News You Can Use

QUICK TIP

PRINT PRESETS

When you choose **File > Print,** you can click on "Copies and Pages" to see additional panels of print settings. The most useful are the panels called *Print Settings, Printer Settings, Print Quality, Paper Type, Printer Features,* and similar names. These panels allow you to fine-tune the paper type, quality/speed choice, draft mode, and color vs. black printing.

Once you've made all your settings in any of the settings panels, you can capture them all for easy recall.

1. Make your settings in the various panels.

2. Next to *Presets:*, choose *Save As.* Type a name for the preset and click OK.

In the future, just choose your preset from the *Presets* pop-up to automatically apply all the settings.

People commonly make presets for photo paper, quick draft, and B&W printouts.

The Newest Big Cat

Leopard

As I write this in the first few days of 2008, new Macs are coming out with 10.5 Leopard preinstalled.

I've experimented with Leopard on one of my test computers and, though I haven't yet commmitted to upgrading my MacBook Pro laptop, the new OS seems quite nice.

The OS Itself

The "internals" of Leopard–the part most users really don't see–are very good. Changes over Tiger have generally been hailed as good improvements.

Appearance

The appearance of the Desktop, however, has occasionally been derided as an unnecessary change. ("Gratuituous grapical meddling" seems to be the prevailing opinion.) Of particular note is the flashy new style of the Dock at the bottom of the screen. This takes up more space than earlier versions, and it doesn't really provide improved *function*. The translucent menu bar adds no function, and it can be hard to see with certain desktop backgrounds.

Reviewers have been especially annoyed because there is no way to easily revert to the earlier appearance.

Application Program Bugs

Quite a few application programs have minor problems under Leopard, and several are downright broken. (Go to `http://guides.macrumors.com` and click on "List of Applications Not Compatible With Leopard")

Most software companies seem to be saying "We'll publish fixes for the latest version, but with earlier versions you're on your own." As a result, it's important to find out where you stand regarding the apps you run.

I suspect that Apple's 10.5.2 update will fix some of these problems, but the bulk of the fixes will probably come from the individual companies.

Neat Features

While Apple touts over 300 new features in Leopard (see `http://www.apple.com/macosx/features/300.html`), there are a handful that really stand out.

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Standard Rate is $52/hr.

Apple Remote Desktop help is billed at the reduced rate of $35/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.

Time Machine

Time Machine is Leopard's automatic backup system. You attach an external hard drive, enable Time Machine, and forget it. The system automatically backs up changed files every hour, keeping about a year's worth of backups on the external drive. (The exact amount depends on the size of that drive.)

Time Machine automatically resumes operation when you wake your computer (or connect the external drive to your laptop). You can "look back in time" to restore an earlier version of a document. And you can exclude stuff from backup if you wish.

Print Dialog

The Print dialog has been improved: more of the settings are visible immediately, eliminating extra digging to find them. You also see a mini-preview of the printout there.

Quick Look

Quick Look provides a good one-page preview of most documents and images, making it easier to scan through your files.

Downloads Folder

On Leopard, downloads go into your Downloads folder rather than cluttering the Desktop.

Protected "Standard" Folders

You can no longer delete or rename your home folder or the `Desktop`, `Documents`, `Library`, `Pictures`, etc. folders. Since the system relies on these folders being present, Apple has now protected them from changes that could cause trouble. (Trying to move one of them simply makes a duplicate copy, but will leave the original where it belongs.)

Upgrade Advice

Not Yet For Me

My first reason for not jumping to Leopard is because many of you still run Tiger. If I'm helping over the phone, it's much easier for me to follow along with my laptop as we're talking. Under Leopard, a lot of things look different from Tiger, making it a greater challenge to visualize what you're seeing.

Second, I use PhotoShop Elements 2.0, which is completely dead on Leopard. Even the currently-selling Elements 4 isn't guaranteed to work. Version 5 is hopefully due soon. I've already upgraded most everything else.

Before You Upgrade

When you're ready to upgrade, it's best to do a little research first to ensure that you nothing catches you by surprise. (I can help with this, of course.)

• What programs do you run that are *not* supplied by Apple? For example, anything from Adobe, Quark, FileMaker, and Mi-

crosoft. Check each company's web site for Leopard information. Can you download a free update? Do you need to buy a newer version? What programs can you simply abandon?

• In a similar manner, check for *driver* updates for printers and scanners. Most have free downloadable updates.

• If no Leopard DVD came with your computer, you'll have to buy the product. List price is $129, but it's about $110 at `amazon.com`.

As always, there can still be minor problems that crop up. Be prepared to accept these and work around them. Maybe you have to wait for the software company to provide another update. Sometimes you'll find you *do* need to buy a new version. Either way, your work may be interrupted while we try to find a work-around or an update for a problem.

New Mac Products

MacWorld Expo

For the first time in almost a decade, I'll be attending the MacWorld Expo in San Francisco. Here's where hundreds of software and hardware companies exhibit the latest products for the Mac. I used to cruise the show every few years when I lived in the Bay Area.

Jack Hennessy, who leads the Mac group in Cambria, will also have his annual report from the show, probably at the February meeting.

Naturally, I have a list of Leopard compatibility questions for several of the companies.

Is It That Long Already?

How Time Flies

This month, I have to re-file my Fictitous Business Name form with the county again. It's hard to believe I'm starting my sixth year. I appreciate everyone with whom I've worked so far.