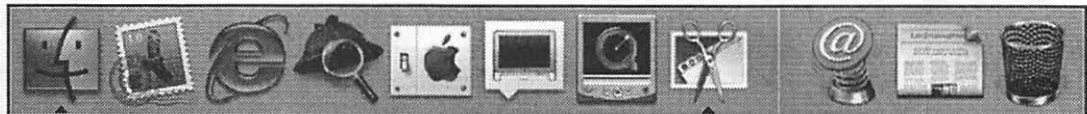
Keep an eye on the menu bar and you will eventually become accustomed to when you are in the Finder and when you are working with some other feature of the system. See Chapter 8 for details.



Although this might look like a Finder window, it's not. If the menu bar does not say "Finder" on the left side, then the window is an active application. You must **quit**, not just **close** the window, to put the application away.

The Dock

You can't miss the Dock across the bottom of the screen. The Dock takes the place of Mac OS 9's application switcher, Apple menu, and Control Strip. For a brief overview of the Dock, see Chapter 1; for all the details, see Chapter 7.



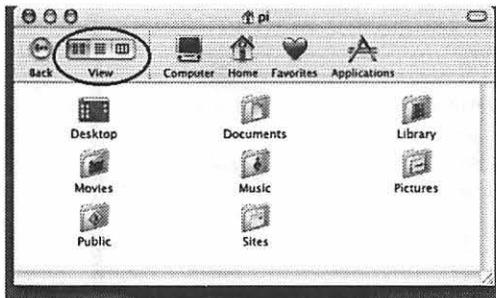
Where Did It Go? For Experienced OS 9 Users

There are three different **window views** available for every Finder window. It can be confusing at first because although they look similar to what you are accustomed to, they act a little weird. You'll get used to it. For all the details and tips for working with these, see Chapter 9.

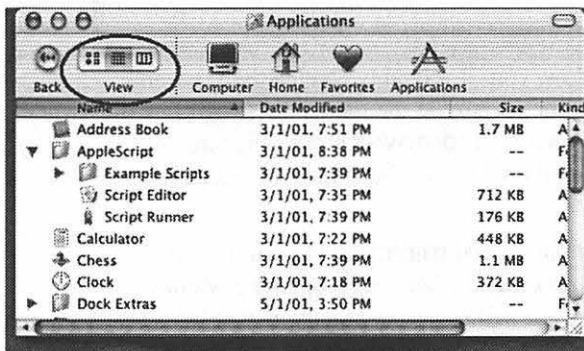
Window Views



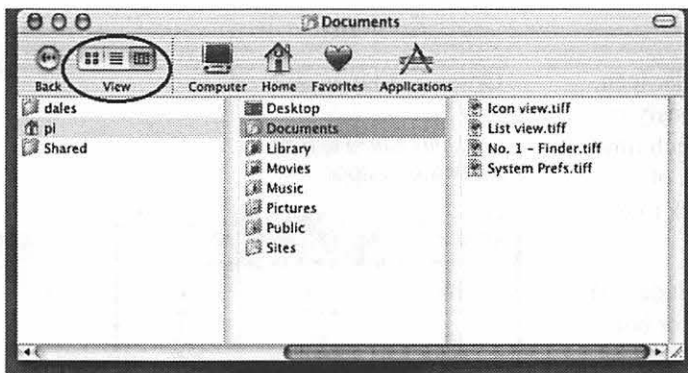
Depending on which view you are in, you can click the **Back** button to go back to the previous window. The **View** button gives you the same choices as the View menu: as Icon, List or Column.



This is the **Icon view**. Double-click a folder to open that folder's contents in this same window (it **replaces** the current contents).



This is the **List view**, which acts very much like what you're used to.



This is the **Column view**, a brand new concept for the its contents appear in a new column to the right. You can see that this window shows you (in the third column) what is in the Documents folder (selected in the second column) that belongs to the in the first column.)

Windows for folders and disks are called **Finder windows**. See Chapter 9 for details about navigating through them without getting confused, and how to color the backgrounds of windows or add a photograph as backgrounds, change the icon sizes, set global preferences and individual preferences, and even more (from the View menu, choose "Show View Options").

Finder Windows

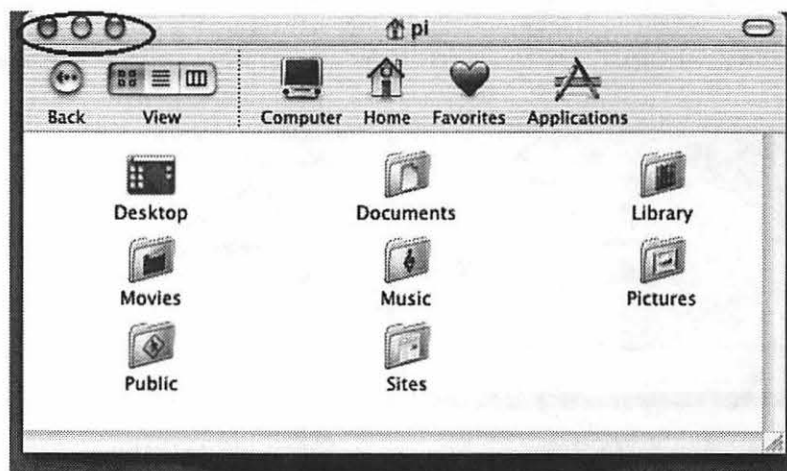
Use the little colorful buttons in the top-left of the active window.

Red: **Close** the window. If it is an application window, this does not quit the application.

Yellow: **Minimize** the window, which sends an icon of the window to the Dock. Single-click that icon in the Dock to open the window again. Shift-click for slow motion.

Green: **Enlarge or reduce** the size of the window.

Where Did It Go? For Experienced OS 9 Users



Tip: When you open a window, you'll probably change the view and adjust the size, etc., to suit your purpose at the moment. If you click the **red** button and **close** the window, it **removes** all the customizing you did and when you reopen the window, you'll have to reset everything in the way you want it.

But if you click the **yellow** button and **minimize** the window, it **retains** all of your customization and when you reopen the window (click on its icon in the Dock), it will reappear exactly as you left it. Until you turn off your computer.

If the toolbar is showing when you double-click a disk or folder icon, the contents of that folder **replace** the contents that were previously in that window space. That is, you don't get a brand-new window each time you open a folder. This can be nice as it reduces the clutter of lots of windows overlapping each other. Click the Back button to go back to the previously open window.

But sometimes you want a new, **separate** window. If so, either hide the **toolbar** (click the little button in the upper-right of the window) or hold down the **Command key** when you double-click to open the folder or disk. You will get a new window in Icon view and the previous window will still be visible on your Desktop.

If you hold down the Option key instead of the Command key, you will get a new window and the previous window will disappear.

■ **Same ol' tricks:** Hold down the Command key and click on the title of the window to see the hierarchy of the active window, as shown to the right.

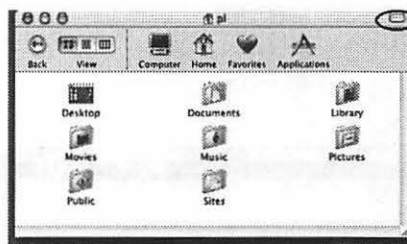
Hold down the Command key to move an unactive window without making it active.

Option-double-click a folder to open the window and make the previous window disappear.

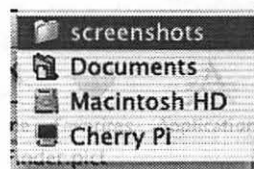
Press Command Option W to close all open windows.

One window or several?

Click this button to **hide or show the toolbar**.



You can customize the toolbar: from the View menu, choose "Customize Toolbar"



Command-click the title.

(Continued on page 80)



DigiCam 102—A Tale of 3 Photographers

By Lou Pastura

WITH ALL DUE respect (and sincere apologies!) to Charles Dickens, when it come to choosing a digital camera, these are, indeed, the best of times and the worst of times. Selection and feature/price ratio have never been better. The down side is that the plethora of choices makes a final decision a daunting challenge.

In my last article I described an unfortunately (though unavoidable) long list of issues, options and alternatives to consider in deciding which digital camera is right for you. This time I'd like to take you through the **process** of analyzing your needs and wants and selecting a camera that best fits your situation. Those of you who derive great joy from complex multivariate analysis should stop reading right here. My goal is to simplify the process, not chart a murky path through outlandish complexities. (Note: This is **not** a value judgment...I'm one of those crazies who enjoys the research as much as the result! I just hope that what I've learned from four purchases and two upgrades might help you avoid some of the pitfalls.) As you read further (those of you who haven't already dropped the magazine in horror and run away screaming), please bear in mind that there are no absolute truths here. At the end, I'll describe three real world situations that have had happy outcomes. I'll discuss what the individuals selected and why. Your mileage may vary, so apply this discussion to your personal situation with an emphasis on what makes most sense for you, not what someone else did.

Okay, enough with the disclaimers! There are 3 fundamental questions you need to answer in order to make an informed digi-

tal camera selection:

- What's your budget?
- What do you want to photograph?
- What do you want to do with the results?

What's Your Budget?

This seems like a question so fundamental that it doesn't bear mentioning...and to a large extent, it is. I raise it as an issue only because you need to consider not only the cost of the camera, but also the cost of all the goodies you'll need or want to go along with it. These might include:

- Archival Storage (e.g., CD-ROM writer)
- Extra Removable Memory
- Extra Batteries—Note: Non-rechargeable Lithium batteries are good for more shots, but they're *very* expensive. NiMH batteries and a charger are the most cost effective solution. Alkaline batteries are useless. My solution is to use NiMH batteries in both my camera and the external flash, carry two spare, fully charged NiMH sets, and also carry a set of the Lithiums for "emergencies." They have a really long shelf life, so keeping a set in my camera bag is good insurance.
- External Battery Pack
- AC Adapter



Olympus C-2100UZ camera. (Photo by Lou Pastura)



- Add-on lenses
- Tripod
- Software for Cataloging Images
- Image Editing Software
- Additional Computer RAM (Image editing software likes a lot of memory.)
- Color Printer
- Photo Paper

List the items above in three categories. Those that you already have, those you need right away, and those you can do without or wait for. The items in the middle category, those you need right away, need to be factored in your base budget. This reduces the amount you can spend for the camera, but eliminates surprises that can be a shock to your wallet.

What do you want to photograph?

This is the question that will have the greatest impact on your decision. For example, are you a big vacationer? If so, the size of the camera (smaller being better) might be an important consideration. Do you have a desire to do sports or nature photography? A camera with a long zoom lens (or the capacity to attach one) would be a must. Also, a lens that supports fast shutter speeds will enable you to freeze action and reduce depth of field to intentionally blur backgrounds (which makes your primary subject matter stand out in sharp focus). Are you more of a snap shooter of events and family gatherings? Something that's reasonably portable and has lots of automatic features might be more to your liking. Is close-up work something that appeals to you? If so, you need to make sure the camera has good macro capability.

None of the situations in the list above are mutually exclusive. You'll likely want to get involved in more than one, perhaps all of them. Inevitably there will need to be compromises. A camera with a 10x zoom lens is not going to fit in your shirt pocket. Also, the list above represents examples, not the universe of possibilities. Go back and look at the first article in this series, "DigiCam 101—A Megapixel is NOT a Huge Pixel" (it's on the WAP web site if you can't find the last Journal). Think about what's most important to you and factor the most important features into your decision in priority order. A three level approach works well here, too. Consider features you **must** have, those you **would like** to have and those you don't care about.

"This time I'd like to take you through the **process** of analyzing your needs and wants and selecting a camera that best fits your situation. Those of you who derive great joy from complex multivariate analysis should stop reading right here. My goal is to simplify the process, not chart a murky path through outlandish complexities."

What do you want to do with the results?

This last item is relatively straightforward compared to the last two. However, it's critical enough that it merits its own section. What you intend to do with your photographs determines the resolution of the camera you need to buy, which will be the fundamental driver of the cost associated with this venture.

I discussed this in the previous article, so please bear with me as I briefly repeat myself. If your intention is to prepare photos for web publication or any other application that will only result in viewing on computer, a low resolution camera (640 x 480) will be more than enough, and save you some money. Keep in mind, however, that if you're going to need to do any editing or cropping, you'll be throwing pixels away and need to start from a bigger file, perhaps 1 or 2 megapixels. For printed output the rule of thumb is one megapixel will produce an acceptable 4x6 print; two megapixels will go to 5x7 and three will be okay at 8 x 10. These are not hard and fast numbers and different camera/printer/paper combinations will do either better or worse.

My best advice would be, if you can, to try some alternatives and see what works best for you. Many local camera stores will let you take some photos in the store, save them to your own memory card, and take them home to edit and print. While trying different cameras may take a few trips to the store (you need



to format the card in each camera you test to be safe), you'll have the chance to work with each camera on your list, get a feel for the ergonomics and ease-of-use and have some real world output to help you judge differences. Also, don't forget that you'll need some way to transfer the files from your memory card to your computer and/or printer. A friend with a card reader is a possibility. You can either borrow the reader or ask your friend to email the files to you.

The Real World

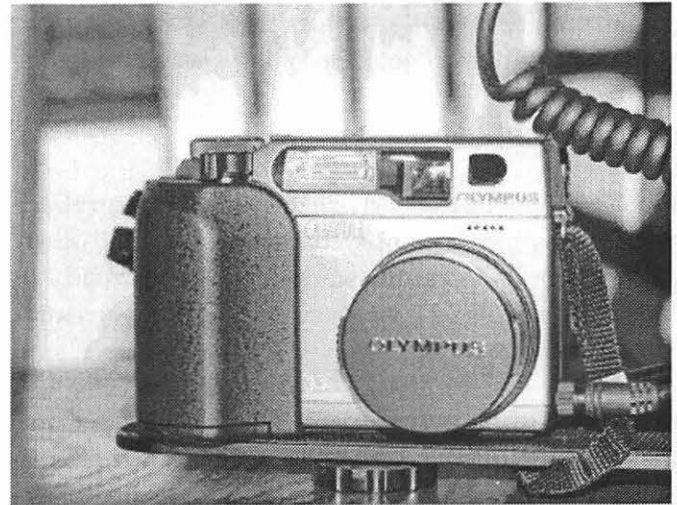
(OK, so I just wanted to use a title that showed I'm pretty with it for an old guy...I can steal from MTV!)

Now I'd like to offer three scenarios in which the prospective photographers used the process described above and are all happy with the results. Since one of the examples is me and the others consulted with me, all cameras purchased were Olympus. As I may have mentioned before, Olympus is pretty much all I work with and recommend. When I find something I like better, I'll switch, but that hasn't happened yet! If you disagree, write an article and tell all of us why! (Or send me an email...if I get enough, I'll publish the debate. My email address is lou.pastura@wap.org.)

So let's apply our three questions to our photographers' situations and see where we come out:

Photographer #1

- *What's your budget?* I don't really have a strict limit on what I can spend, but I also can't justify (even to myself, let alone my long-suffering spouse) the cost of the high end "pro" digital SLRs. I already have all the peripherals I need since this is an upgrade from a digital camera I already own.
- *What do you want to photograph?* I'm interested in a little bit of everything. I'd like to do some outdoor work with wildlife that will require a long focal length lens. External flash is a requirement because I need the capability of bounce flash for portraits. A camera with a great deal of manual control would be a plus. Small size and light weight are not important to me.
- *What do you want to do with the results?* I want to be able to edit and perhaps crop the photo quite a bit,



Olympus C-3000Z camera. (Photo by Lou Pastura)

so large file size is critical, as large as possible. Most prints will be 8 x 10.

- *What did you buy?*
 - Olympus E-10
 - 3x Tele-Extender
 - 1.45x Tele-Extender
 - Wide Angle Adapter
 - Olympus FL-40 Flash
 - External Bracket and Cable for Flash
 - 32MB Smart Media Card
 - 128 MB Compact Flash Card
 - Combination Smart Media and Compact Flash Car Reader
 - BIG Camera Case
- *Explain:* Just about the time I'd given up on finding an SLR with great glass and lots of control for less than \$4-5000 (plus lenses!), along comes Olympus with a 4 megapixel camera with everything I want for \$1999. A lot of money? Sure. But a lot of features and capability, too. Size/weight were not an issue, since my wife, about the same time, bought a different camera that didn't require the assistance of a small moving company to carry around. The additional lenses and flash, while expensive, are of exceptional quality and give me everything I'll need in almost any circumstance I can think of for a long time to come. When I saw



the quality of the 4 meg files printed at 8 x 10 (the word "stunning" gets used a lot) I was hooked.

Photographer #2

- *What's your budget?* I'd like to spend less than \$800. I already have a printer, software, paper, and other peripherals to get me started. Down the road I'll want an external flash, extra batteries and an extra memory card.
- *What do you want to photograph?* I'd like to take snapshots of family and friends. I want a camera that's easy to use in automatic mode, with good auto focus and automatic exposure capability. It should be reasonably light and portable, but not necessarily shirt pocket size.
- *What do you want to do with the results?* I will mostly view the photos on my computer and send them to others via email. However, I will want to print some out at 8 x 10, and the quality of those is important to me.
- *What did you buy?*
 - Olympus C-3000
 - Olympus FL-40 Flash
 - External Bracket and Cable for Flash
 - 64MB SmartMedia Card
 - 2 Sets of NiMH AA Batteries and a Charger
- *Explain:* I wanted something reasonably simple to use and portable that would give me excellent printed output at 8 x 10. 3.3 megapixels was the minimum requirement. I wanted a 3x zoom so that I could photograph our pets and achieve reasonable close-ups without getting into their space in a way that might have a negative impact on the picture. The external flash supports use in lower light situations and the bounce flash feature creates interesting effects and absolutely eliminates red-eye, even from our pets, which can be difficult to do with a normal flash, even with a red-eye reduction feature. (Red-eye reduction also introduces an unacceptable delay between pressing the shutter release and actually taking the picture, even in film cameras.)

"As I may have mentioned before, Olympus is pretty much all I work with and recommend. When I find something I like better, I'll switch, but that hasn't happened yet! If you disagree, write an article and tell all of us why!"

Photographer #3

- *What's your budget?* The farther I can get under \$1000 the better. I already have a computer and a printer. I'll need extra batteries and a charger, and an extra memory card right away. I may add a card reader later, if I'm not happy with the direct (USB) connection between my camera and computer.
- *What do you want to photograph?* Both my children are very active in sports, soccer and basketball. My primary goal is to capture their sports activities, but I also want something I can take on family outings and vacations. Event photography, in the form of birthdays, holidays, and so forth is also important to me.
- *What do you want to do with the results?* I want to be able to do limited editing to spruce up printed output at 8 x 10, but I don't think I'll be doing any serious cropping.
- *What did you buy?*
 - Olympus C-2100UZ
 - 32 MB Smart Media Card
 - 1 Set of NiMH AA Batteries and a Charger
 - Olympus Fitted Camera Case
- *Explain:* The C-2100UZ has a 10x zoom that's electronically stabilized to eliminate blurring due to camera movement. Although it's 2 megapixels, rather than the 3 I'd prefer, I tested the output at 8 x 10 on my printer and good quality photo paper



and it's quite good. It's not shirt pocket size for taking on trips, but the zoom was more important to me than the small size and the carrying case will make it easier to transport while protecting it from bumps and the elements.

So that's how three folks coped. One last reminder, the Internet is a great source of information to help you decide. I mentioned the following 3 sites, among others, in my last article. This time I'll refer you to specific areas in these sites that are more relevant to this part of your "quest".

- <http://www.shortcourses.com>—This site has four sections you might want to review:
 - Editor's Choice—The Best Digital Cameras
 - A Short Course in Choosing a Digital Camera
 - Everything You Wanted to Know about Batteries
 - Digital Camera Pocket Guides. (The guides are intended as supplements to/summaries of the manufacturer's manuals. If there's a guide for a camera you're interested in, reviewing it can give you a good feel for ergonomics, features and ease of use.)

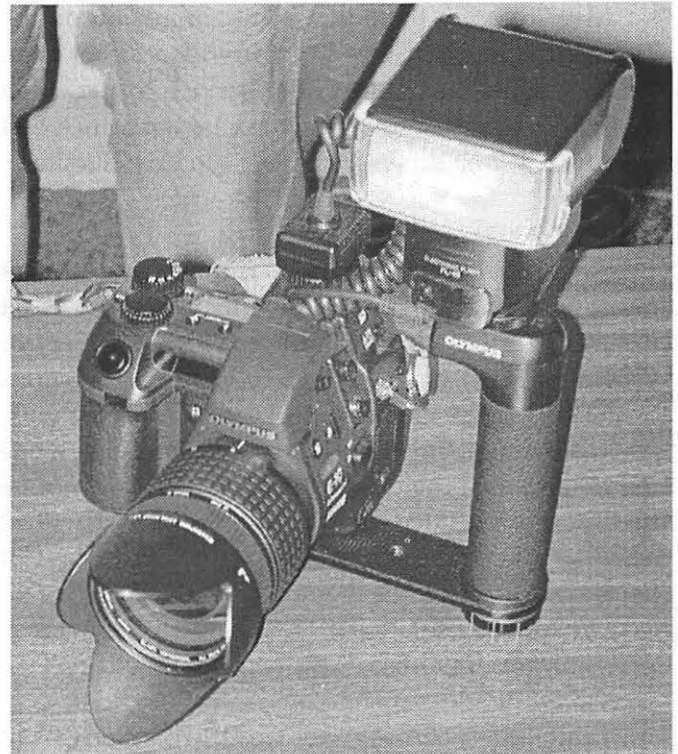
- http://www.steves-digicams.com/hardware_reviews.html and <http://www.dpreview.com/reviews/>—These two sites provide what I think are the best reviews with the most detailed information on features and operations.

There are lots more resources out there, including sites and discussion groups devoted to the individual cameras. As always, take what you read from fanatics, including me, with a grain of salt and just a little skepticism. Also, limit the data you try to absorb and analyze. There's so much out there you can become paralyzed and thus incapable of reaching a decision. Remember, the goal is not to spend time shopping, it's to have fun taking pictures. Enjoy the search, enjoy the result and write to me and let me know if all this helped. Tell me what you bought and why. Maybe you'll be in next month's article! ■

Camera: Olympus E-10 SLR
 Maximum Resolution: 2240 x 1680 (4 MP)
 Optical Zoom: 4x
 Dimensions: 5.0 x 4.1 x 7.0 inches
 Weight: 37 ounces (without batteries and memory cards)
 Price: \$1999

Olympus C-3000Z
 2048 x 1536 (3 MP)
 Optical Zoom: 3x
 Dimensions: 4.3 x 3 x 2.6 inches
 Weight: 10.6 ounces (without batteries and SmartMedia card)
 Price: \$699

Olympus C-2100UZ
 1600 x 1200 (2 MP)
 Optical Zoom: 10x (Stabilized)
 Dimensions: (4.5 x 3.1 x 5.6 inches
 Weight: 19 ounces (without batteries and SmartMedia card)
 Price: \$799



Olympus E-10 camera (Photo by Lawrence I. Charters, using a Nikon CoolPix 990 camera)



Adventures on the high-speed on-ramp, or A search for high- speed Internet access

by David L. Harris

SOME MONTHS ago I heard on the radio a Verizon 800 number to call to determine if my home telephone qualified for DSL (it requires that you be within a certain distance of a telephone branch station). I called and, after providing my home number, was informed that I could not get DSL (Digital Subscriber Line). So I forgot about it.

More recently there was some discussion on the TCS that suggested that DSL providers other than Verizon might be able to offer service to me, even though they have to use the same telephone lines. So I fired up my Web browser and went to Covad's site.

March 8, 2001

After providing my telephone number and address on Covad's page, I was informed that yes, I could get DSL service! They have a number of Internet Service Providers (ISPs) available, and, following suggestions on the TCS, I took a look at Speakeasy and at Earthlink. (Covad is a company that organizes DSL service, while the ISP actually provides it.) Although Speakeasy came highly recommended, I chose Earthlink because they advertised a home connection speed twice that of Speakeasy, for the same monthly fee (\$49.95) as Speakeasy, but with no installation fee and no equipment cost. Earthlink's Web site also confirmed that I could get DSL service.

I entered my choice on the Covad Web site. Covad sent me a confirming e-mail, and provided a timeline of what would happen. Here is some of what I read on their Web site:

Installation Process

DSL Request Sent to ISP. You should receive an email shortly to confirm your request. EarthLink should then contact you within 5 business days.

ISP Contacts You

EarthLink will contact us and we will organize all the equipment and connections needed...

Prepare to Install DSL

Your local phone company will install the dedicated line at your location...

Arrange Install Date

Two or three weeks after the phone company has installed and tested your new DSL line, we will schedule an appointment for a Covad field technician to finish setting up the service...

Covad Connection Day!

The Covad technician will arrive to set up your DSL service and equipment. This will typically take about two hours...

Roll On!

Once the Covad technician connects your DSL line, you will have access to the Internet all day, every day. Your ISP will provide ongoing customer service and support.

March 15

Five business days had passed and I had heard nothing from Earthlink, so I called them to inquire about it.

March 16

Mikey from Earthlink returned my call. She confirmed that they had received an order from Covad. She took some more information from me, including credit card information, and I was assigned a work order number and prospective e-mail address.

March 28

I still had received no calls from Earthlink or Covad. Called Mikey at the number she had provided, but found she was in sales and did not know the status of the order. I went to Earthlink's Web site and took a look at my order status. It said "Your order is currently being processed. We are working as quickly as possible to complete your order. Thanks for choosing Earthlink DSL!" Only stage 1 of my order (order received) showed completion.



I did receive a CD with some software from Earthlink, plus telephone numbers to call in case I had questions. Following a hunch reinforced by posts on the TCS about similar events, I telephoned them. I was told that there was some problem with my order. After looking it up on the computer they said my order had been cancelled! It seems they tested my telephone line and found it did not qualify for DSL—too far from the nearest telephone sub-station. I had to call **them** to find this out; they did not call me.

It took Verizon one minute to tell me the same thing months ago.

March 29

Went to the Comcast (my cable company) Web site. A friend of mine just got cable Internet service from them. A special offer, ending March 31: no-cost installation, if you do it yourself, otherwise professional installation reduced from the usual \$149 to \$49, plus two months Internet at \$19.95 per month, reduced from the usual \$32.95 or \$38.95, depending on whether you already are a cable TV subscriber. (I think these prices are correct; approximately so, in any case). With only three days to go on the special offer, despite my misgivings about the cable company and about their subscriber agreement—they monitor your online choices and provide information on them to other businesses—I ordered the Comcast@Home Internet service online. The confirmation said “Thank you for your order. A Comcast@Home representative will contact you within two business days to confirm your installation appointment.”

April 4

Had heard nothing from Comcast@Home. Called them and talked to Sarah. She had no record of my order! I was out of luck for the March special prices. However—guess what? Another special offer for April: \$59 installation and one month free. About the same dollar saving. She also said it would be better if I were a cable TV subscriber; among other things there is a discount on the Internet service if you have cable TV already (I didn't). So I decided to call Comcast and get the Limited Basic cable TV service at \$12.26 a month, plus \$22.14 installation fee.

April 5

Called Comcast to see how long it would take to

set up cable TV. They said the next day! An appointment was set up for the installer to come Friday, April 6, between 5 and 7 PM.

April 6

The cable installer was a no-show. After waiting, I called and was told that they had checked at 7:03 PM and no one was at home. Not so. I had been listening carefully for them.

April 7

After recovering somewhat from my disgust, I called Comcast again, talked to Bryan, and set up another installation appointment for Tuesday, April 10, between 3 and 5 PM.

April 10

The teenage punk-rocker (or whatever) with two earrings was there before I got home at 3, and had set up some cable stuff outside already. After some fumbling he established my Limited Basic cable TV connection and set up my TV and VCR. We weren't quite sure what channels I was supposed to get, but I have 39 of them (many are fluff). In spite of his appearance, he was a reasonable person.

April 12

Called Comcast@Home from work. I wasn't sure if I wanted to try to set up an Internet connection at that time, since I was shortly to leave town for 10 days vacation. The first time I called, I got disconnected. Tried again (Why, you ask?). Talked to Crystal. She agreed that it probably would be best to delay setting up a connection. Later I got to thinking that I would like to know exactly what the process would be to get connected for Comcast@Home service, so I could decide for myself whether to delay signing up or not. Called Comcast@Home again, and talked to Michelle in Niagara Falls. She walked me through the steps. When I asked how long it would take, she said I could make an appointment for a professional installation (the \$59 special) for the next day! I agreed, and we set up my member name—the part that goes in front of @home.com in the e-mail address. Installation was set for sometime between the hours of 5 PM and 9 PM Friday. Two installers would come: first, the hardware person would drill holes, set up the cables, install the



splitter (allows both cable TV and Internet connection from the same cable), the cable “modem,” etc. Then the software guy would come and download the software online from Comcast. I had chosen the professional installation option, rather than try to do it myself, because my existing cable was on the other side of a wall from my computer, and I didn’t know if I wanted to risk hardware and wiring unknowns.

Friday the 13th

Called the automated Comcast line to check on the installation appointment. Confirmed that it was set for sometime between 5 and 9. Left my inner front door open, and listened for a knock. As I waited, there was a program on one of the cable TV channels about the do-it-yourself Comcast@Home installation kit. So I learned a little about what might be involved.

The installers did not come.

Called a couple of times on Friday, once before 7 (you can tell I was worried) and another time after 9. The automated check said my installation was still scheduled for between 5 and 9. When I talked before 7 to an actual person, she said there was still time for someone to come. They didn’t. After 9 when I called, only their answering service was available. Left a message about the no-shows.

April 14

Called soon after 9 AM, when Comcast opened again. Was told the installers had checked at 17:44 (I guess that meant 5:44 PM) and no one was at home. Asked how the installers determined whether anyone was at home. Was told that they were instructed to telephone first to check. Asked what would happen if they found an answering machine when they called. Was told that they would leave a message. No such message. Asked to talk to supervisor. Was told that one would try to call me later that day (Saturday). Asked if it would be within a few minutes. Didn’t know. Went out to shop. Went by Radio Shack to check on Comcast@Home self-install kit. Came back home. Recorded message on answering machine from Comcast. Said to call back. Gave no contact name or special telephone number. Called Comcast twice. On hold. Busy Saturday...

By that time I was disgusted with installers. (I suspect now that they probably called my home both

times, encountered an answering machine—I keep it on to foil telemarketers and pick up the phone if it’s someone I want to talk to—and hung up.) After determining that I probably had the tools to drill a hole in the wall for the cable, and remembering the previous night’s program on the self-install kit, I decided to go back to Radio Shack. Special offer for the kit, which includes cable, the splitter, and installation software on a CD, plus the cable modem, for \$230, with a \$100 mail-in rebate and one month’s free service. I bought some extra cable and connectors, plus a crimping tool, because I knew the hole I could drill through the wall could accommodate the cable but not be large enough to put through the connectors. I would have to cut the cable, drill the hole, poke the cable through the wall, and put a new connector on that end. With a 10% discount for getting a Radio Shack credit card, the total cost including tax added up to the original \$230. At \$7 per month cable modem rental, I recoup the difference in cost in ten months, and I own the modem. From then on I am ahead (since I don’t pay the modem rental each month).

Hardware installation, including drilling the hole in the wall, went pretty well. The instructions for preparing the cable to receive the new connector did not seem right: it would leave the central connector of the coaxial cable too short, and there would be no connection of the outer shield to the connector. (Maybe at these high frequencies it is connected inductively or capacitively?) So I cut the cable the way I thought would be better, put it through the wall, and tried to attach the connector on the other end. It didn’t crimp very well, using the indicated tool setting. Used a smaller tool opening to get a better crimp. Still didn’t seem perfect.

Got all the hardware installed. Called to activate the service. Gave the tech the serial number and MAC (Media Access Control) number of the cable modem. I had actually **looked** at the modem booklet, so I knew I should have these numbers ready. I already had my Comcast member name; the tech gave me a Client ID or Computer Name. All these things are needed for Comcast to connect to your machines and know it is you. Tech told me it would be a few hours before things were set up and I could get online. He even promised a \$20 credit for the no-show installers.

After a few hours, I still could not connect. Flashing cable modem lights would indicate searching, but no stable connection. Decided to wait until morning.



Maybe the service would be set up by then. Meantime I installed the Comcast@Home software from their CD.

April 15—a holiday

But not from the computer. Tried to connect again. Flashing modem lights. Called tech. Was told that service was activated. Was advised to check modem on another cable. OK. I thought maybe the cable I had constructed was no good.

Went into next room where TV is, where cable sprouts out of the floor, to connect the modem before it gets to the splitter. (By the way, that awesome device is about two inches on a side and consists of one input connector and two output connectors. I don't think there are any electronics inside of it.) No three-prong receptacle to plug in cable modem power supply. Have to rob the extension cord that connects the computer in the next room, and find a three-prong receptacle in the kitchen. Have to disconnect the cable modem from all the wires connected to it. Finally get the modem connected to the source cable (which serves the TV fine). No different behavior. Just flashing lights.

The next step, suggested in the modem manual, was to take a TV set and check the end of the cable I made, in the adjacent room where the computer is. Have to reach behind the TV table, take off the tape which keeps the cats from dislodging the TV power plug, and carry the (13") TV into the next room. Have to take back the extension cord so the TV will have some power. Have to connect my cable to the TV. It won't fit! The connector, which goes on the cable modem perfectly, is too small for the cable connector on the TV! Well, it turned out that by just holding it in place I was able to confirm that my cable was carrying the TV signal just fine.

In my modem travels, I checked the serial number, which I had given the tech the day before. I gave him a wrong number—those tiny zeroes with slashes through them looked like eights. (Hint: get all the needed numbers from the bottom of the modem **before** you connect it with the three wires to the power supply, the cable, and the Ethernet port of your Mac. It's easier that way.)

Again (remember, this is the same holiday Sunday) I call tech to give the correct cable modem serial number. He (too many different people now to remember names) discovers that they have the wrong MAC number. I did get that one right. Apparently they did not.

He passes along the corrections, and says they will call me, **maybe** today, when the information is corrected. They may give me a new Client ID number, too. I will have to enter that into my Comcast software. Then my modem lights should stop flashing, and I will be connected. Maybe.

Later

At around 7 PM on Sunday, April 15, while online with Explorer Service, I noticed that my cable modem (in standby) lights were not on. Before, even in standby mode, they occasionally flickered. I turned the cable modem "on" and the top three lights were steady, with the activity light sometimes flickering. Apparently my modem is now connecting. Still can't connect to the actual service, though. Will wait until tomorrow, when they may call me with a new Computer Name.

April 16

No call from Comcast; modem still appears to connect, but no Internet connection. Called tech help; they returned the call and gave me a new Computer Name. Entered it into the TCP/IP Control Panel, rebooted my Mac and tried again. No connection. Will wait until tomorrow to see if it takes time for changes they might make to propagate. I will call tech help if the service is still not available.

As with anything new, there are so many unknowns that it can become very frustrating.

April 17 and beyond

Still no connection. I called Comcast tech help again; this time I finally connected with a Mac-savvy person. He gave me instructions on setting up the TCP/IP Control Panel manually, and I was able to connect to Comcast@Home for the first time. But will the IP address, as set manually, be permanent, if Comcast makes changes on their end?

In succeeding days I have come to understand that my problems in connecting, after the modem was working correctly, had to do with how Macintosh Open Transport deals with the apparently non-standard ways Microsoft's "DHCP" (Dynamic Host Configuration Protocol) server—which is what Comcast@Home uses—behaves. I am in the process of learning what such a server does (something like providing configuration information in real time, to connect your computer to a service provider's network and on to the big



network). A Comcast@Home Mac-help newsgroup and advice on the TCS have helped to introduce me to yet another learning experience (YALE™). And my connection works, without the manual setting.

Other horror stories

From what I read, the reputations of high-speed Internet providers are not good anywhere at this time. It seems they have promised more than they deliver. Here is another example, quoting several e-mails from my brother in California:

Well, PacBell just missed the third date for activating our DSL. We have received the software from Earthlink but no hardware. Earthlink now says that the DSL order was never placed, although they have been telling us for 6 months that it was placed and giving us dates for activation, all of which have now passed. They were getting the dates from Pacific Bell while I was on the phone with them, and now they say Pacific Bell has no installation order. The horror story unfolds much the same as I have been reading about. Friday I had another email from Earthlink on Tuesday's DSL installation,

accompanied by 5 more with new email addresses (they give you 6 mail boxes). Pacific Bell was here last Wednesday to spruce up the phone line at the box down the street. Then yesterday there was an email from Earthlink saying "We have checked your phone line relative to your application for DSL service and it isn't available yet!" Wonder of wonders!!! Of course, I have checked it myself and DSL is available according to Earthlink and PacBell sites. I sent them another sharp email message, to which they never reply.

Well, April 10th came and went. I installed all the DSL hardware this morning, and the modem could not establish a DSL link through the phone line. I called SBC as instructed in the installation manual and guess what: "Your line does not qualify because it is too far from the office!" Why did they say it did qualify and send me all the stuff and have service people visit to check the line? Who knows? They don't. Since Earthlink had already initiated the change, I called them. They were as surprised as I was. No one had notified them that it wasn't going to work.

They say I am supposed to send the hardware back. Maybe I won't and see what happens.

What is my advice?

At the moment you have two main options if you want high-speed Internet access: DSL, which uses your

telephone lines, and cable, which uses cable-TV lines (if you have cable). Satellite may be available for some people. DSL has technical limitations (which your provider may not inform you of) which means you may not be able to get it at all. In addition, a number of ISPs are in financial trouble, and their stability may be in question. Cable companies probably are more stable. Their Internet affiliates may not be. Dealing with them may be a problem. In my case there was a lack of communication, at the very least.

Self-install, where available, is fairly easy, if you are reasonably handy with that kind of thing. If so, right now I'd suggest that option. You can do the setup on your *own* schedule, then contact the cable company when you want to activate your account. More advanced Mac users might not even need a kit. But make sure to double-check all information that you give your provider when you activate your account, both before and after giving it. You might get lucky and be connected within hours. You might not.

If you do sign up for Comcast@Home, tell them I sent you. I'll get a month free if you do.

High-speed Internet; how is it really?

If you have been connecting with a dial-up connection (modem) you will be in for quite a change. Everything is much faster, of course. I have been used to running my browser most of the time with graphics off, to increase the speed with which Web pages load. With a high-speed connection, that is unnecessary. Whole pages load much faster, and with graphics turned on, the experience is quite different than without them. Megabyte files download within seconds, making getting those software updates much less problematic. In the course of my work for the Pi, I monitor a list of Web pages of other Apple/Macintosh user groups numbering in the hundreds. With a high-speed connection I can go through many more pages, and download more user group newsletters, in a given time. If I were in business I could say that my productivity had increased noticeably. Telnetting to text-based systems is much faster. Pictures, still and moving, are readily accessible; I don't cringe when I want to get them. To me, the qualitative difference between dial-up and high-speed is something like the difference between black and white and color television. I had not anticipated how improved the Internet experience would be. It opens up a considerably wider spectrum of opportunities. ■


Hotline

The hotline service is only for members of WAP. Please do not call after 9:00 pm or before 8:00 am.

Name	Telephone	Heading	Subjects
AppleGeneral			
Bob Sherman	305-944-2111	Communications	DBMaster
Ron Evry	703-490-1534	Hypermedia	Hyperstudio
Bernie Benson	301-951-5294	Miscellaneous	Ile Card for the LC
Harvey Levin	301-299-9380	Programming	Apple Script
Eric Sheard	908-782-6492	Spreadsheets	Advanced Visicalc (eves) 908-782-6492 (days) -2242
Allan Griff	301-654-1515	Spreadsheets	Apple Works
Eric Sheard	908-782-6492	Spreadsheets	Visicalc (eves) 908-782-6492 (days) -2242
Ken DeVito	703-960-0786	Telecomm	
Apple//			
Bernie Benson	301-951-5294	Accounting	Apple SSC (Super Serial Card)
Neil Laubenthal	703-691-1360	Apple IIGS	General
Allan Griff	301-654-1515	Apple Works	General
Ken DeVito	703-960-0786	Apple Works	General
Paul Campbell	313-255-6497	Apple Works	General
Ray Settle	410-647-9192	Apple Works	General
Allan Griff	301-654-1515	AppleWorks	General
Ken DeVito	703-960-0786	Beagle Buddies	
W. T. Cook	410-995-0352	Beagle Buddies	
Don Avery	202-362-1783	Beagle Buddies	
Dale Smith	301-294-2287	Communications	
Allan Griff	301-654-1515	Database	Apple Works
Morgan Jopling	410-721-7874	Database	Apple Works
Mitt Goldsamt	301-649-2768	Database	Apple Works
Guy Durant	202-575-0414	Epson Printers	
Ron Evry	703-490-1534	General	
Harold Polk	301-662-6399	General	
Ken DeVito	703-960-0786	General	
Guy Durant	202-575-0414	Hard Drives	
Guy Durant	202-575-0414	Hardware	
Ron Evry	703-490-1534	Hypermedia	Hyperstudio
Bob Sherman	305-944-2111	Laser Printing	
Ron Evry	703-490-1534	Word Processing	AppleWriter
Allan Griff	301-654-1515	Word Processing	
Apple//e			
Morgan Jopling	410-721-7874	Upgrade	
Apple//GS			
Rich Sanders	703-450-4371	Drawing/Graphics	Deluxe Paint II
Dick Grosbier	301-898-5461	General	
Eric Grupp	410-315-8331	General	
Seth Mize	410-766-1154	General	
Rich Sanders	703-450-4371	Word Processing	Multiscribe GS
Apple//GS			
Ken Carter	301-834-6516	General	
Apple//			
Dave Ottalini	301-681-6136	General	
Paul Campbell	313-255-6497	General	
Seth Mize	410-766-1154	General	
Robert Sambolin	203-853-2512	General Repair	
Steve Truax	304-263-5749	Integ. Packages	3 Easy Pieces
Dave Jemigan	540-822-5137	Integ. Packages	3 Easy Pieces
Paul Campbell	313-255-6497	Repairs	
Dave Jemigan	540-822-5137		3.5" Super Drive
Dave Jemigan	540-822-5137		SCSI Drives
Steve Truax	304-263-5749		Stempeller
Dave Jemigan	540-822-5137		Stempeller (before 9 PM)
Carey McGleish	313-332-8836		Word Juggler (evenings)

Name	Telephone	Heading	Subjects
Cross Platform			
Ken DeVito	703-960-0786	Transfers	MS/DOS-Apple-Mac
IBM/Compatibles			
Etana Finkler	301-891-2821	Illustration	General Can call until midnight
Tom Cavanaugh	301-627-8889	Printers	General
Internet			
Dan White	301-843-3287	General	
Wait Francis	703-278-0041	General	
Will DeKrone	410-626-7716	General	
Curt Harpok	301-762-0887	Programming	JAVA
Craig Contardi	410-796-4562	World Wide Web	Netscape Navigator
Seth Mize	410-766-1154	World Wide Web	Sailor
Jaque Davison	703-644-7354	World Wide Web	Web Site Builder
Macintosh			
Robert Sambolin	203-853-2512		General
John Engberg	301-262-9347 or 301-604-8348		Basics
Tho. Snowberger	410-757-4656	Contact Managers	Now Contact/UTD
Bill Waring	410-647-5605	Database	Filemaker Pro
Bob Wilbur	703-426-0556	Database	Filemaker Pro
Rick Shaddock	202-321-2110	Database	FoxPro
Harvey Levin	301-299-9380	Database	Helix
Bob Wilbur	703-426-0556	Database	Helix Express
Dick Nugent	703-425-1056	Database	FileMaker Pro
Elizabeth Mangan	703-750-2710	Database	Pro-Cite
Bob Wilbur	703-426-0556	Database	General
Blake Lange	301-942-9180	Desk Top Pub.	PageMaker
Eric Grupp	410-315-8331	Desk Top Pub.	Quark Xpress
Paul Schlosser	301-831-9166	Desk Top Pub.	Quark Xpress
Ron Johnson	410-315-8764	Drawing/Graphics	Adobe Illustrator 3.0
Nancy Seferian	202-333-0126	Drawing/Graphics	Aldus Freehand
Bob Wilbur	703-426-0556	Drawing/Graphics	Canvas
Lloyd Olson	410-544-1087	Drawing/Graphics	ClarisDraw
Etana Finkler	301-891-2821	Drawing/Graphics	Freehand Can call until midnight
Nancy Seferian	202-333-0126	Drawing/Graphics	General
Neil Laubenthal	703-691-1360	Drawing/Graphics	General
Etana Finkler	301-891-2821	Drawing/Graphics	General Can call until midnight
Bob Wilbur	703-426-0556	Drawing	General
Blake Lange	301-942-9180	Drawing/Graphics	Illustrator
Etana Finkler	301-891-2821	Drawing/Graphics	Illustrator Can call until midnight
Blake Lange	301-942-9180	Drawing/Graphics	Photoshop
Dave Jemigan	540-822-5137	Foreign Languages	FlashWorks
Dave Jemigan	540-822-5137	Foreign Languages	Greek Tutor
Dave Jemigan	540-822-5137	Foreign Languages	Hebrew Tutor
Dave Jemigan	540-822-5137	General	

July 2001

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 <i>Write!-Save!-Print! FileMaker Pro-Intro</i>	Clinic 3 <i>Brush Up Mac Skills-1 Ride the I-Net Wave</i>	4	5 <i>Brush Up Mac Skills-2 Netscape Com e-mail Columbia Slice</i>	6 <i>Finder Basics AppleWorks-Newsletters</i>	7
8	9 <i>Surfing 101 FileMaker Pro-Adv</i>	Clinic 10 <i>Mac-Digging Deeper 1 Downloading/Installing</i>	11 WAP BoD	12 <i>Mac-Digging Deeper 2 Web Pages Fast&Easy</i>	13 <i>AppleWorks-Adv Simplify Your Computer Life</i>	14 Graphics SIG
15	16	(NO CLINIC) 17	18	19	20	21 Annapolis Slice
MacWorld Week - No Classes						
22	23	Clinic 24	25	26	27	28  WAP General Meeting
YOUTH CAMP #1						
29	30	Clinic 31				
YOUTH CAMP #2						

WAP Office Phone: 301-984-0300

TCS 2400 bps: 301-984-4066;

TCS 14400 bps: 301-984-4070

August 2001

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
YOUTH CAMP #2						
			WAP BoD	Columbia Slice		
5	6	Clinic 7	8	9	10	11
YOUTH CAMP #3						
12	13	Clinic 14	15	16	17	18
TEACHER/PARENT CAMP #1						
19	20	Clinic 21	22	23	24	25
TEACHER/PARENT CAMP #2						
26	27	Clinic 28	29	30	31	
SENIOR CAMP						
KIDS' CAMP						

Unless otherwise noted, call the SIG chairs or Slice officers for meeting information. A list of the SIG and Slice chairs is on page 3 of every Journal. Calendar events in italics are tutorials, workshops or seminars.

Meeting Notices

Annapolis Slice

3rd Saturday; 9:30 AM; Severna Park Library on McKinsey Rd. (off Rt. 2), Severna Park, MD
Answering Machine: (410) 647-5605

AOL SIG, contact John Barnes at JDBarnes@aol.com or in the evening at 301 / 652-0667.

Apple III SIG

Quarterly on 2nd Saturday; 10:00 AM; WAP Office.

Columbia Slice

1st Thursday; 7:00 PM. Call for location
BBS (410) 964-3706

DataBases (Mac) SIG

Volunteers needed to restart this SIG

Delmarva Slice

At the campus of Salisbury State University, but will rotate throughout Delmarva area when appropriate. Email Shelly Wetzel for more information. <sawetzel@ssu.edu>

Excel SIG

3rd Wednesday; 7:30 PM; WAP office.

FileMaker Pro SIG

3rd Thursday; 7:30 PM; WAP office.

Frederick Slice

General meeting time, 2nd Saturday; 10:00 AM; United Methodist Church; 22 Main Street in Walkersville.

Game SIG

1st Thursday; 7:30 PM; Call for location.

Genealogy SIG

Not meeting in July or August. Volunteer needed.

Graphic Arts SIG

2nd Saturday of the month

Linux SIG

Contact Will Byrd or Gregory Kelley
(wbyrd@fred.net or grekell@earthlink.net)

Mac Programmers' SIG

Volunteers needed to restart this SIG

Newton Developers' SIG

Volunteer needed

NoVa Education (Ed) SIG

Call SIG chair for times & locations.

QuickTime SIG

2nd Tuesday of each month; 7:30 PM; WAP office.

Retired SIG

4th Wednesday of each month; 11 AM to 2 PM; each meeting will have a topic, but be run informally. WAP office.

Stock SIG

2nd Thursday; 7:30 PM; WAP Office. (Morris Pelham who chairs StockSIG is Sysop of the Investment/StockSIG board on the TCS. Contact him on that board.)

Telecomm SIG

Call SIG chair for times & locations.

WAP Garage Sale—June and December

WAP General Meeting

4th Saturday; 9:00 AM; Northern Virginia Community College, Annandale Campus, Community Cultural Center Auditorium.

Women's SIG

At the Pi Office at 6:00 PM dinner (\$2) followed by 7:00 PM meeting/presentation. Call SIG chair or office for next meeting.

Notice: Plans change! Anyone with calendar information please call the Calendar Editor, Bill Wydro (301) 299-5267 or Beth Medlin at the WAP Office (301) 984-0300.



Firewire and Analog Meet

Matching Old and New Macs with Video Cameras

© 2001 By Dennis R. Dimick

EVER SINCE my Journal article appeared last year on using Apple's iMovie editing program with Macs that weren't designed for it, several queries have arrived from readers wondering how to assemble Mac-based video editing systems by connecting computers and video cameras that never were designed to work together.

The questions essentially focus on linking older Macs to new cameras, and new Macs to older cameras.

They go something like this: How do I connect my new Firewire-capable digital video (DV) camera to my PowerMac 8500 or 9600 or Beige G3? I just got a new Mac G4 tower (or iMac) and want to connect my 8mm, VHS, or Hi-8 video camera so I can use the copy of iMovie 2 that came with my new computer. Isn't there some sort of cheap and simple adapter?

An adapter is available, but it is not cheap. Sony sells one for about \$400 that solves most problems linking old and new. Cheaper alternatives are available, but they are not simple and solve only some of the problems. How well old and new work together, and whether results are pleasing depends on your expectations and budget.

Like all technology quandaries, solutions depend on the computer model or video camera you already own and how much money you are willing to spend. Older PCI PowerMac and Beige G3 computers and newer DV cameras can work together; 8mm, Hi-8, and VHS cameras and tape decks can also work with new DV-capable Macs.

Most of the faster Beige and Blue G3 and all G4 Macs are more capable at any sort of video editing. In general, if you try to upgrade older PCI Power Macs for video editing, your costs soon will equal or exceed those of buying a new Mac.

Your Best Bet: DV Mac and Camera

If you have no prior experience with digital video and want to start making movies, your best choice is a G4 Mac and a DV camcorder with built-in Firewire "IEEE 1394" port. A least-cost setup could be a \$900 DV iMac and a DV-format camera for about \$800, total outlay about \$1700. (These are all average prices taken from mail-order catalogs or newspaper ads in late March 2001.)

Blue G3 Macs with built-in Firewire ports should work as long as you have adequate RAM installed (128 MB) and enough empty hard drive space. You'll also need late-version Apple system and Firewire-driver software. You can easily add a second internal IDE drive to later model Blue G3s; a 30 GB drive costs about \$130.

Keep in mind that DV-format video when captured to a hard drive needs 3.5 MB on disk for each second. File sizes add up, so plan accordingly: this means 210 MB per minute, 6.3 GB per half hour of raw footage. Generally assume that your hard drives should hold at minimum twice as much as the largest amount of raw video data you capture before editing. This extra "overhead" space is needed for editing and temporary files.

Even if you've been a Mac user for years and only now desire to make movies with your computer, your best bet is still a new Firewire-equipped Mac and DV camera. New iMacs, G4s, and late-model G3 PowerBooks all come with large, (10 GB and more) fast hard drives, built-in Firewire ports, a warranty, reasonably adequate RAM, and iMovie 2, Apple's editing program.

Though you will pay more initially for new equipment, you will spend more time creating movies and less time tweaking, adjusting, and generally maintaining equipment. If you are not comfortable digging around in the innards of your computer to add or remove parts, this is definitely the route to take.

The Not-So-Cheap Adapter

These new Firewire-capable Macs connect quite well to DV cameras but they do not necessarily link to audio and video equipment in your house. Unlike some AV-capable older-model PCI PowerMacs, these new DV Macs will not connect to your VCR, your TV, or to the audio and video outputs of a stereo receiver.

So, if you have some existing tapes or you want to record something to disk off the air, you have been out of luck. Until the latest G4 model introductions in January, Macs still included an analog audio input port, but that too is gone in favor of third-party USB connectors.

In the past few months Sony and another vendor



have introduced a new "black box" called a digital-to-analog converter. Arriving with the model name "DVMC-DA2 Converter," Sony's adapter sells for \$360 to \$400 in Mac vendor mail order catalogs and is designed to convert digital video to analog signals and analog signals to digital video. Besides Firewire connectors, it comes with S-video and Composite video (RCA) jacks.

This box is your solution if you want to capture video from 8mm, VHS, or Hi-8 tape to your Firewire Mac, and this is your solution if you want to send video out from your Firewire Mac to your VHS, 8mm, or Hi-8 VCR.

Another vendor, Dazzle Multimedia, sells a recently introduced product called "Hollywood DV-Bridge." In the catalogs for about \$260, it is said to perform the same conversions of digital to analog and analog to digital signal as the Sony product.

Another Option: Sony's Video 8 Cameras

Sony has introduced a line of cameras called "Video 8" that essentially work as a bridge format between the analog and digital video worlds. If you already have an existing archive of 8mm and Hi-8 tapes these cameras will play them. Further, these "Video 8" cameras also come with Firewire "IEEE 1394" connectors so you can connect to Firewire Macs. Priced in the \$600 to \$900 range, these cameras also allow you to record DV format signals to 8mm and Hi-8 tapes. These cameras don't support Mini-DV tape cassettes used by true DV cameras, nor do they support timecode as real DV cameras can.

Mixing Beige G3 Macs and DV Cameras

Of all PowerMacs without built-in Firewire, the Beige G3 series perhaps is the easiest to convert for use with DV cameras. At top speeds of 300 Mhz and 333 Mhz, they are generally quite fast, they support fast and cheap IDE drives, and their logic boards are fast enough to move DV data.

You will need to add a Firewire PCI card and install Apple's Firewire and QuickTime DV drivers so you can connect your Mac to the DV camera. (This also means you'll need to have a minimum of Mac OS 8.6 on your Mac.) I recently purchased an Orange Micro PCI combo Firewire/USB card for about \$130 that also came with a limited edition of Premiere 5.1, Adobe Systems' capable video capture and editing software. The card has worked fine for me and was highly rated in MacAddict magazine. Other vendors such as Macally,

Belkin and others sell Firewire PCI cards.

If you need to add more drive capacity to Beige G3s, you have a couple of options. If your Mac has empty drive bays, you can buy a cheap IDE drive and install it as a slave drive on one of the internal IDE buses. Beige G3's support an IDE transfer standard called ATA/33, an older and slower standard but capable of handling disk read/write rates for editing DV. (Keep in mind all drives being used for digital video must be able to sustain minimum constant read/write rates of 3.5 MB per second, and faster is better.)

Marketing hype would have you believe it's a snap to add a Firewire hard drive and you'll be set to capture flawless video from your DV camera. This is probably true with newer Macs that have built-in Firewire, but if you're adapting an older Mac you might have more success capturing to the faster internal ATA drives. I've read several reports on various online forums related to digital video where unhappy users have suffered dropped frames and data loss when capturing to external drives attached via PCI Firewire cards. That said, external Firewire drives attached via PCI adapter cards should work fine for file storage.

If you have empty PCI slots in your Beige G3, you could also add one of the recently introduced ATA/66 host adapter cards, which let you use faster ATA/66 IDE drives in any Mac with PCI slots. (ATA/66 means support for transfer rates of 66MB per second.) For example, Sonnet sells a card for about \$100. The card will support a pair of IDE drives.

One firm specializing in digital video solutions has been selling these cheap ATA host adapter cards called TurboMax for a couple of years. Promax of Irvine CA, (www.promax.com) offers drive/card combinations optimized for digital video editing. You can, for example, get a card and single drive for less than \$500 that will give you 75GB of high-speed storage for video capture and editing.

I've been using the original TurboMax ATA/33 card in a PowerMac 9600 (with Newer G3/400 CPU) for a couple of years and have been happy. Recently I changed the drives: for a total cost of \$260 I bought at an office supply store a pair of Maxtor 30 GB 7200 RPM drives for use as a RAID array. Less than \$300 for a 60 GB disk array seems incredible, but it is true.

G3's with AV Personality Cards

If you own a G3 Beige Mac with AV personality card you have a rare bird that will allow you to capture analog video from existing broadcast, Hi8, 8mm, and



VHS sources with its built-in S-Video and composite RCA-style AV connectors. As long as you have adequate drive space and RAM and the processor as at least 300Mhz, your Mac is a good candidate for adding a PCI Firewire card to capture DV. Typically Beige G3 towers have one empty drive bay if they also have a Zip drive built in. The hard-to-find G3/333 Minitower with fast-and-wide SCSI usually came with no Zip drive and two empty drive bays, presenting itself as a great expansion candidate for more drives.

AV PowerMacs: 8500, 8600, 7500, and 7600

From late 1995 to late 1997 these Macs were the center of the Mac video editing revolution. They all came with upgradable CPU slots, and the 8500 and 8600 came

with built-in audio and analog S-Video and Composite video inputs and outputs. The 7500 and 7600 had audio and video in but no video out. (The later model 7300 abandoned all digital video support, though it kept audio connectors.)

All these Macs can take Firewire and USB PCI cards but your success with DV will vary. The native PowerMac 601 (in the 7500) and 604 family processors in these Macs are not fast enough to support handling of DV data. Logic boards and RAM are slow compared to newer Macs, and all of these three-slot Macs have limitations in the "PCI bus" that may cause dropped-frames when capturing video files to your drive.

If you seek to use an older PCI PowerMac, at a minimum add a new G3 processor upgrade card, an ATA



Hardware for Video Editing: If you want to use Apple's iMovie 2 editing program, shown above, and don't have a latest model Mac, the accompanying article attempts to plumb the details of matching older-model PowerMacs with newer DV cameras and new DV-capable Macs with older analog video cameras.



host adapter card and an IDE drive. The built-in SCSI drives in these older Macs are just not fast enough to handle the burst and transfer rate demands of full-frame DV editing. Of course you'll also need to add a Firewire PCI card to your older PCI Power Mac so you can connect a camera.

As you can see, upgrade costs can easily approach the cost of a brand new G4 tower. Further, you're essentially trying to make a computer do what it never was designed to do and there will be inevitable glitches, conflicts and crashes.

I speak from experience, having previously upgraded an 8500 beyond what it was capable. I also turned a Mac IICI into a QuickTime video-editing powerhouse, so to speak, in the early 1990s.

For those of you Mac archivists interested in QuickTime arcania, at the end my Mac IICI was configured as such: DayStar Turbo 68040/40 MHz CPU (\$1500); SuperMac Spigot II Tape QuickTime movie board (\$850); 32MB RAM (\$800?); Radius 8.24xp Pro 24-bit video card (\$450); NuMedia 16-bit stereo digital audio card (\$425); and finally a 1.7 GB APS Micropolis AV drive (\$1100). This let me create 320x240 movies that ran at 15fps. Using some fancy settings magic, I could get the movies to play full-screen on a TV.

So, when you look to upgrade what you have, take a hard look at the expenses involved and what you will end up with. I could have bought a top-of-the-line G4/733 tower (or two G4/400s) with DV camera for less today than just my IICI upgrades cost. (The original IICI cost \$2700 with 230MB drive and 6MB RAM.) Most of my time was spent keeping this "VW with a Porsche engine" up and running; much less time was spent using it.

Analog Video Cards for All PCI Macs

Since DV and Firewire appeared on the Mac, the market for PCI digital video capture cards that support analog signals has declined. Aurora Designs produces a couple of cards called Fuse and Igniter, both designed to support high-quality capture, editing, and output of analog video from Hi-8, 8mm and VHS. The \$500 Fuse and \$1100 Igniter are both well-regarded and if you still primarily use analog video formats these cards may be your best choice, regardless what of Mac you own, new or old.

Until recently, Pinnacle Designs still sold a miroMotion DC30plus card for the Mac that did the same thing. (A recent visit to the company website showed promotional materials but no purchase information.)

For the most part though, the Mac-based analog

"Though you will pay more initially for new equipment, you will spend more time creating movies and less time tweaking, adjusting, and generally maintaining equipment. If you are not comfortable digging around in the innards of your computer to add or remove parts, this is definitely the route to take."

QuickTime video capture market has withered. Media 100 itself is gone from the low-end business, Radius and its "Video Vision" cards some years ago disappeared after being acquired by Media 100. "DV Edit," a \$500 editing program and companion DV Firewire card are about all that remain from the original Radius stable.

Bottom of the Barrel

If you have a NuBus Power Mac such as a 7100 or 8100, don't waste your time considering them as a platform for DV editing. As far as I know, no NuBus Firewire cards exist. The older NuBus slot architecture on the Mac didn't offer enough bandwidth to support any sort of consistent performance-oriented video editing. Granted the 7100/80 AV (which I still have) and some 8100s offer built in AV cards, but these are quite limited in performance, generally comparable to my souped-up Mac IICI mentioned earlier.

Your queries can always provide fodder for a future article. Possible future articles along these lines could include discussions of DV-capable video editing software for the Mac and a discussion of QuickTime reference sources and books. If you have interests, let me know. ■

Pi member Dennis Dimick has been working with QuickTime since about 1993. Anyone interested in his old Mac IICI "VW with a Porsche engine" is welcome to make an offer. Are there any museum curators out there? He can be reached via email: ddimick@aol.com



Personal Firewall for Dummies

by David L. Harris

WELL, IT'S Norton Personal Firewall 1.0, and it is software meant to protect your computer from attacks originating on the Internet, not to protect you personally. And I am one of the dummies. I know little of what kind of attacks from the Internet are possible, and how much protection Norton Personal Firewall 1.0 really gives against a determined attacker. So this article is written from the point of view of an ordinary computer user who has an Internet connection and wants some peace of mind.

Personal Firewall is part of a package called Norton Internet Security, which consists of Firewall and Norton AntiVirus for Macintosh. Also on the Norton CD is Aladdin iClean, which can be used to remove unwanted files (e.g. cookies) from your hard disk; there is a separate installer for iClean. I was interested only in the firewall part of this package, and will relate my experiences with it here.

Norton Internet Security needs a Power PC Mac, CD-ROM drive, 24 MB of RAM, 12 MB free space on your hard disk, at least Mac OS 8.1, Open Transport 1.3

or later, and an Internet connection. It comes on a CD, and is accompanied by a 115 page instruction booklet. Installation from the CD was straightforward.

Personal Firewall is initially set to block all outside access to your computer through TCP/IP connections. (It does not provide protection via AppleTalk connections, and it does not block outgoing transmissions.) Figure 1 shows the Setup window. Three types of services are defined. (You can define others later if you wish.) I already had Web sharing and file sharing turned off, so I really did not need protection against possible intrusions using these services; I left Personal Firewall's Setup to block all such access.

Firewall's third defined service is labeled "All Others." It too is set to block all incoming access by default. I was not sure whether this would mean that I could not access Web pages or contact a mail server, but I soon found that these were mostly unaffected. Firewall sat in the background and was completely unobtrusive. Later I discovered services that I wanted (for instance, telnetting into a remote BBS, or connecting to an ftp server) were sending communications to my Mac that were blocked. I then had to provide a way for Personal Firewall to admit those services, but not others.

Firewall is initially set to notify you immediately when access is denied, and to log all access attempts. Access History (Figure 2) is a list of such attempts. Recent ones are shown in bold. The time of the attempt, its nature, and the computer host name are shown. Sometimes the host name is an IP address (a number such as 211.198.140.13). That information is needed to define which computers will be allowed to contact your computer—see the right side of Figure 3.

At other times the host name is in the form of a name such as "freenet10.carleton.ca." More information may be obtained about any access attempt by selecting a list item and selecting Get Info—see Figure 4. There an IP address is available. If you wish to allow access from that computer you can add it to the list of allowed addresses. There is also a Find function, when adding a new address that you wish to allow, that finds the IP number if you know the host name. Another way of allowing access is to turn off Firewall's protection temporarily.

Tracking blocked access attempts

The Firewall documentation says that it is "normal" to see some denied access attempts. Special attention may be paid to repeated denied attempts from the same IP address, or sequences of port numbers from the same

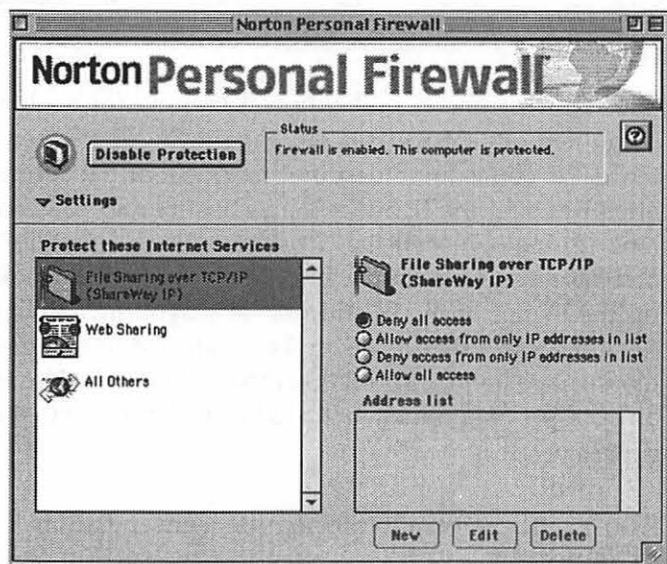


Figure 1. Personal Firewall Set-up



Date and time	Action	Service	Host name
3/18/2001 7:20:11 AM	Deny	Domain Name System (D...	210.226.4.67
3/17/2001 7:17:00 AM	Allow	Authentication Server (AUTH)	freenet10.carleton.ca
3/16/2001 7:21:10 PM	Deny	Remote Procedure Call (RPC)	zis40.zbzoom.net
3/16/2001 5:28:39 AM	Deny	Authentication Server (AUTH)	www.student.dtu.dk
3/16/2001 5:28:17 AM	Deny	Authentication Server (AUTH)	www.student.dtu.dk
3/16/2001 5:17:28 AM	Deny	Domain Name System (DNS)	cp64358-a.dbsch1.nb.nl.home.co
3/16/2001 4:49:55 AM	Allow	Authentication Server (AUTH)	freenet10.carleton.ca
3/15/2001 4:59:34 PM	Deny	Remote Procedure Call (RPC)	images.gorillaguide.com
3/15/2001 4:42:07 AM	Allow	Authentication Server (AUTH)	freenet10.carleton.ca

Figure 2. Access History

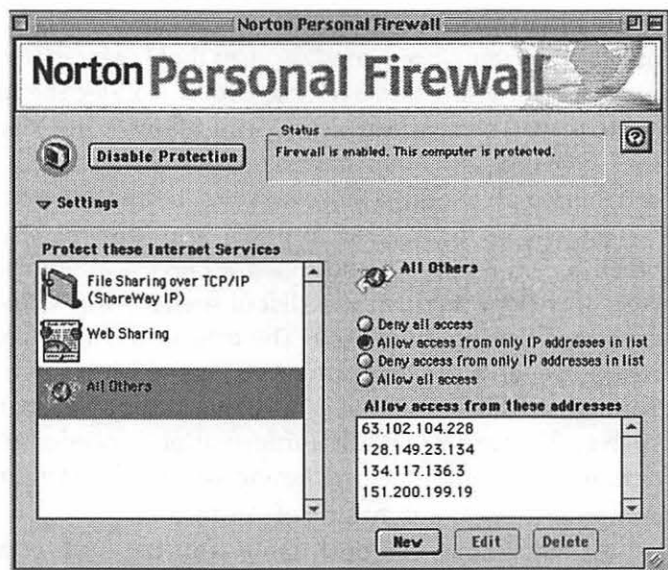


Figure 3. Allowing some access

address, indicating a port scan by someone looking for one they can access. (A port seems to be a means of connecting between computers. It is not the same as a physical port such as a modem port.) If you click on the Learn More... button in the Access Information dialog (Figure 4 again), you are taken to a Web page, set up for users of Personal Firewall, which gives more information about the source of an access attempt. In addition to describing the details and origin of the attempt, a description of its nature such as the following is given: "This access attempt was made to see if an application that uses the Remote Procedure Call (RPC) service is running on your Macintosh. RPC is used by a number of Unix applications that are vulnerable to at-

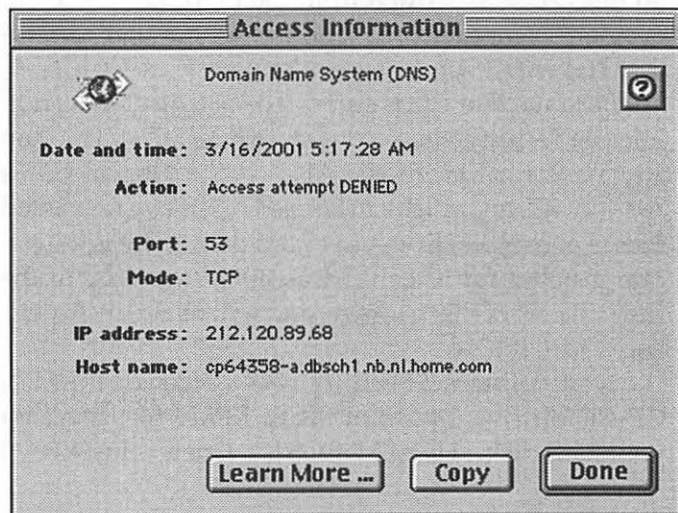


Figure 4. Get info about denied access

tack, so someone is probably just looking for such a computer." In some cases the page includes this sentence: "If you cannot identify the source of the access attempt using the IP address and host name, you can look up the owner of the IP address using a "whois" database available on the Internet." The words "look up the owner of the IP address" is a hyperlink to the database itself. By putting in the IP address in that database page, more information can be obtained. Here is an example of one such look at a blocked attempt that I experienced:

Asia Pacific Network Information Center (NETBLK-APNIC-CIDR-BLK)

These addresses have been further assigned to



Asia-Pacific users.

Contact information can be found in the APNIC database, at WHOIS.APNIC.NET or <http://www.apnic.net/>
Please do not send spam complaints to APNIC.

Netname: APNIC-CIDR-BLK2
Netblock: 210.0.0.0 - 211.255.255.255

Coordinator:
Administrator, System (SA90-ARIN) sysadm@APNIC.NET
+61-7-3367-0490

Domain System inverse mapping provided by:

NS.APNIC.NET	203.37.255.97
SVCOO.APNIC.NET	202.12.28.131
NS.TELSTRA.NET	203.50.0.137
NS.RIPE.NET	193.0.0.193

Regional Internet Registry for the Asia-Pacific Region.

*** Use `whois -h whois.apnic.net` ***

*** or see <http://www.apnic.net/db/> for database assistance

Record last updated on 03-May-2000.
Database last updated on 24-Feb-2001 18:27:42 EDT.

If you know what you are doing this kind of information might be useful, but I usually found it inscrutable.

Advanced mode

If you wish to define additional services that Personal Firewall will protect, you must go into Advanced mode. Then in the setup window (see Figure 1), click on the New button under the list of services on the left. A dialog appears and there is a pop-up list of common services you might want to protect (Figure 5). If you are an ad-

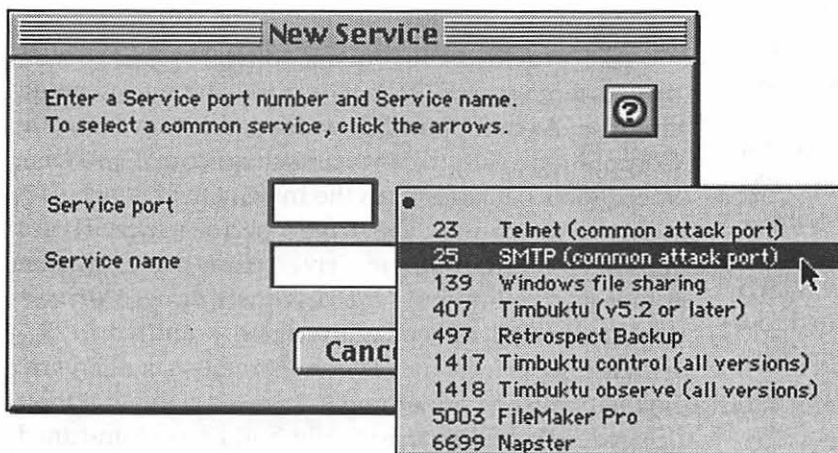


Figure 5. Creating a new service

vanced user you could probably add your own.

With Advanced mode you can also add protection to UDP ("User Datagram Protocol") ports. More information is available in the Access History window than in Basic mode (Figure 2 is in Basic mode)—added are port, access mode, and IP address for the access attempt.

Experience

I was surprised to find that although I have only a dialup Internet connection (the Pi's Explorer Service) and am not on it most of the time, I got connection attempts periodically—maybe averaging one every hour or two that I was on the Internet. The largest number of these denied connections were of the type "Remote Procedure Call (RPC)" mentioned above, followed by Authentication Server calls as a result of my contacting certain types of Web pages (I think these were automated and non-hostile responses), then "Web Sharing," attempted "telnet" connections, and attempts to see if I were running a DNS server. Explanations of these on the Personal Firewall Web page indicate that these were probes to see if there were vulnerabilities of types not usually found on Macintoshes anyway. So Norton Personal Firewall may not have added much to my security while on the Internet, compared to the time before I had it, and was blissfully ignorant of any such attempts. But it certainly made me aware that such probes are routinely happening. ■

Norton Personal Firewall

(\$69.95 separately)

Part of Norton Internet Security for Macintosh, \$99.95

Symantec Corp.

20330 Stevens Creek Blvd.

Cupertino, CA 95014

<http://www.symantec.com>



Build a FireWire Hard Drive

by Bob Unger

AS WE GET closer and closer to the release of Mac OS X, I decided I needed (wanted) an external FireWire drive to go with my test mule: an iMac DV SE 500 with 384 megabytes of memory running OS 9.0.4. My strategy is to load Mac OS X on a partition of that bootable external drive and use it to learn all the Mac OS X capabilities. Additionally, I will put another copy of Mac OS X on a second partition of the external drive and use it to slowly test all the various "carbonized" applications I routinely use as they are released: PhotoShop, Illustrator, PageMaker, Microsoft Office Suite, etc as well as all the Mac software applications like iTunes, et alia. Eventually I will move the entire working suite back onto my iMac's internal hard drive and then use one partition of the external hard drive as a total system backup and a second partition for long-term test. A third partition is available for gaming.

After corresponding briefly with Mike Breeden of Xlr8YourMac (<http://www.xlr8yourmac.com/>), I decided to "build my own" external FireWire drive because I wanted to use the 75GB ATA/100 IBM 75GXP hard drive, mainly because of the documented reliability and speed of this series. By going the BMO (Build My Own) route I could save some serious bucks over purchasing a complete unit from one of the few companies putting the large IBM 75GXP inside their own FireWire case.

Equipment purchased: ADS Technologies Pyro 1394 Drive Kit (<http://www.adstech.com>) and an IBM 75GXP hard drive. Best price I found for both components was from Buy.com. They were shipped from different locations the day I ordered and in hand via UPS ground a few days later. Shipping costs amounted to a low \$7. Note: Outpost.com also sells a Pyro FireWire case bundled with an IBM 75GXP 75 GB drive at a competitive price — with free overnight shipping.

The Pyro Drive Kit has a relatively slow ATA/33-

"So how did the setup go?
Just fine. The IBM hard drive came with the jumpers already set to use the drive as a master. I just plugged in the flat ribbon cable and the power cable and used four of the provided screws to secure the hard drive to the enclosure case."

capable bridgeboard (ATA to FireWire conversion board) but ADS has an ATA/100-capable bridgeboard in final testing with a release date of Spring 2001. ADS tech support assures me the new bridgeboard can be used on their older API-800 enclosure and is user-swappable with a screwdriver. That'll speed up the transfer rate considerably since their new bridgeboard is rated at a sustained transfer rate of 45 MBytes/sec, near the theoretical maximum FireWire transfer rate of 50 MBytes/sec.

So how did the setup go? Just fine. The IBM hard drive came with the jumpers already set to use the drive as a master. I just plugged in the flat ribbon cable and the power cable and used four of the provided screws to secure the hard drive to the enclosure case. Detailed instructions are on Mike's site at http://www.xlr8yourmac.com/firewire/firewire_case_kits/ if needed — but they certainly are not required. The entire process is intuitive.

ADS provided a Radialogic software package with drivers that worked OK but data transfer rates seemed sluggish. At that point I downloaded Intech Software Corporation's (<http://www.intechusa.com>) Hard Disk SpeedTools package. I ran the Intech QuickBench v1.5 utility to benchmark the drive's performance. Then I removed the Radialogic driver from my extension folder and reformatted the drive with Intech drivers and ran the QuickBench utility again — and saw a 29% increase in performance over my previous benchmark! So there must be something to Intech's claim that their "SpeedTools will automatically build a custom-tuned device driver for your specific Macintosh model and



operating environment to insure the highest level of speed and compatibility.”

I should note that my initial plan was to format the IBM drive using Apple’s Drive Setup. That proved to be a “no joy” solution because the Apple utility would not recognize the new drive. If anyone knows how to do that, please e-mail Mike and ask him to post an addendum to this report. I’d still like to try Apple’s formatter utility and run another set of benchmarks. Right now I’m seeing transfer rates of 13.8 - 14.1 MBytes/sec to the external IBM drive and transfer rates of 18.75 MBytes/sec to the internal Quantum Fireball LCT15 30 IDE drive that came with my iMac. I would expect to see those IBM numbers increase significantly when the bridgeboard is upgraded.

Intech’s Device Test utility allows you to non-destructively examine a device’s media for bad sectors, and map the bad sectors out of use. I ran the IBM drive through 3.5 cycles overnight (takes awhile) and found no bad sectors on the virgin IBM drive. That’s a good start with regard to platter integrity.

Lastly, the iMac boots just fine from the external FireWire drive as long as it contains a System Folder. I can either select the external drive in the Startup Disk Control Panel or, even better, hold down the Option key while starting the computer and when the appropriate screen opens up, and select any internal or external drive which contains a System Folder.

Note: The external drive must be powered up and at operating speed before the computer is started.

On to the bottom line: negatives and regrets:

None that would cause me to advise against this setup; however:

1. The present ADS Pyro bridgeboard poses a significant bottleneck to sustained transfer speeds. That will be corrected with the forthcoming ATA/100-capable bridgeboard.
2. The Pyro case is BIG (10.5 inches L X 7.75 W X 2.25 H) because it’s made to contain not only IDE hard drives but also CD-ROM, CD-R/RW, DVD-ROM and DVD-RAM drives as well.
3. The fan in the Pyro case is certainly noticeable when sitting next to my fanless iMac; however, it is not intrusive. The IBM 7500RPM drive is incredibly quiet. I unplugged the Pyro enclosure fan for a time just to savor the near silence. :-)

Save HyperCard!

By Steve Collins
International Hypercard Users Group

(On March 24th) Apple released OS X. This big step forward will needlessly mark the beginning of the end for HyperCard, the beloved and widely used software development application for Macintosh. More important than the loss of thousands of creations that rely on HyperCard is the disappointment to come for the thousands of people and institutions that rely directly and indirectly on HyperCard for everything from managing home gardening to tracking commercial jet maintenance.

But this course of obsolescence can be easily and quickly changed. With the help of just one person at Apple, HyperCard can be “carbonized” in 6 months or less; allowing it to run directly on OS X and thereby continue to thrive in the future. This is not a money or resource issue for Apple. It’s an issue of getting HyperCard the attention it needs.

The International HyperCard Users Group (iHUG) is asking educators, business people, developers, enthusiasts and anyone who recognizes HyperCard as a useful part of the Macintosh toolbox to help save HyperCard, and in turn promote Macintosh forward compatibility, by writing to Mr. Steve Jobs, Office of the CEO, Apple Computer, Inc., 1 Infinite Loop, M/S 301-CEO, Cupertino, CA 95014. ■

“But this course of obsolescence can be easily and quickly changed. With the help of just one person at Apple, HyperCard can be “carbonized” in 6 months or less; allowing it to run directly on OS X and thereby continue to thrive in the future. This is not a money or resource issue for Apple. It’s an issue of getting HyperCard the attention it needs.”



Getting Online with Mac OS X

by Dale Smith, David Harris, and Jon Thomason

How To Set Up Mac OS X to Access TCS Explorer (or other ISPs)

OK, you've bought Mac OS X and you want to be able to get online with the Pi's TCS Explorer service. Or maybe you use another Internet Service Provider and you want to get online with them.

Well, this article will guide you through setting up Mac OS X to use a modem to access the TCS Explorer service and will give general guidance for dealing with modem connections to other ISP's. Since the authors do not know the specifics for ISP's other than TCS Explorer, we can only indicate the kinds of information details you will need to obtain from your ISP or from your current TCP/IP and Remote Access Control Panel setups.

However you get the information, we suggest you write it down on paper to use as we go through either of the methods given here.

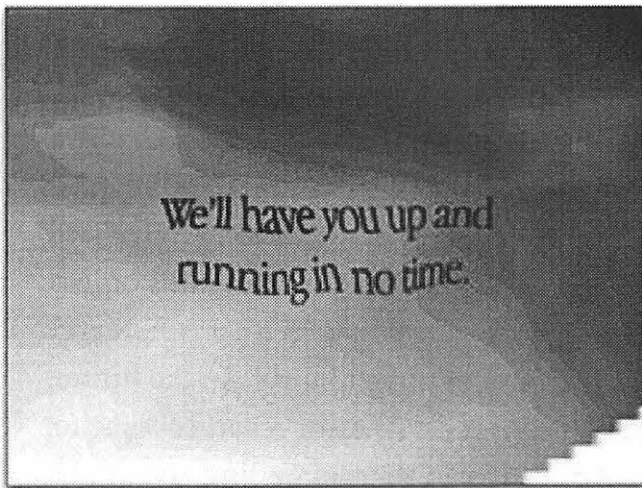


Fig. 1 - Setup Assistant, smooth like water

“...this article will guide you through setting up Mac OS X to use a modem to access the TCS Explorer service and will give general guidance for dealing with modem connections to other ISP's.”

Method 1. Using the Setup Assistant (Fig. 1)

Normally when installing Mac OS X, the Setup Assistant will guide you through configuring your Internet settings and getting online. You will need the settings that follow (Table 1.)

Set up existing service	
User Name: (e.g.)	jane.member
Password: (e.g.)	1234.abcd
ISP Phone Number:	301-984-4980
Set Up Mail	
Email Address: (e.g.)	jane.member@wap.org
Incoming Mail Server:	mailroom.wap.org
Account Type:	POP
User Account ID: (e.g.)	jane.member
Password: (e.g.)	1234.abcd
Outgoing Mail Server:	smtp.wap.org

Table 1 - Setup data (or examples)

For use with TCS Explorer service, some settings are given as examples to be replaced with your own information. But, for other ISPs, you should consider all the settings to be examples which you will replace with appropriate values for your ISP.

But the Setup Assistant only runs once, so if for some reason you weren't able to set up TCS Explorer or your ISP at that time, or if you just want to double-check your settings for any reason, you'll need to know your way around the Network Preferences panel within the System Preferences application. We'll consider that method next.

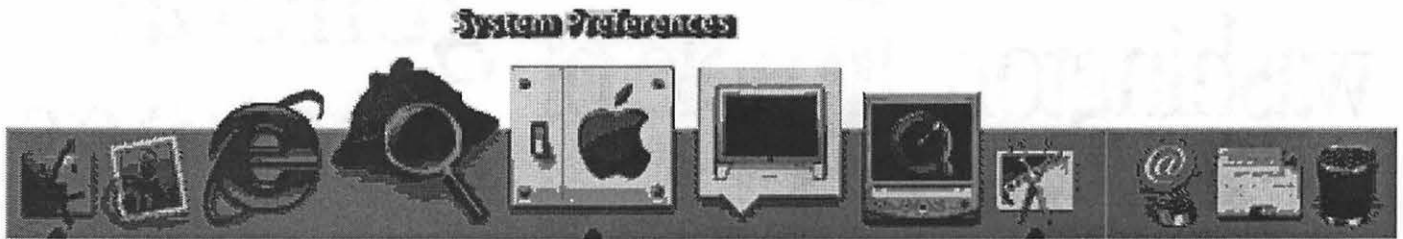


Fig. 2 - System Preferences, in dry dock

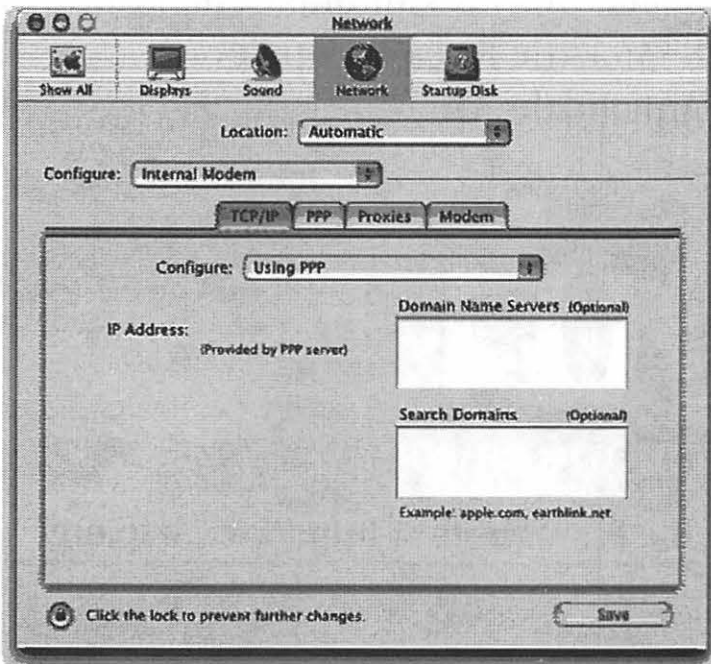


Fig. 3 - TCP/IP settings

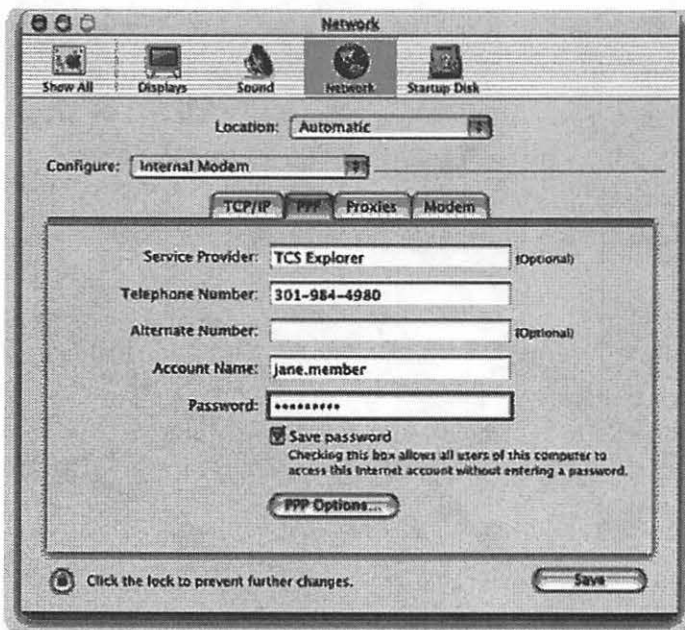


Fig. 4 - PPP settings

Method 2. Using the Network Settings

Open the System Preferences application by clicking on its icon in the Dock (Fig. 2) and then click on the Network icon. (Alternately, as a shortcut, you can select Network Preferences from the Location submenu under the Apple Menu.)

The Network panel will be displayed showing the TCP/IP tab active. The Configure item should show "Using PPP." You can leave the DNS and Search Domains fields blank (Fig. 3.)

Click on the PPP tab (Fig. 4.) If necessary, fill in the Telephone Number, Account Name and Password fields as shown. You can choose to save your password or not. You can also give this setting a name in the Service Provider field or not ... it's optional as indicated.

Click on PPP Options (Fig. 5) to check what they show ... (these settings are the default PPP Options, and we don't suggest any changes be made.)

You can leave Proxies as default, which is no settings are present or checked. Click on the Modem tab (Fig. 6), and choose your modem from the Modem pop-up. You need to check that you have the right type of Dialing set (tone or pulse) and you can choose whether to have sound on or off. By default these will be set to "Tone" and "On."

That's it! You have configured your system for TCS Explorer or another ISP. Now let's get you online...

Connecting to TCS Explorer or another service.

Launch the Internet Connect application (Fig. 7), which is sitting with all your other applications in the /Applications folder on you Mac OS X hard drive. You may find it convenient to drag it into your Dock for frequent access.

The opening window (Fig. 8) shows stuff we already know from above, and gives us a chance to screw it up. We really do want to avoid doing that. So click on the button in the upper right that shows a

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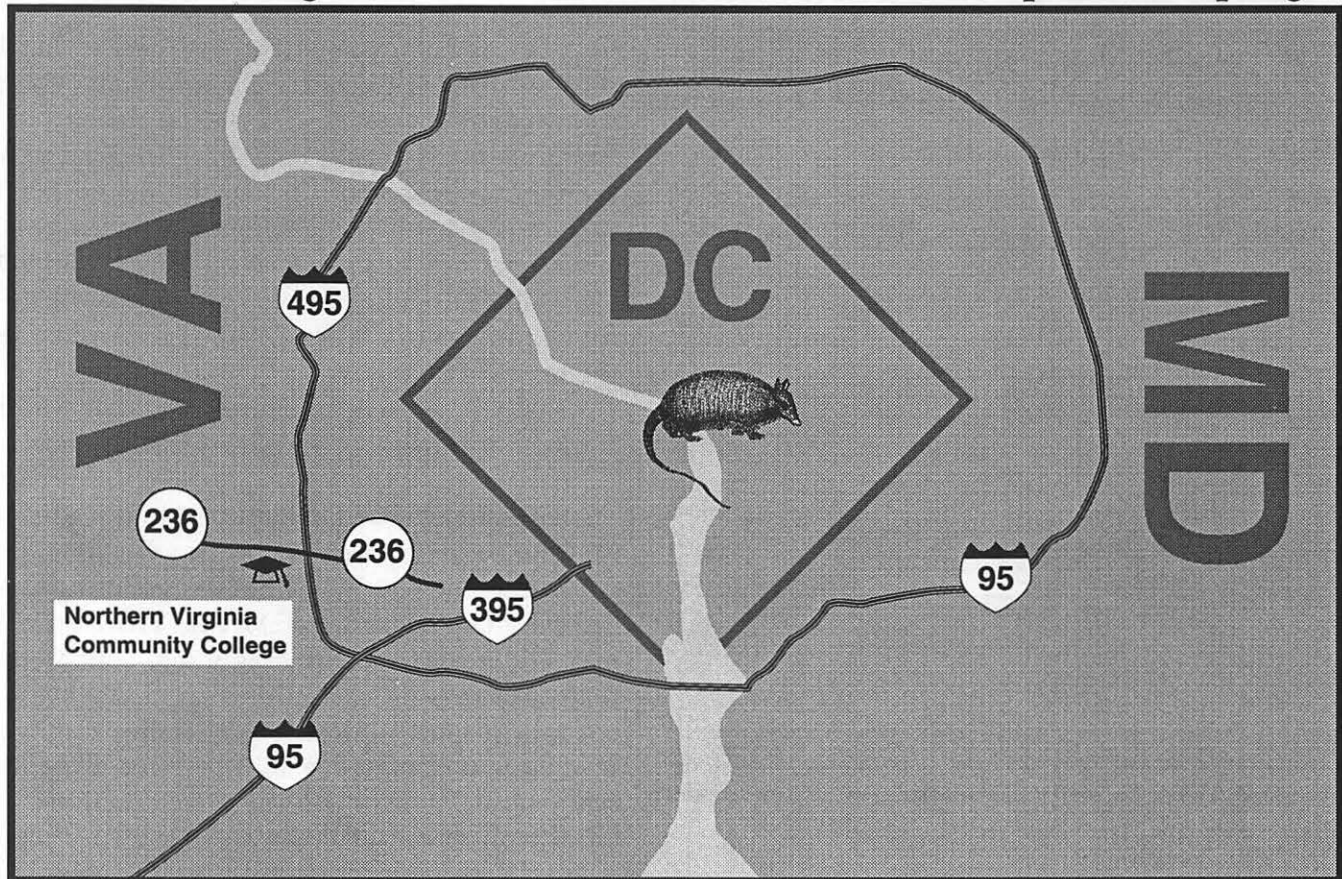
Getting to NoVa:
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onto VA 236
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August
4D shows
4D and WebSTAR
August 25, 2001

2001

It's not just a movie anymore.

For schedule changes check the TCS or the Pi's Website at <http://www.wap.org/>



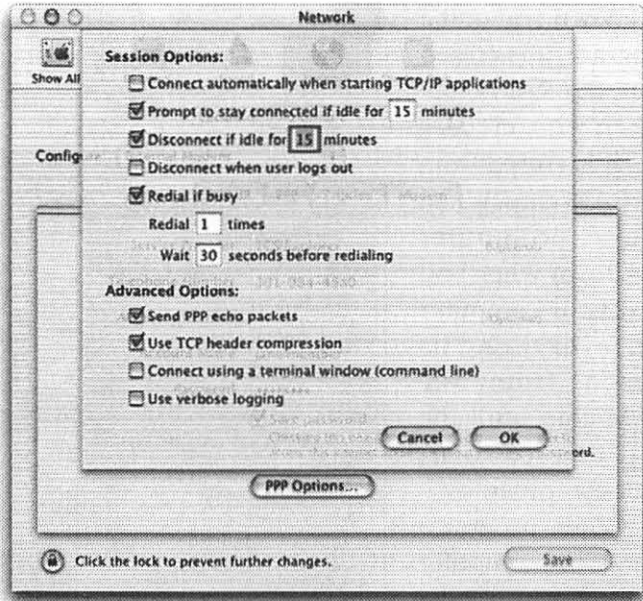


Fig. 5 - PPP Options, do not disturb

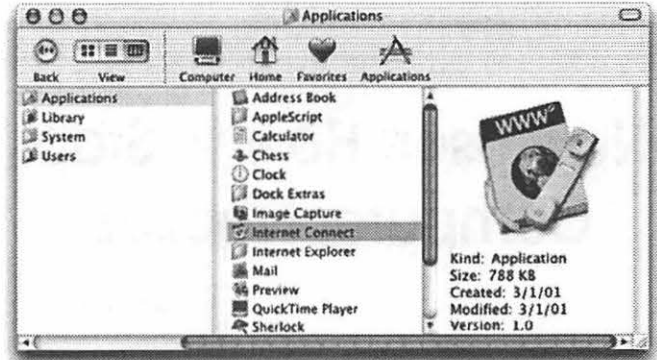


Fig. 7 - Internet Connect, in it's home



Fig. 8 - Internet Connect window, look, Ma, lots to twiddle

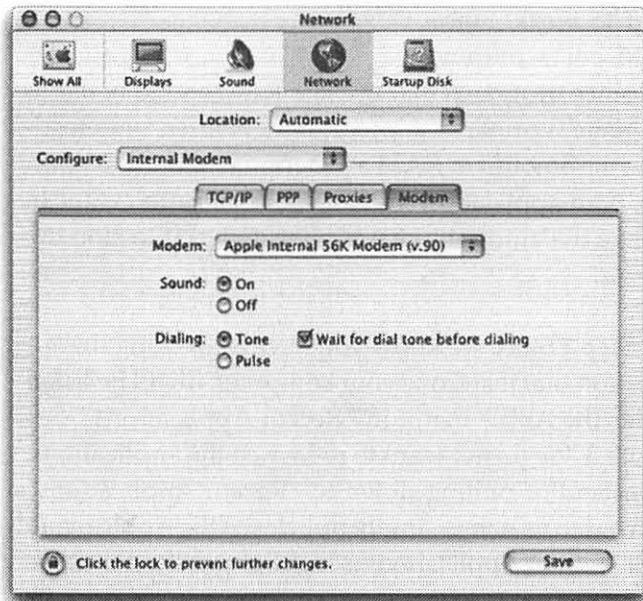


Fig. 6 - Modem, what's my modem?

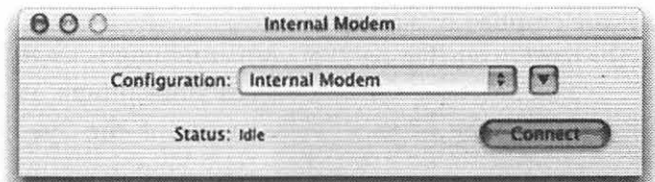


Fig. 9 - Internet Connect window, twiddles hidden

triangle to get rid of unnecessary clutter and avoid accidents (Fig. 9.)

And now, of course, you click on the Connect button.

Voila!! That's it! You're online (Fig. 10) using Mac OS X with Washington Apple Pi (or another ISP.) ■

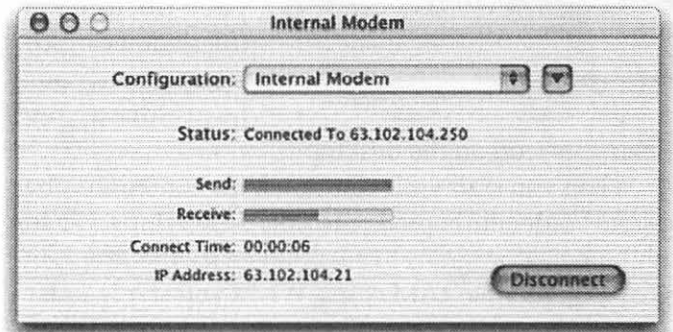


Fig. 10 - ONLINE, online!! Yea!!

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New User: How to Stop Computer Freezes

© Pat Fauquet

APPPLICATIONS freeze your computer or quit unexpectedly because there is not enough RAM allocated to them. Now I know you just bought this computer, or you just added RAM, or you have lots of hard drive space, so perhaps a quick lesson in how a computer works is in order here.

RAM stands for Random Access Memory. See Figure 1. These are chips that are installed on the motherboard of your computer. When your computer is on, the System Folder and any programs that launch or started are copied from your hard drive to the RAM chips. When your computer is turned off, the RAM chips are emptied of all data.



Figure 1.

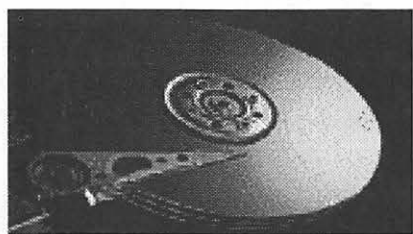


Figure 2.

The hard drive (Figure 2) of your computer is used to store things. It contains the System Folder, all the applications (or programs) on your computer and your documents (files). You can see what is on your hard drive by clicking its icon on the desktop.

When you start your computer, the contents of the System Folder are copied onto your RAM chips. When you launch a program like AppleWorks, the program is copied onto the RAM chips. When you start a letter or other file, the file is written to the RAM chips. When you save the file, a copy of it is written to the hard drive.

When you quit a program, it is erased from the RAM chip. When you close a file, it is erased from the RAM chip. When your computer freezes, or when you turn your computer off, everything is erased from the RAM chip until the next time you start your computer.

When programmers write computer applications, they decide how much RAM the application will need to work. Since RAM costs money, and since programs that use less RAM sound better to the general public, the programmers often underestimate the amount of RAM a program will need to operate. If an application freezes your computer, you can change the amount of RAM allocated to it to stop the freezes.

Step 1 Since we know you have been using the application that just froze your computer, it will be listed under the Apple menu in "Recent Applications." See Figure 3. We do not want to re-launch the applications, so instead of pulling down to "Recent Applications" then out to its name, simply pull down the Apple menu until "Recent Applications" is highlighted, then click the mouse button.

This will open the "Recent Items" window (Figure 4) on your screen. It will have icons in it for the last programs you have used on your computer. These icons are aliases. Notice that the name is written in italics. Icons that are not aliases will have names written in "normal" text.

Step 2 We need to find the original icon associated with the alias in the "Recent Items" window. Click one time on the alias icon of the application that quit or

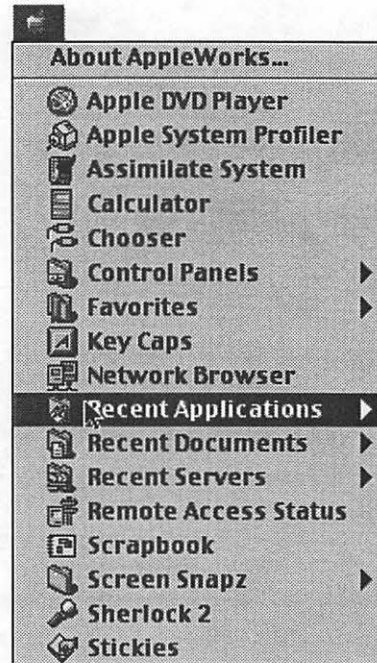


Figure 3.

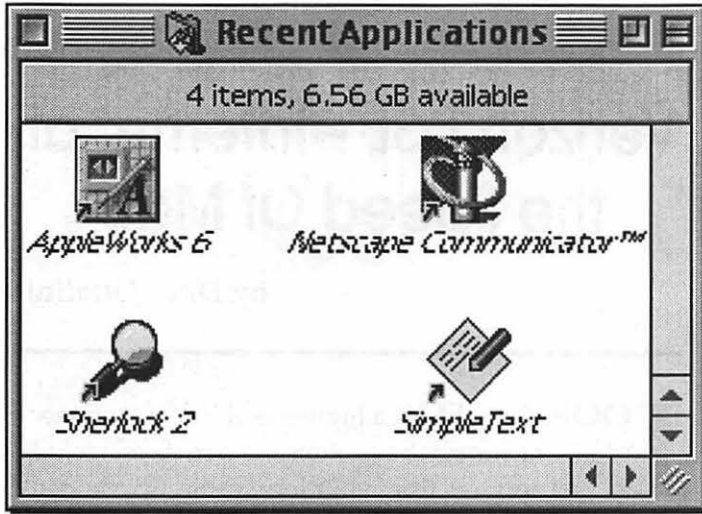


Figure 4.

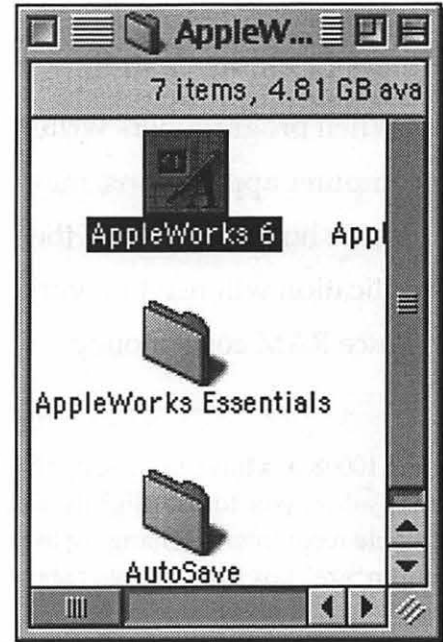


Figure 6.

froze. Do not click two times because that will open the application. You cannot change the memory setting of an application that is open. When the icon is highlighted by clicking only one time, go to the File



Figure 5.

menu of the Finder. Choose "Show Original." See Figure 5. This will open another window on your screen (Figure 6). In it will be the icon of the program that we are looking for.

Step 3 Now go back to the File Menu (Figure 7). Pull down to "Get Info," then

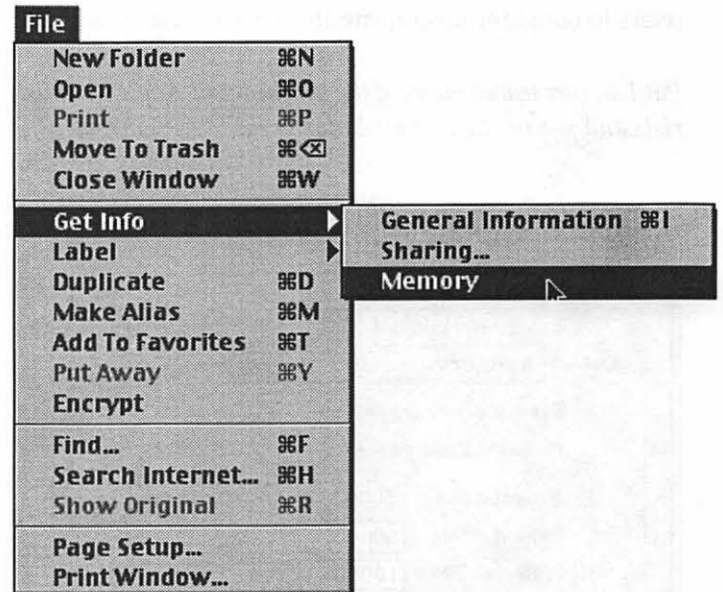


Figure 7.

out to "Memory." You will now see an information box (Figure 8) for the application. If the application is not active, the boxes for the amount of memory allocated to the application will be white. If the whole lower part of the panel is gray, then you need to quit the application.

You can safely double the amount of RAM shown in "Suggested Size," although, if you do not have much



“When programmers write computer applications, they decide how much RAM the application will need to work. Since RAM costs money...”

RAM, adding 1000K at a time until the application stops freezing may allow you to use slightly less RAM. In any case, Apple recommends changing the number in the “Minimum Size” box to the number shown in “Suggested Size.”

One of the new features of OS X is that the user will not longer have to manage application memory preferences. This alone may be reason enough for new users to consider upgrading their operating system. ■

Pat Fauquet teaches many of the Washington Apple Pi Tutorials and is a frequent contributor to the WAP Journal.

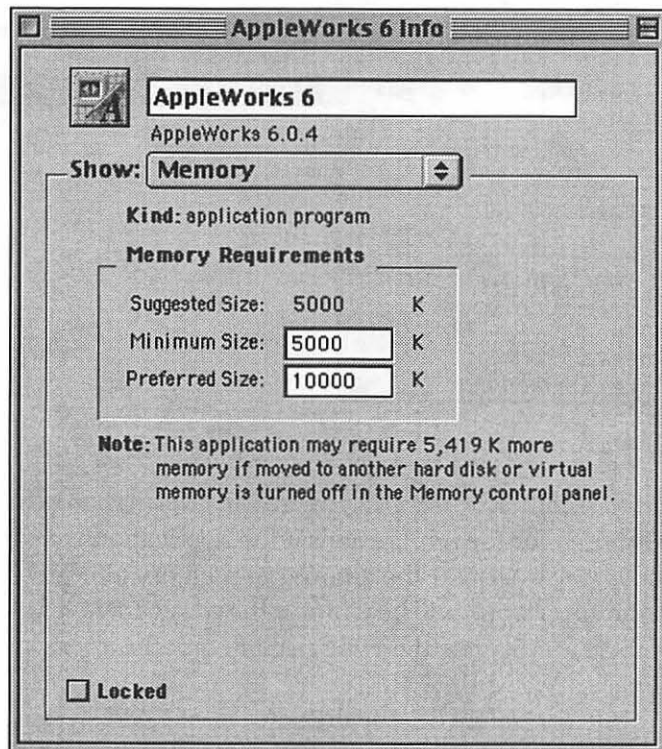


Figure 8.

Verizon DSL—Internet at the Speed Of Mac

by Dave Ottalini

LOOKING FOR a high-speed Internet connection? Consumers have choices these days, including services from your local cable TV company and satellite dish provider. The alternative I chose is called DSL, or Digital Subscriber Line, from Verizon Communications, the local phone company. Other companies offer DSL service over Verizon’s lines as well.

But does it really work on the Mac? It sure does - and there’s no discrimination on the costs or setup. Whether PC or Mac, you still are going to pay about \$40.00 per month for service. The equipment is the same—here’s one manual with sections for both platforms and all the software you need comes on one hybrid CD.

As with any connected service, there are some important requirements and caveats. Your home must be near the telephone company’s DSL switching facility (check online at Verizon.net to see if you are). Your Mac must have an Ethernet port. Finally you may have to put up with some problems. Verizon has been hit hard by consumers angry over loss of connections and email troubles. I’ve experienced a bit of both.

But after a few months with the online service, I can tell you that not only does DSL work, it really works well for us Macintosh users. Verizon’s DSL service was easy to install and gives me the Internet “at the speed of thought” or at least close to it.

But I will also tell you that I have not given up my WAP Explorer Internet dial-up service and I don’t plan to for the foreseeable future. For one thing, it is so inexpensive that it makes a wonderful back-up and two, it’s a great way for me to continue supporting the club. And I need it to upload files to my personal web page. But because I can still use my main phone while online, I can finally get rid of my second line and save some money there.



“But does it really work on the Mac? It sure does and there’s no discrimination on the costs or setup. Whether PC or Mac, you still are going to pay about \$40.00 per month for service.”

Getting Started

I’ll admit that I didn’t go seeking Verizon’s DSL service. It sought me out thanks to a cold call to my home. But I will say that it has been something I’d been thinking about a great deal. Explorer is a great service, but it is comparatively slow - and I wanted something faster for downloads and to simply improve my on-line experience. It would also help improve my productivity, writing my weekly Journal Newspapers column.

So when the sales person called, I was ready and willing to give it a try. The bonus of getting a free DSL modem and a free month’s service didn’t hurt either (in March you could get a free digicam as well). To get that promotion, however, I had to sign up for a year’s service. I made absolutely sure it would work with the Mac and I was assured it did. If not, the box of digital goodies they were sending me would have been returned quickly at their expense.

In a week or so, a box arrived with everything I would need. Each part was neatly packaged and numbered. Instructions were easy to read and well laid out. Nothing was missing. Basically you get a box containing the DSL Modem, a network card I did not need (it was for a PC), filters of various sorts for your phone lines, an instruction manual and software.

Before I could do anything, however, I had to invest in a Comslot 10/100 Ethernet card for my PowerMac 6400. Apple made few machines over the years without Ethernet. Unfortunately,



mine was one. I ordered it online the day I ordered the DSL service and had the card installed and ready to go when the Verizon box arrived. The card has worked perfectly as advertised. This was not a problem for me since I have been using an external modem. If you are using the internal modem, it will have to be removed if you have a 6400/6500 or other similar non-Ethernet Macs. If all you used it for was dial-in Internet service, then it’s no big loss.

The rest of the installation went quickly and easily. I got a letter from Verizon confirming my order and letting me know when the service would be turned on (it would be a couple of weeks). I had to install the filters on all the phone jacks except the one I was going to use for the DSL line. Even that’s not a problem if you want to use a phone too - they give you one of those little splitter plugs to use. If you have a wall-mounted phone, a special wall unit is included. They do ask how many phone plates you have - and if you have more than 5 or so, you’ll have to buy more filters to make sure you can use a phone on that line. Just remember one filter per plug save the one for the DSL connection.

I installed the filters first on the day the DSL service began. Then I installed the modem and the software. I decided to be careful and try it out on my PowerBook first - that way if anything was trashed, it would not be on the PowerMac 6400. Installation went well and without a hitch.

Trouble

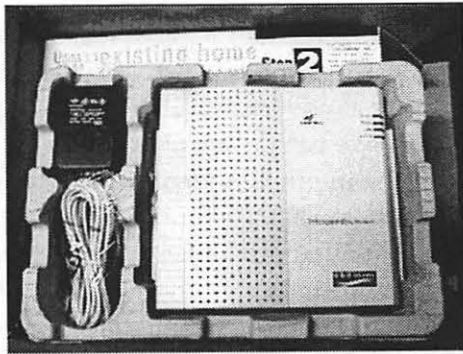
But I should have known it would be too easy. I could not get a connection. You have to go through a registration process first to officially begin your service (and the free month did not begin until that happened). But no matter what I tried, I could not get online.

So I called Verizon Customer Service, expecting to be put on hold for the rest of my life. Alas it was not to be. A friendly person came on pretty quickly and we determined that the problem was the modem - it was not working properly. So he ordered me a new one and gave me instructions on how to return the broken one.

This was the biggest frustration I’d had so far — anticipation building up, expectations running high, and then to be stymied by a stupid piece of equipment. But we’ve all been through that and since I was once told patience is a virtue, I decided to be virtuous and wait. Besides, the WAP Explorer Service didn’t mind, it kept me online without a complaint.



A few days later, the new modem came, I hooked it up and...still couldn't get online. Sheesh - what's going on here? Back



to the phone and Verizon Customer Service. Here was my first experience with the dreaded technical problems I'd been reading about. It seemed their server used for getting people registered wasn't working. The solution - I was given a special login to use instead. I tried it and before I knew what was happening I heard James Earl Jones telling me "Welcome to Verizon." I was finally online with DSL service.

First Things First

Online, I went to the Verizon Web page and finished my registration. Remember, I was still on my PowerBook at this point. Everything from that moment went so smoothly, I installed the software on my 6400 and have not had a problem on my side since. The software not only installs the DSL application and TCP/IP configuration, but a new version of Netscape with a set of bookmarks added to yours (nice for first timers, but I dumped them quickly). You don't have to use it, but you can if you like. My Outlook Express email application worked fine too once configured.

What that means is dealing with a new email account: (yourname)@verizon.net. Family members can have their own accounts (up to 4 or 5) if you like. I set up Outlook so it will check both my Verizon and WAP email accounts so I don't miss anything. However you can't send email to a wap.org account through Verizon's email server (this is true for any non-Verizon account :receive, don't send.)

Online Troubles

I'd mentioned earlier experiencing some connection problems and I have—there have been a few times when I could not connect to the Verizon network so no Internet or the email did not work. For me, the answer was easy, I simply switched over my TCP/IP configuration back to Explorer and was online quickly. But I was only able to

"So how is the connection?
It is everything that's promised and more. The DSL service works great for downloads (yes Napster downloads were much speedier) and QuickTime streaming movie trailers finally worked."

get my wap.org email since the Verizon server was down. I checked later and things were working again.

I know other Verizon DSL users have had more troubles and frustrations with connection problems, but my experiences have not been bad and not lasted long. Besides, all online services experience troubles (any AOL or MSN users out there?).

We all need to remember that services like this are not foolproof—you're dealing with electronic equipment after all, with humans thrown in for good measure—so losing service on occasion is part of the process. Never is best, but we all know that is not likely over time.

Finally

So how is the connection? It is everything that's promised and more. The DSL service works great for downloads (yes Napster downloads were much speedier) and QuickTime streaming movie trailers finally worked. My 6400 has lots of memory, a G3 upgrade card and an ATI Graphics card so it is maxed for the Internet, and together with DSL service it is performing about as well as I can expect.

Given my experiences, if you are looking for a higher speed Internet connection, DSL is a great way to go. There can be some equipment costs and there's that \$40.00 a month charge. But the return in raw speed is wonderful. Verizon's advertisements are right—we live our life in real time. DSL gives us the Internet the same way. Or at least, close enough! ■



The Strange Days of OS X

By Chris Barylick
Contributing Editor, Macnn.com

MAC OS X has arrived. It's new. It's huge. It's powerful with an unbelievable amount of room for growth. And for most people who aren't early adopters of the newest technologies, it's pretty disconcerting. The strange days of an entirely new operating system are upon us and we're all going to have to deal with it sometime, even if many of us don't have the first clue where to find help when we need it.

The operating system is visually stunning, speedy on recent hardware and does everything most Mac users could ask for, albeit arguably incomplete. Many users will have to resort to the slower Classic emulation mode in order to run all of their vital applications until developers come out with new Carbonized versions, something that hinders OS X's acceptance as a primary operating system. In the three upgrades since its release, users have counted on the files delivered by the Software Update control panel to provide bug fixes, printer drivers, speed enhancements and critical features such as DVD playback. The fact is that only the truly adventurous/curious first adopters have made adopted Mac OS X their primary operating system, something which is completely understandable. In the words of one of my coworkers, "I'm waiting a year until everything I need on it's been carbonized, until then it's not worth doodley-squat." He then thumps an Apple GS II sitting on his desk, a physical testament that Apple can build an almost-indestructible machine that will probably last another 16 years.

Most people aren't interested in an operating system's components, its potential or all the bells and whistles that can be added to their machine. The vast majority of any platform's user base just wants to see their machine do a couple of things without too many problems, quibbles or headaches. The computer should work, there shouldn't have to be too much fuss and

"The first time I ever walked into a Rhode Island Macintosh User Group meeting in 1993 was a mix of both awe and terror. This was like walking into a hive of technical knowledge, something that buzzed with extension conflict fixes and rumors of new technologies around the corner. These people loved the platform..."

this is the end of it. Change comes as a shock to this sensibility, something which explains why most Mac users aren't about to jump to the latest and greatest Unix-kernel-based Mac OS until they're absolutely sure it can do what they need it to do and that the software exists to do this.

In my own personal experience, going back home to Rhode Island is both wonderful and perilous thanks to the Macintosh. An instinctive drive to upgrade any Mac I can get my hands on doesn't fly well with my family. My dad has consistently threatened to reclassify my college tuition as a loan while my sister does everything but shoot death rays from her eyes if I mention upgrading her iMac to Mac OS 9.1 and downloading some new drivers to make things a bit faster

And they're right to do this. Like most people, they don't want to know what makes their computers work or how a system upgrade will allow them to do new things. They write documents, peruse the Internet, check their e-mail and want their machines to handle these functions without too many problems. Technology isn't their main focus. Its potential to make things a bit easier is.

This is where Macintosh User Groups come in. A Macintosh User Group, or MUG for short, is a group of Macintosh users who tend to be deeply interested in the technology and its potential. Perhaps not to be mistaken for supermodels if you were to meet the mem-



bers in person, they meet regularly and enjoy the learning and talking about the platform. Meetings and events tend to be less about the featured speaker or technology than bouncing ideas off each other, each person learning something from the experience. Even if this isn't your thing or you're not as into the Macintosh as people who might pay a membership fee of \$20 a year to receive a newsletter and be part of a user group, there are advantages to being around this community.

The first time I ever walked into a Rhode Island Macintosh User Group meeting in 1993 was a mix of both awe and terror. This was like walking into a hive of technical knowledge, something that buzzed with extension conflict fixes and rumors of new technologies around the corner. These people loved the platform, its potential and what they could do with it and had no qualms about showing it.

If a person walks into a MUG meeting for the first time and asks a question, the result is nothing less than an orgy of helpfulness. People at these meetings love figuring out solutions to Mac problems, and if the several people who line up around your computer to fiddle with it can't solve it, several others will offer their e-mail addresses as a means of helping you out.

There is no ritual to go through, no judgement or bias. These people will do their best to help you out, asking nothing but some common courtesy in return. This is the energy of the Macintosh community, something that makes it great and something that will hopefully never disappear.

Of course, this isn't for everyone. Most people don't have the time to surrender part of their week going to a user group meeting, no matter how useful it might be. Others don't want to hang around people that enjoy talking about the Macintosh and technology for hours on end, even if it could enable their new iMac to launch the space shuttle by the end of the meeting. The simple truth is that this can be a bit weird and even scary depending on what your expectations are. My sister's look of terror when she had to drop off a keyboard at one of the meetings demonstrated this idea, a stable New England girl walking into what she considered the Valley of the Nerds and vowing never to return.

There is a middle ground that satisfies the needs of both the user group and the frustrated user struggling with their machine. In recent years, the user group community has taken to helping its members and anyone else who needs their assistance out via e-mail rings. This is perhaps the best way to gain knowledge, the MUG's members providing each other with a constant flow of

“In a world of an entirely new operating system, the Macintosh community will pull itself and its members through this evolution via its energy and love of the platform. Even the most casual Mac user will have to go through a huge transition in the next year or two to Mac OS X...”

hints, tips, fixes, suggestions and new ideas. Even if the correspondence doesn't solve your immediate problems, it will provide new information and ideas you might not have considered. And if nothing else, a tid-bit you do run across over the course of the group's correspondence may help you or someone you know somewhere down the line. This isn't nearly as time intensive or potentially strange as walking into a room of complete strangers and asking for help, the only step required being to find a local MUG's web site and add your contact information to their e-mail list (Apple provides a list at this link.)

In a world of an entirely new operating system, the Macintosh community will pull itself and its members through this evolution via its energy and love of the platform. Even the most casual Mac user will have to go through a huge transition in the next year or two to Mac OS X, which will eventually become something that can meet everyone's needs. There's no time like the present to put yourself in touch with people who are interested in exploring the platform and sharing what they've discovered. While you probably will get more out of actually becoming involved with a user group and going to meetings, e-mail lists are something everyone can benefit from.

OS X has arrived and there won't be any way to ignore it after this summer when Apple begins placing it on every new Macintosh they sell. The Macintosh community is determined to understand it no matter what the cost. It's time to become part of this and learn something in the process. ■

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Best of the TCS

compiled, annotated, and edited
by John O. Ludwigson

In Retrospect...

THERE'S an old joke that computer users are divided into two groups: those who back up their files regularly, and those who wish they had. In the interests of keeping Apple Pi members solidly within the first group, we offer the following discussion centered around the most popular backup program. Ignore this advice at your peril!

Inquirer: For many years I owned and upgraded Retrospect but never used it. A couple of years ago I quite upgrading. I recently had a sudden catastrophic external hard disk failure, and discovered a lapse in part of my backups (4 months of non-critical but useful data). I decided to try Retrospect Express that came bundled with Norton SystemWorks. It seems a little clunky but I ran some unattended backup tests that seem to work. Retrospect seems to save to a different format (even without compression) such that you have to use Retrospect to restore. I'd rather have it save in a usual "OS format" but don't see that as an option. Appreciate any advice from Retrospect users before I put it into use on several Macs.

Guru: First of all, Retrospect is a great program. I strongly recommend it for anyone who needs to back up a Macintosh or Windows computer, and its network backup features work great. One reason why it is so great is because it is relatively easy to restore files from tape back to disk. Retrospect backs up files into a single file (or multiple files if you count backups that span more than one media [e.g. two tapes]). It does not backup to "OS format" and I think this is a strength for a number of important reasons:

1- When Retrospect backs up a file that has changed since the previous backup, the older version is retained,

so if you go "Aw shucks, I need the Feb. 3rd version of this article" you can get it. Compare this to DiskFit which used the "OS format" but only retained the current version of any file backed up. 2- Even without compression it takes less room to back everything up as a single file than as separate files. 3- Retrospect builds a database of every file backed up. If the database file is lost or destroyed, no problem, just recreate the database from the actual backup disks or tapes. If Retrospect used "OS format" there would be nothing to prevent a user from changing the contents of the backup disk by hand, essentially making Retrospect worthless. 4- If you have several Macs to back up and they are on a network, I recommend having 1 full copy of Retrospect and buying Retrospect Remote licenses for the other computers. You then back up all computers over the network to a central one. This is easier to administer in most cases than running Retrospect on each computer. This is how I back up my office of 50+ Macs.

One item you didn't mention was whether this is a home or office computer (I'm assuming home). For an office setup there is no substitute for Retrospect. I think there are more options for home users but I am not familiar with them. And keep in mind that Retrospect is working on a MacOS X version, so that is one aspect of MacOS X migration that should work smoothly.

Wiz: *Excellent* response! This belongs in the Best-of-the-TCS column.

Guru 2: > I'd rather have it save in a usual "OS format" but don't see that as an option. Appreciate any advice from Retrospect users before I put it into use on several Macs.

One cheap (it is free) and modestly effective solution is the Apple control panel application 'File Synchronization'. If you make an empty folder on a second drive you can synchronize it with one on your main drive. If you put an alias to the app in your startup or shutdown folder it could do its thing automatically. This gives you an exact finder copy of documents, but does not protect you from backing up errors. And it does not save any space. There are shareware apps that do this too and maybe better.

Guru 3: Retrospect is a fantastic program. We use it

daily at work, for archiving completed jobs to tape. We currently have over 125 DAT tapes, about four to five years worth of data. I don't own a tape drive at home, so I use Retrospect to back up my critical personal data to Zip disks. I don't back up the MacOS or Applications folder, since I can easily recreate those from the original CDs.

>Retrospect seems to save to a different format (even without compression) such that you have to use Retrospect to restore.

Retrospect can be surprising easy or complex and powerful, take your pick. You owe it to yourself to take the time to learn the ins and outs. There's a lot that you can do that's not immediately obvious. While it may seem awkward, at first, to work with Retrospect's special format, the beauty comes in when it's time to restore many files, an entire hard disk, or search for one particular file out of many hundreds of thousands of files.

>I'd rather have it save in a usual "OS format" but don't see that as an option.

I'm not familiar with Retrospect Express, we use the full-blown Retrospect at work. In the full version there's an option to duplicate a volume. I second [Guru's] advice - dedicate one machine to Retrospect (and it needn't be a powerful G3 or G4 either...), and put the Retrospect Client software on each Mac you need to backup. Retrospect is faster when the client software is installed on network machines, faster even than Apple's TCP/IP implementation. The TCS uses Retrospect to backup several servers. Since there's no one at the Pi office every day, we have Retrospect set to send email reporting on what it backed up. The Retrospect scripts kick in at 1am when TCS usage is low, backup different volumes, then it sends email reporting on what happened. When there's trouble you know it immediately, just by sitting at home and reading your email.

>3- Retrospect builds a database of every file backed up. If the database file is lost or destroyed, no problem, just recreate the database from the actual backup disks or tapes.

That's true. However, re-creating the catalog files for over 125 DAT tapes (where I work) would take weeks!

We use Retrospect to backup its own catalog files to our primary server. The server has its own backup to DLT tapes via the server software, and is a RAID device (meaning a drive failure is easy to recover from).

Guru 4: You can use the Duplicate function to make finder readable backups of a folder.

Wiz: The TCS uses Retrospect to backup several servers. Since there's no one at the Pi office every day, we have Retrospect set to send email. It flawlessly backs up a dozen machines running at least four different operating systems (including Apple II ProDOS data stored on AppleShare 3 and Linux servers), and it's served us tirelessly since when, 1992?

Guru 5: I had the same problem and talked with Retrospect tech support. They were extremely helpful. Try using "Duplicate one volume to another" instead of "Backup files to a backup set." Using "duplicate" results in a volume(s) that is desk-readable by the Mac. I used this with Retrospect for Windows so that I could take critical files from a Wintel PC and put them on a Zip drive daily, so that they can be read on a Mac. You can even set up a script to provide selection criteria.

Guru 6: > I don't backup the MacOS or Applications folder, since I can easily recreate those from the original CDs.

How about all the changes that take place within those folders, especially the System folder, minute by minute, it seems? You'd lose all those updates.

Guru: >That's true. However, re-creating the catalog files for over 125 DAT tapes (where I work) would take weeks!

Which is why, like you, I also back up the catalog files. I strongly suspect that your office would benefit by moving from DAT to DLT or other high-capacity tapes. Having to deal with fewer tapes really helps, plus I suspect DAT is not the most reliable tape. There is a new tape format that is supposed to be really fast. Of course I can't remember its name or cost. I use Retrospect Express at home. It lacks a few features of full Retrospect that I miss in a home setup (mostly ability to create my own filters). I backup to CD-R with it.

Guru: A workaround to Retrospect remote is to setup all of your computers as servers and have Retrospect automatically mount them and back them up. I know this is an option in the full Retrospect, I don't know if auto-mounting is an option in Express. Also note that Express doesn't work with tape drives. So if you buy a tape drive make sure you get one that includes a bundled copy of Retrospect.

Guru 3: >I strongly suspect that your office would benefit by moving from DAT to DLT or other high-capacity tapes.

About two years ago we purchased an AIT autoloader from ADIC. The results were disastrous - the drive, autoloader and Retrospect weren't speaking the same language. ADIC agreed to swap the AIT autoloader for a DLT autoloader. We weren't happy - tapes would randomly become useless ("content unrecognized"). Later that day, or the next day, the tape would become readable. We stuck with DAT. For the last year we've had a DLT drive from Scitex that's connected to our Scitex server. It's fast, reliable, and each tape holds about 60 GB. We're still running Retrospect and the Scitex DLT in tandem (just in case...), but we're very happy with this particular DLT autoloader. (Holds 15 tapes.)

>There is a new tape format that is supposed to be really fast.

Of course I can't remember its name or cost. Probably the AIT I mentioned above.

Guru: I'm glad to hear that you are using the very large capacity DATs. I think the problems you encountered revolve around the autoloaders. I've been using DATs for years with no problems, but I don't need an autoloader. I can easily see why you need one. I once had a DAT autoloader and it was awful.

>There is a new tape format that is supposed to be really fast. Of course I can't remember its name or cost.

What I am thinking of is not AIT, it is a tape technology that is supposed to be faster than the rate data can be fed into the mechanism (all tape drives are considered to be slow by computer professionals). Check out what HP is offering, I think they offer this new technology. I

"The TCS uses Retrospect to backup several servers. Since there's no one at the Pi office every day, we have Retrospect set to send email. It flawlessly backs up a dozen machines running at least four different operating systems..."

still can't remember what it is called.

Inquirer 2: Recently, I ran across a program called Redux. It's a backup utility, apparently like Retrospect Express, and is shareware. Have you ever heard of it?

Guru 7: It's a backup utility. It used to be commercial. In the commercial market, it got creamed by Retrospect. The company dropped it, and the original programmer is allegedly selling it as shareware. I know of no one using it. Retrospect works, is well supported, etc., and it isn't that expensive. For your backup, do you want something reliable, well respected and inexpensive, or do you want something even slightly cheaper than inexpensive?

Inquirer 2: > or do you want something even slightly cheaper than inexpensive?

I want something *free*! (Why kid around?)

Wiz: >I want something *free*! (Why kid around?)

Hee hee. :) Ah, but there's still the cost of your time to deal with backups, and the effort to learn all that stuff! We can eliminate those pesky costs. Clearly, the optimum is to not back up at all. That's free -and- easy to do! Let those misguided fools with their Retrospect have their complicated-sounding unattended backups, their incremental archiving of documents in progress, and their so-called "peace of mind". You and I know how to cut through all these hassles and get to what we re-

ally want... ;)

Inquirer 2: > You and I know how to cut through all these hassles and get to what we really want... ;)

Life is not permanent. Files are not permanent. The running water is still. Peace!

Drive It! You'll Like It!

TCS discussions tend to wander. Believe it or not, the following earnest recollections of the glory days of the Volkswagen Beetle metamorphosed from an even more earnest discussion of the use of cookies by the new WebTCS... alas! not even the much-coveted chocolate chip kind.

Bugs: >Also wanted an excuse to try out good ol' ZTerm 1.0.1 on my new iMac.

An iMac is sort of like a digital Volkswagen bug: it looks different, so you have a tendency to dismiss it as an oddity until you drive it, and realize it is also a heck of a lot of fun.

Elmer: You must have owned one, too! My old bug was great... and with its flat bottom, we found, one could attack snow drifts and it would toboggan right on over and keep going.

Daffy: Or, if the drift was deep enough, get stuck on of the drift with all four wheels up in the air. :(The other fun part was when it went uphill and lost traction. Mine ('57) had a manual choke which I would pull out and then I could help it make the hill by getting outside by the door and pushing.

Yosemite S.: > My old bug was great...

One of the problems the "peoples' car" had was the battery placement under the rear seat. Sometimes the battery cover would corrode away, and if someone sat over it the seat springs could short across the battery terminals and start afire... A literal "hot seat" ...

Bugs: >You must have owned one, too!

Right up to the day it slid _sideways_ on a highway and rolled over. On the other hand, during one memo-

orable journey (prior to the rollover) it managed 57 miles per gallon over 500 miles. Only car I ever had where I needed to stop every hour or so and dump out the excess gas accumulating in the tank.

An iMac, in this respect, does better than a VW: it gets more miles per gallon (hours per kilowatt?) AND it is fast. My bug was many things, but "fast" wasn't one of them: it was parked when it rolled over.

Elmer: >Right up to the day it slid _sideways_ on a highway and rolled over...

While parked? Wow! That almost beats the time I insisted on trying to drive down an ice-covered, steep hill. The bug insisted on going down _backwards_, albeit very smoothly. I think we wound up between a fire plug and a tree. But the good ol' beetle then drove serenely out of that trap and, very cautiously, off the rest of the hill.

Bugs: >While parked? Wow!

It was a banked highway, around 20 below zero, and very slick, obviously. The infamous VW battery ended up between my feet, which alarmed me a day or two later when I wondered "how?" While the car landed right side up, the roof was crushed down to the headrest, so I have no idea how the battery ended up there.

As it happened, this took place in front of a farmhouse owned by a Whitman County deputy. He'd destroyed his cruiser earlier in the day on the ice and, while walking out to see what happened to me, slipped off the highway and broke his arm and inflicted a number of bruises. So I had a non-moving (as far as the insurance company is concerned, since the car was stopped), one-car accident that totaled the car and resulted in the hospitalization of a police officer. The insurance company didn't challenge my claim, but had the deputy not verified everything, I would have been one very unhappy 17 year old.

Incidentally, my hair has been white since I was 17. I never thought about that before, but now I wonder...

Sylvester: (This thread has gone far beyond its original topic and probably belongs elsewhere!!)

I had a Bug once; it was a fun car. But, long before that I had a Crosley. Does anybody remember the Crosley? It was the most fun car! It had cable brakes that used to give me nightmares and an engine block made out of thick aluminum sheets. When the kids were very small, we drove it several times to New York. They would fall asleep within minutes after the start of the trip.

It met its demise on downtown F Street when the driver's too-long sideward glance brought the front bumper in close contact with a rear bumper.

String Along With Me.....

Deep techie exchanges of information beyond the usual esoterica of nightmare acronyms and inexplicable subversion of innocent activities by devious software demons often glissade smoothly into more widely appreciated areas of human endeavor. The ever-vigilant Topic Police (TP) are on the watch to nip these deviations in the bud and move the errant posters to the proper board. Except sometimes even they find the subject matter irresistible. Such as Spain's great gift to the world: the guitar.

Plunk (a TP): I would like to discuss the topic of guitar music which is my favorite instrument (no, I don't play). What genre of music do you play?

I went to college in the late 50's and early 60's and was exposed primarily to Jazz and commercial Folk. I still primarily listen to and buy CDs that are of that period. My preferences in guitar are for artists including Charlie Byrd, Jim Hall, Herb Ellis, Howard Alden, George Van Epps and Barney Kessel. I also, for some strange reason, like selected heavy guitar /bass selections such as: Rebel Rouser, Walk Don't Run, Spirit In The Sky, Raunchy, House Of The Rising Sun, etc.

I don't like fusion, smooth jazz and much of Byrd and those that followed in his footsteps. What are your likes and dislikes? How about the preferences of other TCS members who read this?

Twang (the chastened poster): You're very right. I don't know what I was thinking or doing at the time that got me here?

>....I would like to discuss the topic of guitar music....

"One of the problems the 'peoples' car' had was the battery placement under the rear seat. Sometimes the battery cover would corrode away, and if someone sat over it the seat springs could short across the battery terminals and start afire.."

What are your likes and dislikes?

Rock & Roll and Disco mostly. A little country every now and then to spice things up.

Jazz is nice too. I had the privilege (very true) of singing with Louis Armstrong at the Shoreham Hotel in 1970 on my 21st birthday. We did Hello Dolly together. It was all prearranged by my father who was a friend of Mr. Armstrong. I enjoyed it to no end. He was quite a man to say the least. I like your selections of artists and songs. Some very good ones there. If I had only one artist that I could like, well that would have to be Elvis. He was the worlds most complete entertainer. I also play the piano and there, I can only say the greatest was Lib! He was something else. His fingers could do magic on a keyboard and his voice was not bad at all. I guess my favorite song of all times would have to be the theme song from the Magnificent Seven. Otherwise known as the Marlboro cigarette song. However, a close second would be Dueling Banjos. The timing in that one had to be absolutely on the button. Our band is not all that big but, we do have 5 members most of the time. Sometimes we have a sixth person who also does some singing. Me I just play guitar and crack jokes every now and then.

>I don't like fusion, smooth jazz and much of Byrd and those that followed in his footsteps.

Me neither. Hard Rock is, well, Yuck! I also hate with a passion most of the stuff that came out from the 80s on. To me it's not music. Though a lot of people like it. There was one piece in the late 70s I think done by the Blood Sweat & Tear's that had something to do with And When I Die (...there will be one child born to carry on carry on...), that was a beautiful piece if I ever heard one. Sorry to say I don't own it in my collection and have never seen it offered anywhere for sale. I heard it once about 5 years ago on the radio and just loved to hear it. It brought back a lot of pleasant memories. Rock & Roll and Disco concert music also intrigues me to no end. I like the beat and I like the performers doing it. It's fun to watch and to listen to. During the day since no one is home around my neighborhood, I like to turn up the volume and then go to work. When I don't have work to do, then I bring out the guitar and have some fun. I am still going to investigate further and get some kind of piano. I really want something that will work with the computer. But, I need more information on this idea before I even consider it. Because it can run into thousands if I am not careful about it. I shall endeavor to get a discussion going in the proper conference shortly. Hope to see you there. Oh yeah, Time-Life has been my CD supplier for years now. They seem to know just what I like and just what I hate.

Plunk: > A little country every now and then to spice things up.

I like older country and some bluegrass. Chet Atkins, Roy Clark, Buck Owens, Johnny Cash, Lester Flatt and Earl Scruggs, Bill Monroe, Doc Watson, etc. I like a wide variety of selections by any of these artists. I also like Orange Blossom Special, Wabash Cannonball and most any other train song.

> I had the privilege (very true) of singing with Louis Armstrong at the Shoreham Hotel in 1970 on my 21st birthday.

Lucky you! Armstrong was a giant. He spanned all of the great jazz developments. He continued performing even after his doctors' told him it could kill him; it did as he died in the night following a performance. The Ken Burns series on Jazz weaves him in and out of the multipart story.

> There was one piece in the late 70's I think done by

the Blood Sweat & Tears....

"And When I Die (1969)" is available as an .mp3 file on Napster. I just downloaded it but whoever ripped it did not list the album that it is on.

Pick: > "And When I Die (1969)" is available as an .mp3 file on Napster....

I still have this album on vinyl. It was one of my favorites. It is simply titled "Blood, Sweat & Tears" on the Columbia label, no. CS 9720. I have it dated as purchased in Spring, 1970. The first and last cuts on this album are identical - "Variations on a Theme by Eric Satie (1st Movement)". I always considered this to be one of the best brief instrumental pieces I ever heard.

P.S. The label on the record lists the name "L. Nyro" after the cut title for "And When I Die".

Twang: > Lucky you! Armstrong was a giant.

First let me say your selections of favorite music and artists is very good indeed. These people and songs were very special to the music industry and will be for a long time to come. I still look at the pictures taken the night I sang with Louis, they really bring back memories that are still very much in my mind. I remember when he handed off to me and said "It's all yours Sir!" I was truly honored. He was a giant in the business and is truly missed even today.

> "And When I Die (1969)" is available as an .mp3 file on Napster.

I will be darned! You're a friend indeed. I have been looking for that for ages, and all I needed to do was just ask you. Well I am impressed. I will go download it right now. It was probably one of the best songs I have ever heard. I am going to venture out in couple of weeks with the band and do a few numbers at one of the clubs in Baltimore. It should be fun to get back in the drivers seat for a change. You may not play but, you certainly have a darn good knowledge of music and I enjoy that. Thanks. See yah later.

Toot: I just tried to fetch "And When I Die" from Napster, but the file didn't seem to be available. Did you have better luck? I'll try again later. [Ed: That

worked, using the advice that follows.]

Plunk: > Did you have better luck?

I searched for Artist = blood sweat tears; Title = die. The search found three sites late Saturday evening.

> I still have this album on vinyl. It was one of my favorites.

It's not hard to find an old rocker around here. <GRIN>

That was not my music back then but I'm surprised at how much I find that I like that era and type of music now. One of my radio presets is for the golden oldies.

Canary: >The label on the record lists the name "L. Nyro" after the cut title for "And When I Die".

Sung by Laura herself on "Stoned Soul Picnic," a best-of collection released shortly before her death in 1997.

Twang: There are tons of things to be interested in with music even if you don't play an instrument. I got lucky long ago and have never regretted it. It depends a lot on what you like to do. I can tell you from at least a couple of experiences that playing in a small band is one thing but, playing in a large band with many many people and a crowd that you can't miss, is something entirely different. The noise from a real concert on stage can be deafening to say the least. And it's compounded by the fact that your timing has to be perfect. There is absolutely no room for any mistakes, or you won't be playing in that group again. We have a small band now of 5 or 6, depending on what we do on a given evening. I do not sing and never wanted to after the 80s passed. So, I am known as the practical joker and all purpose wise cracker. I might interrupt and say hey your timing is off or something else to keep the audience interested. I also sometimes do a few solos. It all depends on what we figure the audience will want. Anyway please join us, I am sure it will be fun for everyone. By the way you don't think I didn't have butterflies singing with Louis did you? When he said it's all yours, I really had to muster everything I possibly could. It was such a thrill I did not even know where to start. Tell me more about your likes and dislikes in music? I am all ears.

"The noise from a real concert on stage can be deafening to say the least. And it's compounded by the fact that your timing has to be perfect. There is absolutely no room for any mistakes, or you won't be playing in that group again. We have a small band now of 5 or 6, depending on what we do on a given evening. I do not sing and never wanted to after the 80s passed."

Standup: > It's not hard to find an old rocker around here. <GRIN>

A rare triple pun.

Twang: Blood, Sweat & Tears July 1970. Bought a copy of Audion tonight, and got it to play just fine. Now you know I have the guitar and speakers out now. If you can't stand band music in its fun loud form, better not get within a couple of miles of me tonight. It's just like HEAVEN over here now. This is such a good mix of instruments and so much fun to join in with. I will say whoever did this one did it from something that was definitely scratched. But most of it is good enough. This one has a little wild west flavor to it, which also makes it more interesting. Thanks again kind friend!

Twang (a little later): While having my private jam session tonight I got an idea. The iBook I am using for all this has the Monsoon speakers and subwoofer on it. The Monsoon outfit is not usb. However, I was thinking (here I go again) I could put the Harmon Kardon speakers on here too since they are usb. Possible? Might make for a real interesting combination. Just thought I would see what you thought of the idea. Be sort of like having all four sides of the room covered at one time. The other thing I want to look for tonight is some sort of mp3 player and encoder for Windows ME. I have

found using Audion on the Mac side while running Virtual PC leaves a little bit to be desired. Like it just stops playing every now and then. Anyway, I had fun tonight playing the guitar to And When I Die. The neighbors were not home today so, I was able to turn up full blast (guitar to) and it really sounded like a concert. I can tell you I sure can't wait to donate this last PC to WAP. I really need the room in the office. The Fender base and accompanying equipment takes up more room than I can spare right now, and yeah I tripped over a few cables tonight.

I thought I better add a few lines about what you got me into here. Now that I have become a Napster geek, I decided to make a short list of songs that I know I do not have. I am downloading them now. Darn, this can be habit forming. I can also see what Monday after 4 pm. will be devoted to. I got Magnificent Seven another great guitar song and I think I will tune up the guitar to that one Monday.

Plunk: > I could put the Harmon Kardon speakers on here too since they are usb. Possible?

I can't tell you the HKs will work based on experience, but I don't see why not. My wife's iMac does not have external speakers. I use Yamaha headphones when I listen to the mp3 files on her computer that I ripped from my CD collection. They are on her iMac because it has more hard drive free space than my G3.

Twang: Sounds good to me. I think I will try that Monday afternoon. If it works I will buy a second pair of Harmon Kardons so the other computer won't be lonely. More hard drive space huh? I have that problem even with two computers. I am always backing up, rearranging, and everything else, trying to find \$.10 worth of space here and there. MY hard drives look like my office. Gees that was a fun session last night. It really brought back some nice thoughts about the times that were.

Twang: Well as I was telling [Plunk], this darn Napster is habit forming to say the least. I had not really planned on getting into it for a while but, I sure did start yesterday. Not complaining mind you cause it's a great service. I have some mixed emotions about it though. I will leave that for another time. I will say the one thing that I knew was coming was, once you get started, you

can't stop. I made a small list yesterday of goodies based on guitar music or things that the guitar goes with. I thought that would satisfy me for a while. Not true. While I am supposed to be doing something else right now (aren't we all), I am making a long list of all kinds of goodies to download. I leave this for anyone who has not tried Napster, go for it you will be glad you did. It's fun, entertaining, and definitely something good to do with your time. Now does anyone here like the combination of piano and guitar together or am I the only one?

Strum: I'm not especially partial, but if you are you should check out a relatively new album by MD locals Al Petteway and Amy White, a husband/wife team. Al has a number of Wammies to his credit for Celtic acoustic guitar material released before he hooked up with Amy. I tend to like his earlier stuff better than the more recent.

If you're going to be at the meeting Saturday, I'll bring the CD. I think we may even have a spare. If we do, you can have it.

Twang: Wow, this sounds very nice indeed. I admit I kind of have weird tastes in music. Guitar is great is great but, guitar and piano is something I have a definitely liking to. I can remember when I was I think about 13 or 14 I was first introduced to this somewhat odd combination. Tell me do you use Napster? In my spare time today, I have been pigging out on the tasties of the 50's, 60's, and early 70's. I only found a couple of them I got that I had trouble accompanying the guitar with. I had my jam session tonight from 4:30 to about 6:30. Geesh it was fun. Picked on one that I forgot how good it was. Tie A Yellow Ribbon Around The Old Oak Tree. I have collected a ton of sheet music that I have gotten from various places over the years so, figuring things out was not all that hard. I can tell you one that I don't profess to even touch is Dueling Banjos. The timing there is one of the tuffest I have ever tried. Not impossible just not nearly as good as the guys who originally did it.

>If you're going to be at the meeting Saturday...

Darn right I will be! Wouldn't miss a good party for anything. You bet I will have both of my little children (computers that is) I figure to have their hair cut,

trimmed up nice, and hopefully they will both have the special WAP Wash, Lube, and Oil change, and be new kids ready to go home and produce again. Actually my boss has been kind enough to foot the bill for all of this, so I am especially happy about bringing both. He says I have been a great asset to him this year so, a little gift is coming my way. I will make it easy for you, I will have my somewhat short burned brown sweater on. If you miss this one shame shame shame. It stands out like a white elephant in a crowd.

Actually I got great news from the doctors today. I am back up to 94 lbs. That's quite a bit considering I was down around 76 lbs. The chemo has not been exactly nice to me but, I feel better every day now. I am going to venture over to Baltimore in a couple of weeks and have a real good time playing guitar. It's about time I get back in full gear. Would it be possible if I could ask a favor when we meet. If some of the others are around could you take a moment and introduce me. I would like to meet as many as I can of these nice people who took the time to help me. Thanks again Adios until Saturday!

Strum: > Tell me do you use Napster?

I've only downloaded 2 songs from Napster. They're a capella versions of "Let It Snow" and "The Star Spangled Banner" by a CW group called Ricochet. Couldn't find the first anywhere for purchase (it's out of print) and the second was never released, except to radio stations. I suspect I'm overly wacky about the copyright issue, and I don't really begrudge anyone else their downloads but I've never gotten very far into it. I'm also afraid it would become yet another time/energy sink... which it sounds like it has (or will soon) for you! Note: I also only have a modem connection. If I had a connection as fast as yours my attitude would probably change to fit it. Darn grapes were probably sour anyway!!!

> I have collected a ton of sheet music...

You read music??? I though you said you were a guitar player!!! REAL guitar players don't read music!!! (Sorry... just jealous... can't read a note!) Did have a banjo playing friend once upon a time and Dueling Banjos was often requested. We whacked at it pretty good, I

"...this darn Napster is habit forming to say the least. I had not really planned on getting into it for a while but, I sure did start yesterday. Not complaining mind you cause it's a great service. I have some mixed emotions about it though. I will leave that for another time."

think, but it does require that you pay attention!

Twang: I have misgivings about the copyright issues also. I find even with cable modem, Napster is not fast at all. It has definitely become a time issue but, if my boss does not know I won't tell him!! Now don't take it hard, I bet you get a faster modem soon enough. I really ended up in a position that forced the issue. My boss has very large files that need to be transferred quickly to New York. It was taking way too long at 56K to be effective any more.

>You read music??? I though you said you were a guitar player!!!

I sure hope I read sheet music!! I had enough training in it. Well I also play the piano but, I don't have room for a big piano any more so, till I find one that will do I will play my guitar. Dueling Banjos is a great piece just that it takes a lot to accomplish. I can do it but like I said it's not nearly as good as the guys who originally did it. Doing things on stage is not all that bad as long as everyone is in sync. I end up turning to the man playing the rhythm guitar and we have a good long talk sometimes while we play. Have you seen the Fender base guitar? I am sure you have. But it's bigger than I am in a way. I just got used to it and never stopped.

By the way did I tell you what my dog thinks of the iBooks? Eat em baby eat em!!! Every night when she goes to bed I know she prays that when she wakes up the computers will no longer be there. Dream on kid, they are here forever. Ah shucks she's a great companion. We have a lot of fun together. And we have a lot longer to go. She's only about nine months now so, we have a whole lifetime together. She's presently sleeping under my computer chair. So I know she has started her prayers already. ■

Where Did It Go? For Experienced OS 9 Users (Continued from page 36)

There has been a serious change in the way we select multiple files in some windows. Try these actions:

In a window that is in a **List** or **Column** view, click on an icon at the top of the list. Hold down the Shift key and click on an icon in the middle of the list. *Every file between the two clicks is selected.*

To select individual files that are not next to each other, hold down the Command key.

In a window that is in an **Icon** view, use the Command key or the Shift key to select more than one file.

When you add a file to a list window, it doesn't get alphabetized or otherwise sorted immediately—you have to close the window, then re-open it before the new item is sorted in the proper order.

A file name can have 255 characters, which is rarely useful. In Mac OS X, file name extensions are often very important! For instance, if you take the .rtf off of the name of a document you created in TextEdit, then TextEdit can't open it. If you name a folder with an extension of .dock, it's no longer a folder.

Selecting Files

Sorting New Files

Naming Files

Apple Menu



To open the Applications folder directly, click once on this icon, found in the Finder window toolbar.

The **Apple menu** is not at all what it used to be. Below is a list of where you can find the comparable features in Mac OS X (some of the following items were also eliminated from the Apple menu in Mac OS 9).

About This Computer: This item is still the first item in the Apple menu, but it's called "About This Mac."

Apple System Profiler: Open the Applications folder, then open the Utilities folder. It's still called "Apple System Profiler."

AppleCD Audio Player: Use the QuickTime Player. Insert a music CD, then just double-click a track icon to open the player. The QuickTime Player is in the Applications folder.

Automated Tasks: Gone. No replacement.

Calculator: This is now in the Applications folder. Unfortunately, it has not been improved.

Chooser: Gone. When you are in an application and choose to print, you will automatically get the Print Center where you can set up and choose any printer on the network. To open the Print Center directly, go to the Applications folder, open the Utilities folder, and you'll find it in there. See Chapter 15.

Control Panels: Most of these are now System Preferences; see the following page. Favorites: These are all stored in the Favorites window; click on the little red heart in any Finder window. You can also access a submenu of Favorites from the Go menu. See Chapter 23.

Graphing Calculator: Gone.

Internet Access: The Control Panel is gone, but the Internet preferences pane is very similar. See the list of Internet features on page 11. See Chapters 31, 32, and 35 for all the details.

Jigsaw Puzzle: Gone.

Key Caps: Open the Applications folder, then open the Utilities folder. Don't forget to *quit* Key Caps when you're done; don't just *close* its window.

Network Browser: At the Desktop, click the Go menu, then choose "Connect to Server"

Note Pad: Gone. You can still use Stickies, though.

Where Did It Go? For Experienced OS 9 Users

Recent Applications, Recent Documents, Recent Servers: There are two different places to find your recently opened files.

To open recent applications, utilities, and documents, use the Apple menu.

To open recent folders, favorites, and servers, use the Go menu.

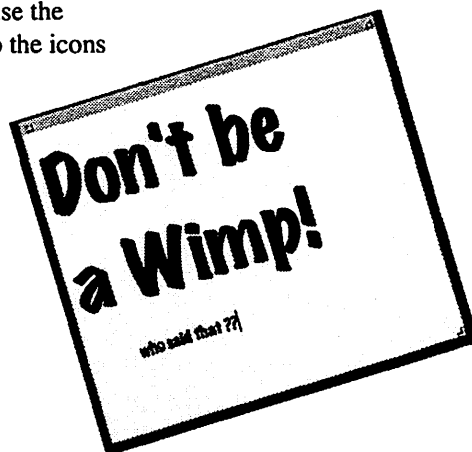
Scrapbook: Gone.

Sherlock: Click its icon in the Dock. It still works just the same. You can also find Sherlock in the Applications folder. See Chapter 24.

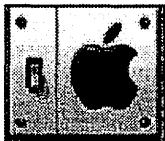
Stickies: They're in the Applications folder, and they have more features—you can add graphics, check spelling, search all notes, print all notes at once, and more. See Chapter 27.

To store your most-used applications and other items for easy accessibility, use the Dock; see Chapter 7. (To add aliases of items to the Dock, just drag and drop the icons onto the Dock; drag them out to remove them.)

For details about the new Apple Menu, see Chapter 8.



Control Panels



This is the System Preferences icon you'll find in the Dock.

Control panels are now called System Preferences. Access them by first opening the System Preferences window, located in the Dock: click once on the icon in the Dock. Then click once on the various icons to get their individual preferences panes. See Chapter 21 for details. Below is a list of the most standard control panels in Mac OS 9 and where you can find comparable features.

Airport: If you have an Airport card installed and you don't see the Airport icon in the Dock, open the Applications folder, then open the Dock Extras folder. Double-click the file named "Signal Strength.dock" and an alias will appear in the Dock (or you can drag-and-drop the icon to the Dock yourself). Once it's in the Dock, press on the icon and you'll get a menu of options. If you don't want it in the Dock, just drag it outside the Dock and let go.

Appearance: There are no sound effects, smart scrolling, and you can't choose a font for the system. You can't set up a theme for your Desktop, but every individual user can customize their own Desktop (see the User preferences pane or Chapter 20).

Desktop picture: Click on the Desktop or open any Finder window so you have the Finder menu bar. From the Finder menu, choose "Preferences ...," then click "Select Picture" See Chapter 21.

Highlight colors: Use the General preferences pane. See Chapter 21.

Size of icons on the Desktop: Click on the Desktop or open any Finder window so you have the Finder menu bar. From the Finder menu, choose "Preferences ...," then drag the "Icon Size" slider bar. See Chapter 21 for details.

Apple Menu Options: Gone.

AppleTalk: Open the Network preferences pane. In the "Configure" menu (the menu above the row of tabs, not the one in the menu bar), choose "Built-In Ethernet." Then click the "AppleTalk" tab.

Where Did It Go? For Experienced OS 9 Users

Battery: If you have a laptop and you don't see the battery icon in the Dock, open the Applications folder, then open the Dock Extras folder. Double-click the file named "Battery Monitor.dock" and an alias will appear in the Dock (or you can drag-and-drop the icon to the Dock yourself). Once it's in the Dock, press on the icon and you'll get a menu of options. If you don't want it in the Dock, just drag it outside the Dock and let go.

ColorSync: Use the ColorSync preferences pane. See Chapter 21. Also check out the ColorSync Utility, DigitalColor Meter, and Display Calibrator in the Utilities folder (which is in the Applications folder).

Control Strip: Use the Dock. You can get "Dock Extras" (called Docklets) which are like Control Strip modules. Check your Dock Extras folder, which is in the Applications folder. You can drag any preference icon to the System Preferences window toolbar for easier access.

Date & Time: Use the Date & Time preferences pane. You can also use the Clock application in the Applications folder to make either an analog (with hands) or digital (with numbers) clock appear in the Dock.

Energy Saver: Use the Energy Saver preferences pane. (I can't find an automatic startup feature.)

Extensions Manager: To access the Extensions Manager in Classic after starting or restarting OS 9, open the Classic preferences pane. Click the "Advanced" tab. From the menu under "Startup Options," choose "Open Extensions Manager." See Chapter 37. There is no Extensions Manager for OS X.

File Exchange: Use the Show Info window (Command I, similar to the Get Info window in Mac OS 9) to choose an application for the selected document, or to choose an application for all documents of a particular file type. See Chapter 26.

File Sharing: Use the Sharing preferences pane. You can also set certain sharing privileges in the Show Info window (select a file, then press Command I). See Chapters 33–35.

File Synchronization: Gone.

General Controls: The General preferences pane is different from the General Controls control panel you are used to. All it does is change the overall color and highlight color, as well as make a tiny change to the function of the scroll bars. The other options are gone.

Internet: For the "Web," "Email," and "News" settings that used to be in this control panel, use the Internet preferences pane. See Chapter 31.

Keychain Access: Use the Keychain Access utility: open the Applications folder, then open the Utilities folder.

Launcher: Use the Dock. You can add applications, documents, and folders to the Dock. See Chapter 7.

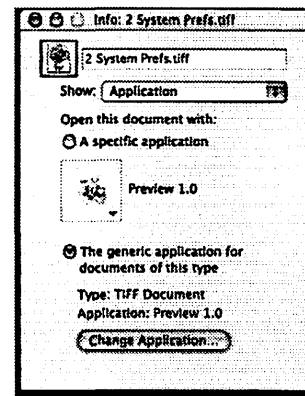
Location Manager: To make a new location, open the Network preferences pane and use the "Location" menu to choose "New Location" To use any location, go to the Apple menu and use the "Location" submenu.

Memory: Gone. Mac OS X takes care of managing the memory for you and it does a much better job than OS 9. It is still possible to allocate memory for Classic applications, however, in the Show Info window (Command I), per usual.

Modem: Open the Network preferences pane and click the "Modem" tab. If you don't see the "Modem" tab, make sure the "Configure" menu (the menu above the row of tabs, not in the menu bar) has "Internal Modem" selected..



This is the Classic preferences icon.



The features of File Exchange are built into the Show Info window.

Where Did It Go? For Experienced OS 9 Users

Monitors: Use the Display preferences pane. You'll notice you can't choose 640 x 480 resolution, nor 256 color mode. That's because Mac OS X doesn't like it. If you use a Classic application that switches to 256 colors or the lower resolution, be sure to check the monitor settings and reset them if necessary as soon as you quit the app.

You can put a Dock Extra in the Dock to change your monitor resolution easily, if you don't have one already: Open the Applications folder, then open the Dock Extras folder. Double-click the file named "Displays.dock" and it will appear in the Dock (or you can drag-and-drop the icon to the Dock yourself). Once it's in the Dock, press on the icon and you'll get a menu of options. If you don't want it in the Dock, just drag it outside the Dock and let go.

Mouse: Use the Mouse preferences pane.

Multiple Users: Use the Users preference pane to set up new users, and use the Login preferences pane to customize what each user can do. Every user has their own Desktop and Trash basket.

Numbers: Use the International preferences pane.

QuickTime Settings: Use the QuickTime Player preferences pane.

Remote Access: To *set up* your dial-up connection, use the Network preferences pane. To *log on*, open the Applications folder and double-click "Internet Connect." Click the "Connect" button. See Chapter 31.



Internet Connect

Remember when you are finished to click the "Disconnect" button and to *quit* the Internet Connect window. If you happen to *close* the window and later you want to connect again, go to the File menu and choose "New Connection" to get the window back.

Make an alias of the Internet Connect application and leave it on your Desktop for easy access to it.

Software Update: Use the Software Update preferences pane. Also see Chapter 8 about the command in the Apple menu to "Get Mac OS X Software"

Sound: Use the Sound preferences pane. You cannot add your own alert sounds.

Speech: Use the Speech preferences pane.

Startup Disk: Use the Startup Disk preferences pane.

TCP/IP: Use the Network preferences pane.

Text: Use the International preferences pane.

Trackpad: Use the Mouse preferences pane.

Web Sharing: Use the Sharing preferences pane.

Internet Features

All of the Internet functionality you have grown accustomed to is still here, just in different places.

Airport: If you have an Airport card installed but don't see the Airport icon in the Dock, open the Applications folder, then open the "Dock Extras" folder. Double-click the file named "Signal Strength.dock" and an alias will appear in the Dock (or you can drag-and-drop the icon to the Dock yourself). Once it's in the Dock, press on the icon and you'll get a menu of options. If you don't want Signal Strength in the Dock, just drag it outside the Dock and let go.

Browsers: Microsoft Internet Explorer (a preview edition of version 5.1) is the only browser included with Mac OS X, but you can of course install your own copy of Netscape or America Online. You'll have to use them in Classic mode until they are OS X-savvy.

Where Did It Go? For Experienced OS 9 Users

Connect automatically: If you use a dial-up connection and want to make your Mac connect to the Internet automatically when you open an email program, a browser, Sherlock, etc., do this:

1. Open the Network preferences pane.
2. In the Configure menu, choose “Internal Modem.”
3. Click the PPP tab.
4. Click “PPP Options”
5. Check the box to “Connect automatically when starting TCP/IP applications.” Then click OK.

Internet: Use the Internet preferences pane to set web, email, and news settings, similar to the Internet Control Panel in OS 9.

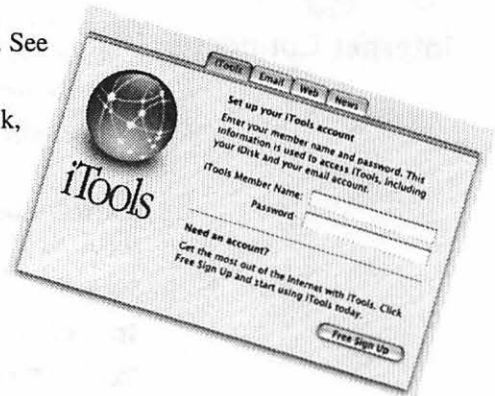
Modem: Open the Network preferences pane and click the “Modem” tab. If you don’t see the “Modem” tab, make sure the “Configure” menu (the menu above the row of tabs, not in the menu bar) has “Internal Modem” selected..

TCP/IP: Use the Network preferences pane.

Remote Access: To *set up* your dial-up connection, use the Network preferences pane. To *log on*, open the Applications folder and double-click “Internet Connect.” Click the “Connect” button. See the notes about Internet Connect (under “Remote Access”) on the opposite page. See Chapter 31 for details.

Web Sharing: Use the Sharing preferences pane. See Chapter 35.

New Stuff: Check out Chapter 32 about iTools, iDisk, and a special email account for you at mac.com.



Miscellaneous Features

This is a list of common features or actions you were familiar with in Mac OS 9 or previous versions and where they have gone to in OS X.

Application menu: The Application menu as we knew it in previous operating systems is gone, but the Dock takes its place. See Chapter 7.

Use the Dock to switch between applications —just click once on the icon for any open app.

Or press Command Tab to switch between open apps; when you let go of both keys, the selected application (as shown in the Dock) will come forward. This even works when you are using the Classic OS. Press Shift Command Tab to return to the previous app.

Hide or Show other applications: Just to the *right* of the Apple menu is the name of the currently active application. In that menu you’ll find the commands to “Hide Others” and “Show All.”

Empty Trash: Press and hold the mouse button on the trash can and you’ll get a little pop-up menu to “Empty Trash.” If you empty trash this way, you won’t get the warning message. If you use the “Empty Trash” command in the Finder menu or press Command Shift Delete to empty the trash, you *will* get a warning message.

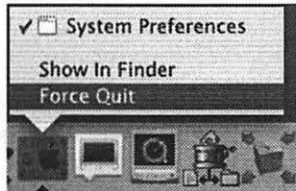
Where Did It Go? For Experienced OS 9 Users

Shut Down: From the Apple Menu, choose “Shut Down,” or press Control Eject (the Eject key is the one in the top right on newer keyboards; it has a triangle over a bar).

Restart: From the Apple Menu, choose “Restart.”

Sleep: From the Apple Menu, choose “Sleep.” To set the sleep conditions, use the Energy Saver preferences pane.

Force quit in OS X: There are several ways to force quit, and they won’t even make your entire computer crash.



Press Command Option Escape. From the little menu that appears, choose the application name and click “Force Quit.”

Or hold down the Option key, click the app icon in the Dock, then choose “Force quit” from the pop-up menu that appears.

Or if possible, go to the Apple Menu and choose “Force Quit.” From the little menu that appears, choose the app and click “Force Quit.”

Force quit Classic: Open the System Preferences window (click its icon in the Dock). Click the “Classic” icon, then the “Force Quit” button.

Rebuild the Desktop: In the Classic preferences pane, click the “Advanced” tab, then click the “Rebuild Desktop” button. The Mac will rebuild the Desktop immediately—you don’t have to restart.

Aliases: Aliases work pretty much the same. Use the same keyboard shortcuts you are familiar with (except to make an alias in the same window is Command L, not Command M). You can still Command-Option-drag to create an alias in a new folder or on the Desktop, and find an original with Command R. See Chapter 22.

Favorites: These are all stored in the Favorites window; click on the little red heart in any Finder window. You can also access a submenu of Favorites from the Go menu. See Chapter 23.

Startup Disk: There is a Startup Disk preferences pane where you can choose to start up your Mac with OS 9 or OS X. On some machines (G4s, iBooks, slot-loading iMacs, and PowerBooks with FireWire) you can hold down the Option key when you turn on the Mac and you’ll get a choice of which operating system to boot with.

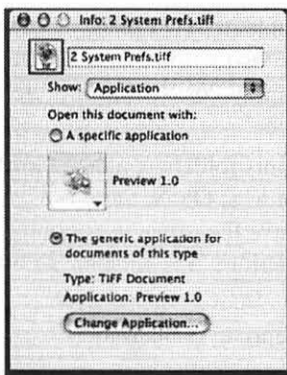
Startup Items: There is a “StartupItems” folder, but don’t touch it. Use the Login preferences pane to choose which applications or documents will open on login. See Chapter 20.

Control Strip: Use the Dock. You can get .dock files, which are similar to Control Strip modules; there are several of them in a folder called Dock Extras, which is in the Applications folder. To access your most-used preference panes more easily, drag their icons to the toolbar in the System Preferences window.

Print the window: Take a screenshot with the Grab utility, then print that. To find Grab, open the Applications folder, then open the Utilities folder. See Chapter 27 on how to work with Grab.

Get Info windows: Select the icon, then from the File menu, choose “Show Info,” or use the Command I shortcut. Depending on the file you select, there are more options now in the Info window—you can even see a preview of a graphic file or watch a movie! You can leave the Show Info window open and click on different files—Show Info will change according to what is selected. You can specify which applications open which sorts of documents, change the sharing privileges, and more

Memory allocation and virtual memory: Mac OS X uses completely different memory management than previous operating systems. There is no Memory control panel; you cannot allocate memory to individual OS X applications; you cannot turn off virtual memory; you cannot set up a RAM disk. You can, however, still change the memory allocation of Classic (OS 9) applications as usual. See Chapter 26 for all the details.



You can no longer open two different Show Info windows simultaneously so as to compare files.

Where Did It Go? For Experienced OS 9 Users

Utilities and Small Applications



A number of your favorite utilities and small applications have changed their name or location.

Calculator: The same ol' Calculator is in the Utilities folder, which is in the Applications folder. See Chapter 29 for details.

Disk First Aid: Use the Disk Utility: Open the Applications folder, then open the Utilities folder, where you'll find the icon shown to the left. See Chapter 39.

Drive Setup: Use the Disk Utility: Open the Applications folder, then open the Utilities folder. Double-click "Disk Utility." Click the large button on the left side, called "Drive Setup." See Chapter 39.

Erase Disk: Use the Disk Utility as noted above.

Extensions Manager: To access the Extensions Manager in Classic after starting or restarting OS 9, open the Classic preferences pane. Click the "Advanced" tab. From the menu under "Startup Options," choose "Open Extensions Manager." See Chapter 37. There is no Extensions Manager for OS X.

Key Caps: Open the Applications folder, then open the Utilities folder. Don't forget to *quit* Key Caps when you're done; don't just *close* its window.

Scrapbook: The Scrapbook is gone. Stickies can now contain images, sounds, etc.

Screensaver: Use the installed photographs and images, or put your own images into a folder and designate the folder as your Screensaver images. Use the Screensaver preferences pane. See Chapter 27.

Screen shots: Open the Applications folder, then open the Utilities folder, then double-click the Grab utility. Unfortunately, Grab doesn't work nearly as efficiently as the screen capture keyboard shortcuts in previous versions of the OS. To capture just an active window, for instance, you must take a picture of the entire screen with the Grab timer, then open that screen shot in Grab and make another screenshot of just the window you want, then throw away the first one.

Sherlock: Still there, works the same. Click once on the Sherlock hat in the Dock or double-click on the Sherlock application in the Applications folder. Or press Command F while you're at the Desktop.

SimpleText: Use TextEdit. Find it in the Applications folder (click on the Applications icon in any Finder window). TextEdit has a spelling checker and many other more advanced features. See Chapter 27.

Fonts



Apple also created a new font format called "data fork suitcase format"; fonts of this sort have a suffix of *.dfont* (and a file type of *dfont*). But most people don't need to worry about that.

If you know what QuickDraw is, Apple has replaced it with what is called Quartz.

Not only can you use your existing TrueType and PostScript fonts in Mac OS X, you can also use some Microsoft Windows fonts, which means using cross-platform files can be less of a problem. You do not need Adobe Type Manager to display PostScript fonts clearly on the screen nor to rasterize fonts sent to your PostScript printer.

Fonts are not stored in the System Folder, but in the various Fonts folders which are located in the various Library folders. In the multi-user environment of Mac OS X, there is a System Fonts folder, plus individual users of that Macintosh have their own user Fonts folders. This means different users can have different font collections. See Chapter 25 for all the font details.

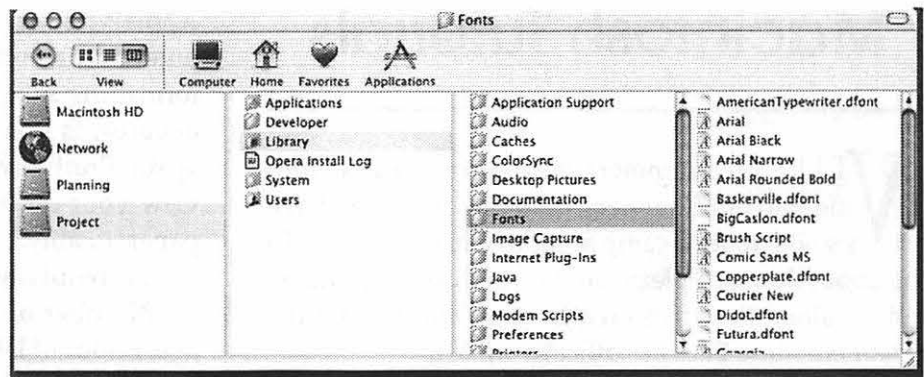
To install new fonts: Drag font files directly into the appropriate Fonts folder.

That is, to install the fonts so **only you** have access to them, click the Home button in a Finder window to see *your* user folder. Click *your* user folder icon, then click *your* Library folder icon, then you'll see *your* Fonts folder. Drag the fonts into this folder so you have access to them.

If you have administrative access to this computer and you want **every user** to have access to the new fonts, drag them into the System Fonts folder: click the Computer icon

Where Did It Go? For Experienced OS 9 Users

in the Finder window toolbar, then click the system hard disk icon, then click the Library folder icon, then you'll see the Fonts folder that is accessible to all users. Drag the fonts into this folder so every user has access to them.



Here you can see the path to the Fonts folder that belongs to the entire system (follow the selected items from left to right): Mac OS X hard disk, to the Library folder, to the Fonts folder. Because the Fonts folder is selected, you see the list of files in that folder. Drag files into the selected Fonts folder icon, not into the list of items in the last column.

Networking and File Sharing

Mac OS X is very involved with networking and file sharing. Below is a list of where you will find your old features. Also see Chapters 33–35.

Network Browser: At the Desktop, click on the Go menu. Then click "Connect to Server."

Chooser: To share from servers, see the tip above.

File Sharing: Use the Sharing preferences pane.

Web Sharing: Use the Sharing preferences pane.

Disconnect from server: Select the server icon on the Desktop, then from the File menu, choose "Eject," or drag the server icon to trash.

Printing

You don't need to go to the **Chooser** to select or change a printer. When you choose to print from any application, the **Print Center** will automatically appear and you can select any printer that is connected and turned on. If you need to go to the Print Center directly, open the Applications folder, then open the Utilities folder. See Chapter 15 about printing.

Desktop printers: Gone.

Print Window, Print Desktop: Use the Grab utility: open the Applications folder, then the Utilities folder. See Chapter 27 for details on how to use Grab. It's not very efficient.

Using Classic (Mac OS 9)



While running your Mac under OS X, there are times you will need to run the "Classic" operating system of Mac OS 9.1. You can just open an OS 9 application and the Mac will automatically open Classic, but I find there are fewer problems if I open Classic first, then open my OS 9 application. See Chapter 37 for details.

Open Classic: Open the System Preferences window and click on the Classic icon. Click the "Start" button.

Force quit a Classic application: From the Apple menu, choose "Force Quit" You'll get a dialog box with all of the open applications listed. Click once on the app you want to force quit, then click the "Force Quit" button.

Force quit Classic while in OS X: Open the System Preferences and click on Classic. Click the button "Force Quit."

Restart Classic: Open the System Preferences window and click on the Classic icon. Click "Restart." You will be asked to save any unsaved documents.

Taken from the forthcoming book published by Peachpit Press and written by Robin Williams, LITTLE MAC OS X BOOK, ©2001 Robin Williams. Reprinted by permission of Peachpit Press. For additional information on Peachpit Press and other books written by Robin Williams please go to the following website



Macintosh Tutorials

WELL, IT IS summer time again and we are rolling into our Summer Camp season. If you have signed up for a camp section or have been thinking about doing so please contact Beth at the office by either calling the office on a M-W-F from 10 am till 6 pm or emailing Beth at <office@wap.org>.

Remember that any day SIG meetings that would normally take place at the office are canceled for July and August. Day SIG meetings at the office will begin again in September.

Just like last fall there will be some new classes and some classes that will be by request only. All of that information will be in the September/October Journal. The September/October tutorial descriptions and dates will also be on the web site <www.wap.org> by the middle of August.

General Level Classes

Mouse Mousse - (Part 1 of 5 Part New User Set)

Your new pet needs care and training. This two hour class with one hour lab session will teach you how to tame the little beast! Tricks such as clicking, double clicking, pointing and dragging will be taught along with hints for care and feeding. If you own an iBook and would like to use that during the class, please bring it to class with you. This class may be retaken for free by members if further training is needed.

Prerequisite: None.

Number of Sessions: One (2 hours of class time and 1 hour of lab time)

Price: Standard Members: \$35.00, Associate Members: \$50.00, Non-Members: \$50.00

Instructor: Pat Fauquet

Note: Since most members can use the mouse effectively, this class is not required before taking Write It! - Save It! - Print It!

September dates will be on the web site <www.wap.org> in the middle of August

Write It! - Save It! - Print It! - (Part 2 of 5 Part New User Set)

This introductory class will focus on using AppleWorks to write, print, and save your first computer documents. Write It! will include elementary text formatting skills. Save It! will help you learn to save documents in a central location and then find them again. Print It! will help you set up your printer, preview your document, make choices about color, and paper quality.

Prerequisite: None.

Number of Sessions: One (2 hours of class time and 1 hour of lab time)

Price: Standard Members: \$35.00, Associate Members: \$50.00, Non-Members: \$50.00

Instructor: Pat Fauquet

7/2/01 - 9:30 am - 11:30 am and Lab from 11:30 am - 12:30 pm

September dates will be on the web site <www.wap.org> in the middle of August

Finding Your Way Around the Finder - (Part 3 of 5 Part New User Set)

Your computer desktop fills with windows and icons quickly! Learn the secrets of the Finder to deal with them!

Prerequisite: None.

Number of Sessions: One (2 hours of class time and 1 hour of lab time)

Price: Standard Members: \$35.00, Associate Members: \$50.00, Non-Members: \$50.00

Instructor: Pat Fauquet

7/6/01 - 9:30 am - 11:30 am and Lab from 11:30 am - 12:30 pm

September dates will be on the web site <www.wap.org> in the middle of August

Surfing 101 - (Part 4 of 5 Part New User Set)

Learn how to catch your first Internet wave! This class will give an introduction to the browser window, show you some great Internet sites, teach you how to make bookmarks to find your way back and send your first email messages.

Prerequisite: None.

Number of Sessions: One (2 hours of class time and 1 hour of lab time)

Price: Standard Members: \$35.00, Associate Mem-



bers: \$50.00, Non-Members: \$50.00

Instructor: Pat Fauquet

7/9/01 - 9:30 am - 11:30 am and Lab from 11:30 am - 12:30 pm

September dates will be on the web site <www.wap.org> in the middle of August

Simplify Your Computer Life - (Part 5 of 5 Part New User Set)

Are you tired of having to open so many folders to get to AppleWorks or the Internet? Do you save things only to lose them? Can you throw something away when the trash can is covered? This class will teach you how to make your computer easier to use!

Prerequisite: None.

Number of Sessions: One (2 hours of class time and 1 hour of lab time)

Price: Standard Members: \$35.00, Associate Members: \$50.00, Non-Members: \$50.00

Instructor: Pat Fauquet

7/13/01 - 9:30 am - 11:30 am and Lab from 11:30 am - 12:30 pm

September dates will be on the web site <www.wap.org> in the middle of August

Brush Up Your Mac Skills

This class is meant for the new user as well as the user who has just upgraded to a new computer and wants to learn more about the basic operation of the Macintosh. This class is also recommended for Macintosh owners who are new to Mac OS 8.0 and above or those who have never really learned all the things that the Mac OS has to offer to the computer user. In addition to start up, sleep and shutdown procedures, the student will learn how a computer works and common Macintosh terminology. The Finder and its basic operation will be fully covered. This discussion will include the menu bar, Apple menu and the Application Switcher. Students will learn how to access and use the built-in help application on the Macintosh. Error messages, dialog boxes, icons, folders, and view options will be discussed. You will learn the basics of word processing and text formatting. Copying, cutting, pasting, dragging and dropping will also be covered. Basic system and mouse maintenance will be included. The fundamentals of searching for files will also be covered.

Some Specifics

Who Standard members are those who have paid the standard membership dues and includes all family members living within the household of a standard member. Associate members are those who have only paid the associate membership dues.

What The tutorial program of Washington Apple Pi is hands-on training for our members in the use of Macintosh computers. The tutorial room is furnished with computers so that each student has the use of a computer during class.

When Classes are held each month at different times. Since the listing of classes in this Journal was done months in advance please check the web site at <http://www.wap.org/classes/> for any changes or updates to the class calendar.

Where Unless otherwise stated, all tutorials sponsored by Washington Apple Pi are given at the office located at 12022 Parklawn Drive in Rockville, Maryland. A map to the office may be found on the web site at <http://www.wap.org/info/about/officemap.html>.

How To register for a class please call the Office during normal business hours. If you would like to inquire about a class and the office is not open, please send email with the classes you wish to know about along with a daytime phone number were the office may reach you to the email address of office@wap.org. The office will get back to you either by email or by telephone.

Fees Class fees vary due to the level of the class. Please see the specific class description for the fee for that class. Pre-registration and Pre-Payment must be made to hold a seat.

Class Size Class size is limited to 6 students per class.

Instructor Cancellation If a class is canceled by the instructor, all students will be notified of the cancellation. Please check your home answering machine if you have not given a work number for notification.

Student Cancellation A student cancellation must be received 72 hours prior to the scheduled class time. Student Cancellations may only be made via telephone during Washington Apple Pi's business hours or via email to the email address of office@wap.org. The office does not have an answering machine - only an announcement machine.



Prerequisite: None.

Number of Sessions: Two.

Price: Standard Members: \$70.00, Associate Members: \$100.00, Non-Members: \$100.00

Instructor: Jim Ritz

7/3/01 and 7/5/01 - 9:30 am - 12:30 pm each day

September dates will be on the web site <www.wap.org> in the middle of August

Ride the Internet Wave

This three hour class, intended for users of all Internet browsers, will introduce you to the World Wide Web. Learn what the various buttons on the browser window do. Learn to customize the browser window to meet your visual needs. Learn how an Internet address works and how to deal with error messages that appear. You will learn how to use Sherlock, search engines, directories and metasearch sites to find the information you seek. Learn how to capture pictures and text from the Internet and how it print web pages. This class is appropriate for all users of the Internet including America Online customers. It is suggested that all participants enroll in one of the e-mail courses to complete their introduction to the Internet.

Prerequisite: 5 Part New User Set or Brush Up Your Mac Skills.

Number of Sessions: One

Price: Standard Members: \$35.00, Associate Members: \$50.00, Non-Members: \$50.00

Instructor: Jim Ritz

7/3/01 - 1 pm - 4 pm

September dates will be on the web site <www.wap.org> in the middle of August

Web Pages Fast and Easy

Want a web page, but don't want to have to buy new software, learn HTML, learn about FTP, and find a page host? Let Apple do it for you! In this three hour class you can make a web page and publish it on the web! Use that page to show off family pictures or items you want to sell on eBay, post a family newsletter, put your resume online for all to see, post an invitation to a party or even make a place to share files with other people. This class works best for people using Mac OS 9, but instructions will be given that will allow users of Mac OS 8 to also use the iDisk. Bring a few photos to scan and leave with your pages on the Web!

Prerequisite: 5 Part New User Set or Brush Up Your Mac Skills

Number of Sessions: One

Price: Standard Members: \$35.00, Associate Members: \$50.00, Non-Members: \$50.00.

Instructor: Pat Fauquet

7/12/01 - 1 pm - 4 pm

September dates will be on the web site <www.wap.org> in the middle of August

Medium Level Classes

The Mac—Digging a Little Deeper

The Mac—Digging a Little Deeper will follow up on the concepts taught in Brush Up Your Mac Skills. You will learn more advanced Macintosh skills and terminology including contextual menus and advanced Finder options, the custom installation of software and updating software applications. Students will learn about memory error messages and how to deal with them. Hard drive organization, archiving and backup strategies will be discussed. An introduction to managing system extensions and control panels will be covered along with virus protection, system enhancements and Macintosh "housekeeping" philosophies. Students will learn how to use Disk First Aid, how to deal with system crashes and what causes them. They will also learn to use Sherlock to find files on the computer, to find text phrases in saved data, and to find items on the Internet.

Prerequisite: 5 Part New User Set or Brush Up Your Mac Skills

Number of Sessions: Two

Price: Standard Members: \$100.00, Associate Members: \$150.00, Non-Members: \$150.00

Instructor: Jim Ritz

7/10/01 and 7/12/01 - 9:30 am - 12:30 pm each day

September dates will be on the web site <www.wap.org> in the middle of August

E-mail with Netscape Communicator

This class will deal specifically with the e-mail capabilities of Netscape Communicator. Students will learn how to send, receive, reply to and forward email. They will learn how to save mail into folders, how to use and manage the address books and how to send



mail to groups of people. They will learn how to attach files to e-mail messages and how to deal with the attached files that they receive. Students will also learn where their email and address books are stored and how to back them up.

Prerequisite: 5 Part New User Set or Brush Up Your Mac Skills.

Number of Sessions: One

Price: Standard Members: \$50.00, Associate Members: \$75.00, Non-Members: \$75.00

Instructor: Pat Fauquet, Jim Ritz

7/5/01 - 1 pm - 4 pm

September dates will be on the web site <www.wap.org> in the middle of August

Downloading , Installing and Using Files and Software From the Internet and from CD-Rom's.

Learn how to find files and software on the Internet. Learn how to download them, how to install and use them. Learn about Macintosh viruses, and how to combat them. This one session class is intended for students who have completed Ride the Internet Wave and an e-mail class and who want to learn more about the various software resources that are available on the Internet. These will include software, fonts, Sherlock and contextual menu plug-ins, Applescripts, and system resources.

Prerequisite: 5 Part New User Set or Brush Up Your Mac Skills.

Number of Sessions: One

Price: Standard Members: \$50.00, Associate Members: \$75.00, Non-Members: \$75.00

Instructor: Pat Fauquet, Jim Ritz

7/10/01 - 1 pm - 4 pm

September dates will be on the web site <www.wap.org> in the middle of August

AppleWorks and Newsletters

Learn how to use the newsletter assistant in AppleWorks to easily produce newsletters for a variety of audiences. In this class participants will produce a basic newsletter, then learn how to use the Mac OS stationery pad function to speed the production of future newsletters. Basics of graphic design, layout, typography, writing style and suggestions for economical reproduction will also be covered. This class is not an introduction to AppleWorks.

Prerequisite: 5 Part New User Set or Brush Up Your Mac Skills. In addition Introduction to AppleWorks class or a good working knowledge of another word processing application is suggested before attending this class.

Number of Sessions: One

Price: Standard Members: \$50.00, Associate Members: \$75.00, Non-Members: \$75.00.

Instructor: Pat Fauquet

7/6/01 - 1 pm - 4 pm

September dates will be on the web site <www.wap.org> in the middle of August

AppleWorks Advanced

In this class we will take AppleWorks to a new level! Learn how to make easy outlines, lists, and check-off charts. Make great slide shows and presentations right in AppleWorks. Learn how to dress up charts and graphs, how to make specialized dictionaries, and how to have AppleWorks read to you! Learn the secrets of stationary files, how to make your own AppleWorks libraries store not only pictures, but also frequently used text strings. Learn how to write personalized form letters and how to do special layouts for newsletters. Many of the projects included will be using the capabilities of AppleWorks. Students will receive templates, stationary files and handouts to take home. If you have any feature of the program that you would like covered in particular, please mention it when you sign up.

Prerequisite: 5 Part New User Set or Brush Up Your Mac Skills and Introduction to AppleWorks or a good knowledge of the basics of AppleWorks.

Number of Sessions: One

Price: Standard Members: \$50.00, Associate Members: \$75.00, Non-Members: \$75.00.

Instructor: Pat Fauquet

7/13/01- 1 pm - 4 pm

September dates will be on the web site <www.wap.org> in the middle of August

Introduction to FileMaker Pro

This course covers what a database is, database terms, how to plan a database, and create database fields and layouts. Searching, sorting, printing and editing information in a database will also be covered.

Prerequisite: 5 Part New User Set or Brush Up Your Mac Skills



Number of Sessions: One

Price: Standard Members: \$50.00, Associate Members: \$75.00, Non-Members: \$75.00.

Instructor: Pat Fauquet, Jim Ritz

7/1/01 - 1 pm - 4 pm

September dates will be on the web site <www.wap.org> in the middle of August

Advanced FileMaker Pro and Clinic

This class is for those who have some experience with FileMaker Pro and need to learn more for specific projects. Questions are welcome and students specific problems will be discussed. The class will be explanations with a strong questions and answer format. You should bring along on floppy/zip a sample of things you would like help.

Prerequisite: 5 Part New User Set or Brush Up Your Mac Skills.

Number of Sessions: One

Price: Standard Members: \$50.00, Associate Members: \$75.00, Non-Members: \$75.00

Instructor: Pat Fauquet

7/9/01 - 1 pm - 4 pm

September dates will be on the web site <www.wap.org> in the middle of August

Microsoft Word for Office 2001

This class will introduce the student to the fundamentals of the Microsoft Word software package. The course is designed for those with very limited or no previous knowledge of Word. Topics that will be covered include: reviewing the screen elements of a basic new Word document (the standard and formatting toolbars and the menu bar); setting default options such as spell checking and document editing choices, paragraph formatting (fonts, type styles, etc); creating, editing, saving and deleting a simple Word document; using the on line help function; simple formatting using tabs and setting margins; creating a simple table; and reviewing pre-defined templates such as the letter template that are included in Word.

The classroom emphasis will be on Word 2001. Differences between Word 2001 and Word 98 may be discussed if students' needs warrant.

Prerequisite: 5 Part New User Set or Brush Up Your Mac Skills

Number of Sessions: 1

Price: Standard Members: \$100.00, Associate Members: \$150.00, Non-Members: \$150.00.

Instructor: John Barnes

September dates will be on the web site <www.wap.org> in the middle of August

Excel for Microsoft Office 2001

Looking for Instructors

Youth Summer Camp

Youth Camp Week I - Its All in the Graphics!

Each morning will begin with a review of beginning and intermediate level Macintosh skills. Campers will review how computers work and apply that knowledge to day to day Mac operation. They will also review the Finder, Control Panels and skills such as drag and drop, cut, paste, and copy. These skills will then be applied in making audio and graphic content that could be included in Web pages.

Students will use a variety of low cost software, shareware, and freeware such as AppleWorks, GraphicConverter, QuickTime Pro, iTunes, Adobe Photoshop Elements, GifBuilder and iTools HomePage to produce simple web pages using these elements. They will also produce slide shows and video tapes with them. Students continuing in camp will use these elements and the knowledge gained for future projects.

When Week of July 23 through July 27th

Camp is from 9:00 am till 5:00 pm (Monday -Friday)
Lunch each day will be from Noon till 12:45 pm. Students are responsible for bringing their own lunch or bringing money to purchase lunch from a delivery restaurant.

Who Students must be age 14 and above for the Youth Camp. If your camper is younger than 14 you must contact Pat Fauquet <patf@mac.com> to get a waiver.

Instructor: Pat Fauquet

Class Size Class size is limited to ten (10) participants in each session

Price \$300.00



Youth Camp Week II—Digitize and Conquer!

Each morning will begin with a review of intermediate Macintosh skills. Campers will learn how to troubleshoot computer problems such as freezes, low memory, and opening from and saving files for Windows machines. They will learn how to use utility programs such as Norton Utilities, TechTool Pro and DiskWarrior to repair and optimize hard drives and directories.

Students will use a variety of digital cameras, digital video cameras, CD burners, tripods, pan heads, lenses, and accessories to produce digital video content such as iMovies, QuickTime video, QuickTime Virtual Reality Objects panoramas. They will learn how to prepare this content for video tape, CD and Web delivery. Software to be used will include iMovie 2, Adobe LiveMotion, Adobe Photoshop, Adobe Photoshop Elements, Adobe Illustrator, Apple QTVR Authoring Studio, and VR ToolWorx in addition to shareware and freeware applications.

When Week of July 30 through August 3rd
Camp is from 9:00 am till 5:00 pm (Monday -Friday)
Lunch each day will be from Noon till 12:45 pm. Students are responsible for bringing their own lunch or

bringing money to purchase lunch from a delivery restaurant.

Who Students must be age 14 and above for the Youth Camp. If your camper is younger than 14 you must contact Pat Fauquet <patf@mac.com> to get a waiver.

Instructor: Pat Fauquet

Class Size Class size is limited to ten (10) participants in each session

Price \$300.00

Youth Camp Week III—For All the World to See!

This week camp will begin with advanced Macintosh skills. Campers will learn how to troubleshoot extension conflicts, do customized software installations, do a clean install of the system folder and troubleshoot system crashes.

Building and maintaining web sites will be the main topic. Campers will use Adobe GoLive and Adobe LiveMotion to create a web site that will be added to the World Wide Web. Those who have attended the previous weeks will use the materials and knowledge gained to build their pages. Campers who attend this week only will use graphics and sound files

Washington Apple Pi Tutorial Registration Form		Washington Apple Pi 12022 Parklawn Drive Rockville, MD 20852 301-984-0300	
Name _____		Please fill in the name(s) and date(s) of the class(es) that you wish to attend.	
Address _____		Class #1 _____	
City/State/Zip _____		Class #2 _____	
Phone (day) _____ (evening) _____		Class #3 _____	
Member Number _____ Non-member _____		Class #4 _____	
Number of Classes ____ x Class Fee \$ _____ = Total Fee \$ _____		Class #5 _____	
<input type="checkbox"/> Check/Money Order <input type="checkbox"/> Visa/MasterCard		Class #6 _____	
Card Number _____			
Card Expiration _____ Signature _____			
Mail registration and payment to the above address.			



that can be downloaded. Web pages will include graphics, animations, sound files, QuickTime media, and Javascripts. Software packages used in earlier weeks will also be used this week.

When Week of August 6 through August 10th
Camp is from 9:00 am till 5:00 pm (Monday -Friday)
Lunch each day will be from Noon till 12:45 pm. Students are responsible for bringing their own lunch or bringing money to purchase lunch from a delivery restaurant.

Who Students must be age 14 and above for the Youth Camp. If your camper is younger than 14 you must contact Pat Fauquet <patf@mac.com> to get a waiver.

Instructor: Pat Fauquet

Class Size Class size is limited to ten (10) participants in each session

Price \$300.00

Teacher/Parent Camp

Join Grace Gallagher and Pat Fauquet for a week of ideas and techniques for integrating your computer and the Internet into today's curriculum. Brush up your general computer skills and learn about OS X. Learn techniques for integrating word processing, spreadsheets, databases and presentations software into the classroom. Receive the latest lesson templates and review great unit studies and lesson plans. Learn new techniques for building easy classroom web pages and review effective email communication techniques. Learn to create QuickTime and iMovie media in the instructional setting. Campers will use CD recording techniques to take their new materials back to class in the fall.

When Week of August 13 through August 17 OR
Week of August 20 through August 24

Camp is from 9:00 am till 5:00 pm (Monday -Friday)

Lunch each day will be from noon till 12:45 pm. Students are responsible for bringing their own lunch or bringing money to purchase lunch from a delivery restaurant.

Who Teachers and Parents.

Instructor: Pat Fauquet and Grace Gallager

Class Size Class size is limited to ten (10) participants in each session

Price \$300.00 per week

Other Educational Opportunities

Apple Computer Inc., Reston, VA
703-264-1000 or www.seminars.apple.com

EET—Training 703-683-7453
www.eecomunications.com

MacAcademy 800-527-1914
www.macacademy.com

Mac Business Solutions 301-330-4074 or
www.mbsdirect.com

Micro Center 703-204-8400
or www.microcentereducation.com

Piowar & Associates 202-223-6813 or
www.tjpa.com

Senior Camp

We're not letting teens and teachers have all the fun! Come and learn how to use your computer and printer with your favorite hobby or interest. Make stationary, templates, databases, web pages, movies, slideshows and music CDs. Learn new ways to make your computer fun and easy to use and take a tour of OS X.

When Week of August 27 through August 31 - 9 am till 12 pm each day

Who Seniors

Instructor: Pat Fauquet

Class Size Class size is limited to ten (10) participants in each session

Price \$150.00 per week

*Computer
Camp—July
and August.*

*Check our
website for
upcoming
tutorial
schedule.*

*Otherwise, see
it in the Sep-
tember/Octo-
ber journal.*

*Write for the
journal.*

*Share your
computer
experiences!!!*

Classifieds

Classified advertisements can be placed by mailing copy to the business office of Washington Apple Pi, Ltd., 12022 Parklawn Drive, Rockville, MD 20852. Be sure to include your WAP membership number and indicate area codes with your phone numbers. Ads must be received by the ad copy due date listed in the calendar page for that month in order to be included in the appropriate issue. Any ads postmarked after that time will be included at the discretion of the editor. Cost is \$2.00/line (40 characters per line), maximum 12 lines. Members of Washington Apple Pi, Ltd., may place ads up to three lines at no charge. The editor reserves the right to refuse any ads deemed inappropriate.

Services

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—ClarisWorks Users Group Discount.

Loyal WAP members receive a \$5 a year
discount on their CWUG (ClarisWorks
User Group) membership and renewals as
a benefit of their WAP membership. WAP
Members must identify themselves as
such and then deduct \$5 from the regular
\$39 (printed ClarisWorks Journal) or \$34
(electronic ClarisWorks Journal) mem-
bership dues when they join or renew. Con-
tact the ClarisWorks Users Group directly
at Box 701010, Plymouth, MI 48170; toll-
free at (888) 781-CWUG; Fax: (734) 454-
1965; Email: <membership@cwug.org> or
web site <http://www.cwug.org>.

Help Wanted

—Senior Software Engineer: V-ONE Cor-
poration is looking for a Senior Software
Engineer for Mac Client. Please refer to our
website at www.v-one.com, or e-mail HR
at paige@v-one.com

—Idactix, LLC Consulting - Expert Mac
solutions and troubleshooting. Services
include networking, AirPort, FileMaker
databases, AppleScripting, PC/Mac in-
tegration, and data backup. Prompt on-
site service. 301-530-2607 or
info@idactix.com.

Mac Consultants and Techs Wanted

—Join our team of dedicated and profes-
sional Mac lovers as we serve the technol-
ogy needs of businesses throughout met-
ropolitan Washington, DC. Send us an e-
mail describing yourself and what you
WANT to do every day. Then tell us about
your professional qualifications, specifi-
cally your experience helping people with
technology and troubleshooting Macs in
a networked environment. Send your re-
sume to <macjobs@uptimeweb.com>.
Visit our website at www.uptimeweb.com
to learn more about Uptime Computer
Services, Inc.

Help Needed

—Volunteers Needed: Recording for the
Blind and Dyslexic of Metro Washington
is looking for volunteers who can read
technical books (currently working on
data structures in c++ for example). We
are located in Chevy Chase at the Friend-
ship Heights Metro, 5225 Wisconsin Ave.
NW (at Jennifer Street- across from Mazza
Gallery). We need computer literate folks
willing to volunteer for 2 hours a week, to
help read textbooks onto tape. The tapes
are used by students borrowers. Interested
folks can come by on Wednesday evening,
January 20th, between 6-8pm for an open
house orientation. Else, they can call Lau-
rel after 3pm at 202-244-8990 and get more
info. Evening sessions start at 5:30 and
7pm, Monday-Thursday. Thanks again for
your help and best wishes for a successful
and enjoyable 1999. ■

Membership Application

New Member **Renewal**

Please print or type:

Name _____ Company _____

Address _____

City _____ State _____ Zip _____ Email _____

Home Phone _____ Work Phone _____

(Must have for the TCS)

Occupation _____

Please answer a few questions for us regarding your computer use. Check the computers/equipment that you use on a regular basis.

- | | |
|--|--|
| <input type="checkbox"/> Apple II | <input type="checkbox"/> IBM, PC clone |
| <input type="checkbox"/> Apple II GS | <input type="checkbox"/> PowerBook |
| <input type="checkbox"/> Apple III (SARA) | <input type="checkbox"/> Centris (all) |
| <input type="checkbox"/> Mac Plus, SE | <input type="checkbox"/> Quadra (all) |
| <input type="checkbox"/> Mac SE30, Mac IIX | <input type="checkbox"/> Power PC/Mac |
| <input type="checkbox"/> Mac LC (series) | <input type="checkbox"/> G3 |
| <input type="checkbox"/> Mac II | <input type="checkbox"/> iMac |
| <input type="checkbox"/> Performa (all) | |
| <input type="checkbox"/> Other _____ | |

WAP has many Special Interest Groups (SIGs) and Regional Groups (SLICES). Please check each group you would be interested in.

- | | |
|---|---|
| <input type="checkbox"/> Annapolis Slice | <input type="checkbox"/> Graphic SIG |
| <input type="checkbox"/> Columbia Slice | <input type="checkbox"/> NOVA/Educators SIG |
| <input type="checkbox"/> Delmarva Slice | <input type="checkbox"/> Game SIG |
| <input type="checkbox"/> Frederick Slice | <input type="checkbox"/> QuickTime SIG |
| <input type="checkbox"/> Disabled SIG | <input type="checkbox"/> Retired SIG |
| <input type="checkbox"/> Excel SIG | <input type="checkbox"/> Stock SIG |
| <input type="checkbox"/> FileMaker SIG | <input type="checkbox"/> Women's SIG |
| <input type="checkbox"/> Genealogy SIG | |
| <input type="checkbox"/> I can serve as a Hotline contact for _____ | |

Enclose check or money order payable to Washington Apple Pi, Ltd. If you are using a credit card please remember that we only accept VISA and MasterCard.

- Check/Money Order VISA MasterCard

Card Number _____

Exp. Date _____ Signature _____

(Required)

- Basic Membership—1 year \$49
- Student rate* for 1 year \$42

Indicate desired New Member Kit (1 only)

- Mac 400k
- Mac 800 k
- Mac 1.44 k
- Mac CD

For other options please add correct amounts

- WAP Bulletin Board System (TCS)**with e-mail \$ 20
- WAP Bulletin Board System (TCS)**with Internet \$ 171
- 1st class mail (U.S.) \$17
- Airmail to Canada, Mexico, West Indies or Cental America \$20
- Airmail to Europe & South America \$38
- Airmail to Asia & elsewhere \$48
- Surface to Europe, Asia & elsewhere \$18

Total enclosed \$ _____

Please circle Yes or No for the 2 items below.

1. Please leave my name on the Pi mailing list. (The list never leaves the office and all mailings are supervised by the Pi staff.)

Yes No

2. My name, address & phone number may be published in the membership director.

Yes No.

*Please enclose photocopy of current student ID.

** Access to the TCS is contingent on WAP having a current home telephone number for the member.

Applicant signature and date

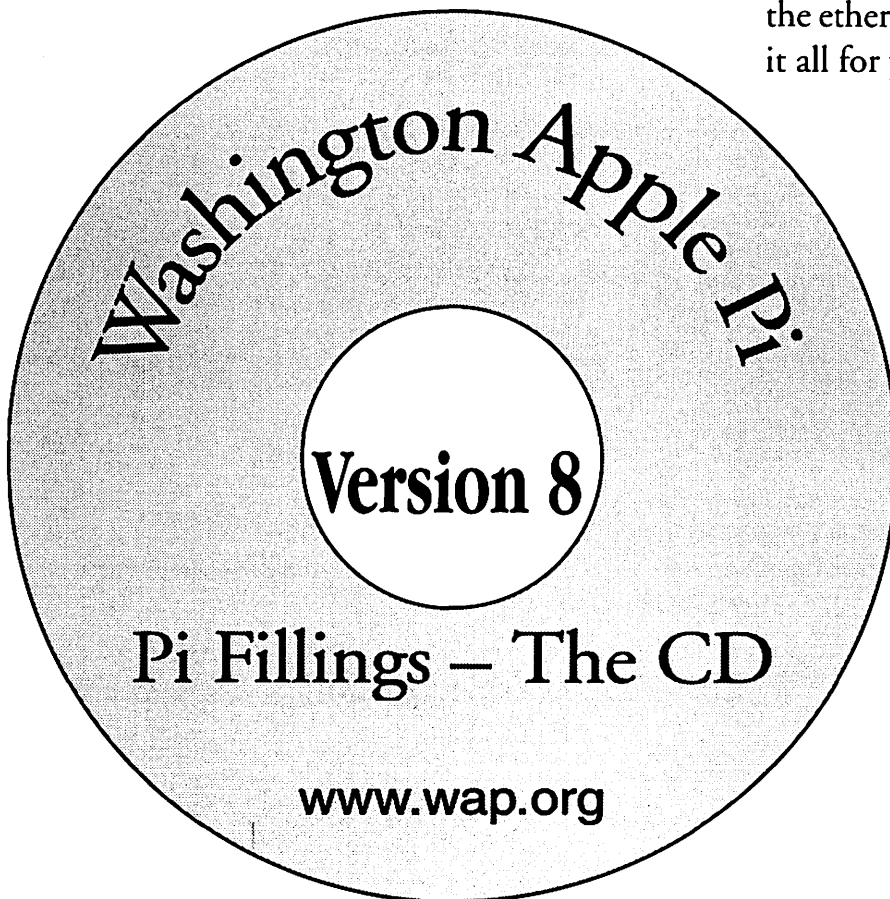
Pi Fillings - The CD: Version 8

What could possibly have happened to warrant a new edition of our world famous CD? Well, it turns out that your computing needs have changed—and you told us so:

- you are intrigued by many of the new web applications that are out there and want to try them;
- you are one of the millions of Palm or HandSpring owners and want it to interoperate with your Mac;
- you want a handy references of Macintosh user groups;
- you want to get smart about how to do things with your Mac;
- you've updated your operating system or purchased lots of new attachments. Now you need the newer drivers to get them working;
- you know that your existing utilities are getting out of date and want the new versions;

You could go out and pluck that stuff out of the ethers — or let “Pi Fillings- The CD” do it all for you.

And all that in one little CD -- what will the Pi think of next? Stick around!



How to get it: *Pi Fillings—the CD, version 8 is available for \$10 at Pi General Meetings, or for \$12 via snail mail. Call the Pi office at 301-984-0300 and place an order, or send a check to the Pi office. You can also place an order over the Internet by visiting the Pi store at <http://store.wap.org>*

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500MHz/256MB/20GB/DVD/56k \$3,499



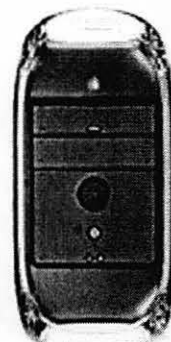
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DVD-R: 733MHz/256/60/DVD-R/GeForce 2	\$3,499



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Faster: 500MHz/64MB/20GB/CD-RW/Rage Ultra/56k	\$1,199
Fastest: 600MHz/128MB/40GB/CD-RW/Rage Ultra/56k	\$1,499

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Washington Apple Pi, Ltd

12022 Parklawn Drive
Rockville, MD 20852

July / August 2001

Periodical
Postage rates
paid at
Rockville, MD