



News You Can Use

NEWS

Apple's iPhone is being released on June 28th. But for us Cambrians, the lack of AT&T Cingular service may make that a moot point.

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QUICK TIPS

RECYCLING ELECTRONICS

The Morro Bay Recycling Center now takes *all* electronic waste: TVs, radios, CRTs, computers, etc. They also take paint and chemicals. They're on Hwy 41 near the ocean, open from 11-3 Saturdays. **It's Free!**

RESETTING THE CABLE

If your Charter Internet connection goes dead, don't bother troubleshooting on the computer.

Try this first:

1. Turn off the cable modem and your router/base station (if you have one). Shut down the computer or put it to sleep.
2. Turn the cable modem on again.
3. Wait a *full minute* for the modem to restart.
4. If you have a router, turn it on and wait another thirty seconds.
5. Wake or start the computer, wait 15 seconds, and see if it works.

This same tip applies to those using DSL Internet service, but they rarely have the need to do so.

It's Been A Long Time Coming _____ **all**

The End For MacOS 9 ?

I've recently fielded several calls from MacOS 9 users who have had trouble viewing web pages. It seems like we've finally begun to see the brick wall at the end of the tunnel for MacOS 9 when it comes to Internet access.

MacOS X has been out since 24 April 2001 (over six years!), so the only surprise is that MacOS 9 has lasted so long. The earliest developer test releases of OS X date back to fall 1997.

For MacOS 9 users, the problem affects many web sites: either nothing appears, or the text is laid out wrong, or page features (e.g. menus) don't work properly.

These problems are caused by the age of the web browsers available on MacOS 9. Both Internet Explorer and Netscape are too old to deal with the last five years of web page development.

I've helped a few people squeeze more time from their old computers by installing the last versions of those programs, but even these are obsolete and don't work well.

- Internet Explorer 5.1.7
- Netscape Navigator 7.0.2

Some have been able to upgrade their computers to MacOS X, though most of the older iMacs don't have the memory or hard drive capacity to do so. Many opt to leap forward with a new computer, which already has MacOS X installed and all the latest Internet software.

I Suppose It Was Inevitable _____ **all**

Travel Surcharge

Due to rising fuel costs, it's become necessary for me to impose a \$10 surcharge per trip, beginning July 1, for travel to clients **beyond a 25-mile range of Cambria**.

If you're on the North Coast–Cambria or Morro Bay—you're within 25 miles. Those in San Luis and the South County, and a few in Paso and Atascadero are beyond 25 miles.

Only 15 out of about 250 clients will incur the surcharge. For the curious, distances are based on information from Google Maps (maps.google.com).

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THE FINE PRINT**THE PRICE LIST**

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 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.

They're Here... _____ **all**

The New Apple Store

On June 9th, Apple's new San Luis Obispo retail store opened. The store is at 899 Higuera, at Morro Street.

See <http://www.apple.com/retail/higuerastreet> for further info about the store, including their training schedule. Most of the training workshops are free.

Computer prices are the same whether you order from the online apple.com store, buy from their SLO store, or buy from the Mac Superstore in SLO.

Advance Planning _____ **all**

Fall Vacation

For those who appreciate advance notice, I will be on vacation from **October 19 through November 5** this fall. I won't have access to email or phone: we'll be on a Rhine River cruise.

Because I haven't found anyone who can cover for me in my absence, it won't make much sense to email or leave a phone message during this period.

Now, I suppose advising everyone to turn off their computers for 2½ weeks is rather silly. But you should consider planning to make any software or hardware upgrades *before October 1st* so there's time to work out loose ends. Either that or wait till after the first week of November.

This advice especially applies to those who plan to upgrade to Leopard, the new version of MacOS X due in October. Wait till it's been out a month—and the first Software Update fixes bugs.