



News You Can Use

NEWS

OCTOBER VACATION

I suppose the big news is my October vacation. I've arranged to have email and even some phone coverage in my absence. Avoid trying new things for three weeks...

IN THIS ISSUE

- **Vacation Plans**
- **10.6 Snow Leopard**
- **A Mac For Sale**

QUICK TIP

PLEASE BACK UP

You should be backing up your files, because hard drives eventually fail. They're mechanical devices that will someday just stop working.

EASY AUTOMATIC BACKUP

Here are two automatic solutions:

Time Machine is included with all 10.5 Leopard systems. It runs automatically every hour. You can "go back in time" to restore an old file, email, address, or photo. I like it.

SuperDuper is a \$28 program for non-Leopard users. It backs up automatically, only copying what you've changed. I used it before Leopard.

Pushin' Ya Of The Nest

Vacation Plans

I will be on a river cruise in Europe from October 1st through the 21st, returning to town on the 22nd.

Email

I'll have a laptop with me, so I'll be able to answer email messages. But I won't have access to most of my reference materials and computers, so bear that in mind. The ship's Internet access may be spotty now and then as we pass under bridges and lose satellite coverage.

October 2009						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Phone Calls

My former Apple buddy *Creed Erickson* will be picking up phone messages for me. If your problem can be solved over the phone, he'll talk you through the steps as I would. If not, he'll advise you to wait for me. Either way, your call will definitely be answered.

Because Creed lives in the Bay Area, he won't be able to make any house calls, and he'll check my messages perhaps once a day. I'll ask that people hold off on the "What should I buy?" research calls till after I return, to minimize the impact on Creed's time.

The Newest Is Coming

MacOS X 10.6 "Snow Leopard"

Apple will be releasing the newest version of MacOS X on August 28th. It isn't a revolutionary new version, but a lot of things have been cleaned up, sped up, and improved.

Not For Everyone

Snow Leopard is designed only for the Intel processor chip; it will *not* run on any G4 or G5. Apple began the switch to the Intel chip in early 2006.

The Usual Caution

Don't be the first on the block to run the new system. There's always the chance something you need won't work, and you'd have to wait for an update to fix it. It's much safer to wait for the first minor update (i.e. 10.6.1) before considering the new system.

MACS ONLY

RICK AURICCHIO
 805-924-1609
 805-927-0445 FAX
 rick@cfcl.com
 www.cfcl.com/rick

THE FINE PRINT**THE PRICE LIST**

Standard Rate is \$60/hr.

Phone support is free, except if the call runs to a half hour. Then it's billed at the reduced rate of \$30/hr.

House calls are free within a 25-mile radius of Cambria. Each trip beyond 25 miles will incur a \$10 distance surcharge.

Email support is always free. Ask your questions and you'll get an answer, usually within a few hours.

Invoices are mailed on the first of each month, covering charges incurred during the prior month. (So, for example, you'll be billed on May 1st for work done in April.)

New Clients receive a one-time half hour discount !

WHAT'S IMPORTANT

Solving your problem the *right* way, as much as humanly possible.

Not making things worse.

Some support folks try to fix one problem and end up creating new ones. Where does that leave you?

Keeping your costs down. It's more important to provide good service than to squeeze out a few more bucks. When you see a "comp" item on an invoice, it's my way of helping to keep your costs low.

There are rumors that a new version of Quicken will be required. I don't yet know whether AppleWorks will survive; it was abandoned in 2003. Other older programs may need to be updated; we'll hear about these in the first month or so.

And remember that I'll be gone for most of October.

Low-Priced Upgrades

If you bought a new Mac after June 8th, you can buy Snow Leopard for \$9.95 (everyone else will pay \$29).

Reuse Rather Than Recycling**A Mac For Sale**

I have a Mac taken in trade that I'll be selling. It's the iMac G4 flat-panel model from 2002, in great shape.



Its speed and G4 processor limit it to running 10.4.11 Tiger, but that's still going to be a viable system for the next few years. It's a good system for someone just wanting to run email, web, and a handful of recent programs.

Specs: 15" screen, 800MHz, 768MB RAM, 40GB hard drive, "combo" CD drive that burns CDs and reads DVDs. Details are available at everymac.com:

www.everymac.com/systems/apple/imac/stats/imac_800_fp.html

I'd like to get \$175 for it; this will include an hour of local setup time. I'll install a fresh copy of 10.4.11, AppleWorks, and the latest updates. Keyboard and mouse included, of course.