November's Meeting

David Sparer showed a slideshow of wonderful photos from his trip to Japan while toting Canon's top of the line EOS-1Ds. He quickly introduced the entire line of PowerShot consumer and EOS pro digital cameras and went into the debate about lenses.

Olympus features their E series cameras and their digital specific lenses which lead to the more important discussion that physically larger sensors produce less noise, so a pro camera with a large sensor but only 4 megapixels can produce a more usable image than a 5 megapixel sensor used in the point-and-shoot category which uses small sensors. The pro EOS-1D 4.15 Megapixel camera's image can be printed up to 44x60, by David, wouldn't even go to 16x20 on the 5.0 megapixel PowerShot G5.

Another matter of the effective focal length of the lens being 1.6 times the normal 35mm is common on most digital cameras, with the exception of the EOS-1Ds which have a large CMOS sensor the same size as a normal 35mm film frame. Of course, that large sensor also gives the least amount of noise.

The Digital Rebel, which does not have a full-size sensor (but larger than the PowerShot series) can be bought with the first of the new EF-S lenses which takes into account the smaller size to avoid the telephoto effect by offering a 28-90mm equivalent focal length. Considering this pro-sumer technology and the $1000 price with this lens, the Digital Rebel SLR kit at a low-noise 6.3 megapixels, gives exceptional results far beyond the $645 PowerShot G5. The pricier EOS-10D offers lower noise for a similar ISO setting, has a sturdier body, offers more control and also captures a wider color range.

The sRGB color space of the Digital Rebel is a better match, though, for most desktop inkjet printers.

David also showed the small CP-200 dye-sublimation postcard printer. This process is true continuous tone, for smooth prints. It uses a CMY process, with a protective over-coat. You can print from the Mac or directly from the camera. The CP-300 has batteries, so you can use it in the field at about 50 cents a print. *–Bradley Dichter*

December's Meeting

The general meeting will be our traditional year-end party following the Q&A. This year is special in that it is our 20th year celebration. We will have a demonstration of some Mac games, and then some of the original members will relate some anecdotes.

We will supply the big cake, along with coffee and soda. We ask that everybody bring something else. You know, holiday favorite pies and pastry, fruit salad, croissants and crumpets, doughnuts, bagels, pizza, hot wings, dried fruit, nuts, chips and dip – whatever.

Come early and stay late. No SIGs.

Friday December 12th at 7 p.m.
Building 300 (Anna Rubin Hall)
New York Institute of Technology
Old Westbury

Election of Officers for 2004.

At the last General Meeting, the members were asked to vote on the slate proposed last month by the nominating committee. Alan Gordon, officiating, after asking if there were any additional nominations and not receiving any, proceeded with the election.

The membership unanimously elected:
Bill Medlow-*President*
Donald Hennessy-Vice *President*
Max Rechtman-*Treasurer*
Bernard Flicker-*Secretary*

The Internet SIG: Held at the Bethpage Public Library, (516) 931-3907, on the third Monday of each month at 7:30 p.m.

Multimedia SIG: Storyboarding movie about making movie of Expo booth. Held on the fourth Monday of the month at 7:30 p.m. in Bernie Flicker's offices: ABC Industries, 100 Cleveland Avenue, Freeport, call (516) 867-8400, ext. 325 (send your e-mail address for details).

SIGs immediately before or after the general meeting:

Beginners SIG: No meeting.

MacSkills SIG: No meeting.

DTP/Photoshop SIG: No meeting.

Photography SIG: No meeting.
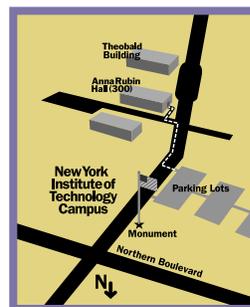
◀ LIMac meetings, unless otherwise noted, are held in Building 300 (Anna Rubin Hall) at the New York Institute of Technology on Northern Boulevard in Old Westbury, L.I.

▶ In bad weather, call (516) 686-7789.

▶ The next LIMac board meeting will be at the Plainedge Library, (516) 735-4133, on Wednesday, December 17, at 8 p.m.

If that doesn't help, send the company e-mail or call. Company tech support engineers are likely to know more about the products you're using than anyone else, and it's their job to help you if you're a customer (but that doesn't mean you should ever be snotty to them, as I explain later). Contacting tech support is often your best option for getting fast, accurate help.

That's not to say company tech support works well in all situations.

Tech support engineers are often paid badly, so turnover is high and new hires often lack experience, meaning that it's not uncommon to get a tech support engineer who knows less than you do. (In that case, ask politely if your problem can be escalated to second-level support.)

Some companies charge for support, and even when support is free, the calls are seldom toll-free. Unfortunately, it's all too common to wait on hold for 30 minutes before you even talk to a person, and there's little that is more frustrating than knowing that your phone bill increasing while you sit there, not getting your work done. (I usually call on a speakerphone, and read e-mail while I'm waiting, so the time isn't entirely wasted.)

Some tech support engineers may know their products well, but if the problem stems from an interaction between several products, they may not see the bigger picture, or they may try to pass the blame on to another company (which will, in the most annoying cases, pass it back).

Ask on the Internet Assuming tech support fails you or isn't worth contacting because of usurious charges or ridiculous phone wait times, the next place to ask is in an appropriate Internet forum. The hard part here is identifying

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Bradley's Tech Session

Bradley Dichter
bdichter@cdr.net

▶ **I have a problem printing from *Microsoft Word v.X* in *Panther* to a Hewlett Packard DeskJet 970cse and HP PSC 2410 Photosmart all-in-one. I have to go back to *OS 9* and use *Word 2001*.**
Panther already comes with the driver for the 2410 but you should get the DeskJet driver *version 2.3.1* for the 970. You should remove and re-add the printers in the *Printer Setup Utility*. You may need to get the shareware *Printer Setup Repair 4.0* to reset printing. Also make sure you have all the updates up to *version 10.1.5* for *Microsoft Office*. The usual path to success with a new operating system is to be very up to date in all your software. Check with *www.versiontracker.com/macosx/*.

▶ **I do a lot of mail merge text printing. Does it make sense to own a laser printer and a color printer? Is there a printer that can really handle both?**
A color laser printer can handle both unless you need photograph like quality in your color prints. You can get a entry level personal color laser printer like the HP color LaserJet 1500L which works with *Mac OS 9* and *X* via a USB port. It's $700 list price. HP's cheapest black and white LaserJet 1012 is just $200 list. It's 600 DPI, so that's OK for text. It only holds 150 sheets, so if you do a big job, you'll be putting in paper quite often and in the middle of a print run. I've never used this model, but I **will** say I've had better luck with networked *PostScript* laser printers. That would be the LJ 2300n, a $1000 printer. Your needs are for simple text, so you don't have to buy a *PostScript* printer. The cheap LaserJets don't have *PostScript*. You can get a mid-range personal color inkjet for $100 so it's cheaper to have one of each. HP's inkjets have a better reputation for printing text and in general, are more durable than Epson's printers.

▶ **Is it a simple matter to hook up the iBook G4 to a television?**
You have to buy the Apple Video Adapter Apple Store part number M9109G/A to mirror the built-in display to a TV with a external video connection. The adapter has S-video and composite video connections. It plugs into the mini-VGA Video Out Port on the side of the iBook. The adapter is only $19. You will also need a cable to connect the headphone jack

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President's Message

Bill Medlow
President
ArchBill@aol.com

On December 12th, we will be celebrating the end of LIMac's 20th year. We will take the opportunity to share anecdotes, funny stories, magazines, we will have some old equipment, software, etc. We hope that some of our past members will have the opportunity to come to this special meeting and share their stories with us. This will be a great opportunity to get together and have some fun at our 20th anniversary party.

Looking forward to seeing you there. ▸

right next to the Video Out Port on the iBook to the audio-in on the TV. Apple doesn't sell it, but Radio Shack does. You would need the Cat# 42-2481 cable for $4.99 for the audio and a 42-2367 cable for $2.69 to actually connect Apple's adapter to the TV's composite video input. Use instead Cat# 150-1510, $14.99, if you have a S-Video input. These cables are six feet long, so that should give you enough room. Don't expect any TV, shy of a HDTV digital model to have adequate resolution to show the iBook's display clearly. Should be OK for watching a iPhoto slideshow.

▶ **I have a USB pen drive that wants to be erased every time I use it on my Dual 867MHz G4. I erased it as *Mac OS Extended format.***
That was your mistake. Unlike external hard drives, flash or "pen" drives must stay as *DOS* or *Windows*-formatted volumes for the operating system to mount them correctly. This is usually not a problem for *Mac OS X* and Windows users, but *Mac OS 9* will treat all the files as *Windows* files even though they came from a *Mac OS X* machine. If you must use a flash drive for going between *OS 9* and *OS X*, use *StuffIt* or some other utility to binhex encode your files from *Mac OS X* (will have .hqx filename extensions). I found even .sit *StuffIt* archives were not recognized for what they were. The small hard drives work best transferring files between *OS 9* and *X* and not with *Windows* users. I have a 20GB LaCie DataBank as it is USB or *FireWire* bus powered (no AC adapter) but there are cheaper models that have a few less conveniences. These portable drives can be formatted as Mac OS Extended with OS 9 drivers by Apple's *Mac OS X Disk Utility*. Only *Mac OS*

PDF
TIPS!

Adobe *PDF Printer* missing:
MacFixIt reader Len Goff passed along a set of manual instructions for recreating this virtual PDF printer:
1. Launch *Printer Setup Utility* from the *Applications/Utilities* folder.
2. Hold down the *Option* key and click the *Add* button in the *Printer List* window.
3. Select *Advanced* from the *Printer connection* drop-down menu.
4. In the *Device* field, select *Adobe PDF* (pdf).
5. For *Device Name*, type *Adobe PDF*.
6. For *Device URI*, type *pdf://www.adobe.com*.
7. For *Printer Model*, select *Adobe*
8. Click *OK*.
-MacFixIt

the right place to ask, since so many different groups exist. Check for appropriate mailing lists, Usenet newsgroups, Web-based support forums, and even IRC channels.

When I say "appropriate," I mean it. Watch the forum briefly before posting your question to make sure what you plan to ask fits in with the kind of discussions that go on, because posting an off-topic request for help will irritate people unnecessarily and won't provide you with the solution you need. Plus, it wastes your precious time. Most forums also have a FAQ (frequently asked question) list that may contain the answer you're looking for; be sure to check there to avoid posting a question that the other members have seen numerous times.

Don't be greedy when it comes to asking for help in Internet forums. They work only because individuals are willing to donate their time and knowledge to the public good, so if you want the forum to thrive, be a sport and help others when you can as well.

Hire a Consultant If all other avenues have failed, or if you have no time or patience for any of the previous approaches, consider hiring a consultant. Going the consultant route costs the most and isn't necessarily quick, depending on the consultant's schedule and how familiar he or she already is with your situation. But if the problem is sufficiently severe or annoying, the time and money will be well spent.

How to Report Problems When it comes time to report your problems to someone else, your notes are invaluable, because without them, you find yourself repeating tests just to verify the results one more time. Obviously, how you report a problem varies depending on to whom you're reporting it, but this approach should work in most situations.
(Continued in the January FORUM.)

More Of Bradley's Technical Session

8.1 to *OS 8.6* users will also need to install an extension (from the included CD-ROM) to mount the drive.

▶ **Has anyone mentioned the operating system from hell, *10.2.8*?**
Quite a few Web sites have special reports about this. The first release was a major problem for many users as their *Ethernet* stopped working, killing their Internet as well as office network access. The second and final release still had more issues then it was supposed to fix. Most people would have been better off sticking with *Mac OS 10.2.6*, but blindly trusted the offering by the *Software Update System Preference*. There were various reports of printing problems, kernel panics and a general mess. So what do you do about it? Two choices: either go back to *Mac OS 10.2.6* or go forward to *Mac OS 10.3.1*. Going forward may not be an option, as some printer drivers don't work in 10.3, like support for many Dymo LabelWriters. Also Extensis's *Suitcase X1* does not work quite right in OS 10.3 and *Norton Utilities* sees no drives to examine or optimize under *Panther*. Microtek scanner software *ScanWizard* and most versions of LaserSoft's *SilverFast SE* scanner software won't work. There are probably other incompatibilities, but updates are coming out all the time. The safer and free option is to go back to 10.2.6. You have to reinstall *Mac OS 10.2* from the CDs. Use the *Archive and Install* option. When the machine starts back up, it will want to run *Software Update*. Quit out of that and make sure your *Network System Preferences* is correct as well as *Internet Connect* if needed by a dial-up ISP. Then download the very large *Mac OS 10.2.6 Combo* update from Apple's *Support* pages. Install this and restart the Mac. Then you can go to *Software Update* and make inactive the *Mac OS 10.2.8* update it offers. Then you can download any other updates you need. You may have to reinstall some utilities or applications after this procedure, so check all your programs. You may have to re-add your printer(s) in the *Print Center utility*. After all this, run the *Repair Permissions* procedure from the *Disk Utility* on your *Startup* volume.

▶ **I have a 400MHz G4 and I'm considering buying a CPU accelerator. Does that cause any problems going to *Mac OS 10* and what model would you suggest?**
There are no problems with a faster CPU as you will be still running the same CPU family, just faster. Assuming you have a AGP graphics G4, I think the Giga Designs upgrade from Other World Computing is a good design and value. $440 gets you their latest and cool running 1.25GHz model with a high efficiency copper heat sink and virtually silent fan. ➤

(**User Group News** *continued from Page 4*)
English-like programming language which make writing software quick and easy. With support for Internet protocols, databases, multimedia (including *QuickTime*), *XML*, *UNICode* and more. *Revolution Express* $99 – save $50. *Revolution Studio* $199 – Save $200. *www.runrev.com/ugoffer.html*.
MMISoftware – *offer expires March 31, 2004.* *iCalMaker* – Converts iCal files to Palm desktop (or Palm to iCal), from MMISoftware – $25 reduced to $17.50. *www.mmisoftware.co.uk/specials/mug.html*.
The MUG Store has its usual assortment of excellent deals. Place your orders. *www.applemugstore.com*.
Special MacAddict – *offer expires December 31, 2003.* Subscription and Renewal Offer for MUG members *only.* $20.95 – 78% off the basic rate and $3.05 off of the lowest published rate! ➤

(**Sore Eyes** *continued from Page 4*)
Recognize that I did not consider divorce: murder maybe, but not divorce. Research on the Web, gave us various suggestions. We knew that we needed a powered hub and selected a Belkin that can actually be used either with or without the power component. So far it is working fine, and our home is calm again.

Now all we have to do is live through the paint job and reinstall the router, airport and all the TVs, CD players, VCRs lighting fixtures, computers extra drives, and power strips that make it possible to exist. ➤

Pay Your 2003 Dues Early:
Send your $36 check to: Long Island Macintosh Users Group, Post Office Box 2048 Seaford, New York 11783-0180; or bring it to the next meeting! ➤

3

Installer again.
–Mouse Droppings, Corvallis, OR

Easy *Classic* Start-up:
To easily start up the *Classic* environment under *OS X*, don't bother going to the *Classic System Preference.* Instead, follow this path: *System > Library > Core Services*, then drag the *Classic Startup* application to the *Dock*. When you next want to launch *Classic*, just click on the *Classic Startup* icon in the *Dock*.
–Connections, MacBang MUG, Orono, ME

***Drop Stuff* to the rescue:**
Have you ever had a file that just can't be thrown away? One method to remove undeletable files is a throwback to *Classic* and requires the use of Aladdin's *StuffIt Standard Edition*, which is available as a free download.

I remembered an old *OS 7* trick I used years ago: Open *Drop Stuff*, open the *Preferences* and select *Delete original item after stuffing*, close *Preferences*, drag the undeletable file onto the *Drop Stuff* window and "voila" the original will be gone, and you can safely delete the resulting compressed file.
–Insanely Great Mac

TIPS!

Save Those Updaters:
You have to run a half dozen Apple updates using *Software Update System Preferences*. Now you find.you must reformat your hard drive, or reinstall *OS X*. Wouldn 't it be nice if you had all the Installers somewhere backed up on DVD or CD? They all disappear unless you take steps to prevent that. You can. When you install an update using *Software Update*, after selecting the update(s). But before installing them, go to *Update* menu in *Software Update* and select *Download Checked Items to Desktop*. The download will start as soon as you select it. When the download is complete, you then run the Installers. This way, after you have installed the updates, the Installers remain on your desktop. Back them up to either another hard drive, a DVD or a CD. Now when you have to do any complete reinstall of *OS X*, the Installers for all the necessary upgrades will be available,so you do not have to find and download each

Long Island Macintosh Users Group
Post Office Box 2048
Seaford, New York 11783-0180

The general meeting will be our traditional year-end party following the Q&A. This year is special in that it is our 20th year celebration. We will have a demonstration of some Mac games, and then some of the original members will relate some anecdotes.

Friday December 12th at 7 p.m. Building 300 (Anna Rubin Hall), New York Institute of Technology, Old Westbury

Helen and Sheldon Gross
shel9@bellatlantic.net

Note: *Sore Eyes site referrals are for your information only. Neither the Grosses nor LIMac endorse any of the sites or their products.*

TIP!

***Default Folder X 1.8** and earlier will crash all applications in **Panther**:*
If you are running *Default Folder X 1.8* and earlier, and upgrade your machine with *Mac OS X Panther*, the next time you log in, all applications will crash when you

Sore Eyes

It all started because we are having a paint job. Not closets, I insisted, but the computer room must be stripped. We must reduce and organize the millions of wires wandering like weeds covering the walls and desktop. We are using this opportunity to rearrange everything and toss out the accumulated items that no longer are usable with our current updated hardware.

As many of you know, I've been one of the Cube lovers for several years. Its appearance sold me, and its supposed limitations, none of which have been any impediment, have not made me change my mind. Of course, we've needed additional USB ports as we've added more chores for the computer, but that didn't cause any real difficulty once we determined what we needed.

At some point in the past, we added a four-port powered USB hub, and plugged in the new scanner and the beautiful matching speakers along with an attachment for switching printers. All was serene in our household until…

Shelly decided that his ibook speakers weren't loud enough. I, of course, suggested an ear trumpet, but was ignored. Shelly decided to test out my speakers on the ibook. They were louder, he said, although not significantly so. We marched off to test various speakers. Actually, none that we tried seemed to satisfy us and as yet, this problem has not been solved. However, Shelly did return my speakers. But in the process, the four-port hub I had been using, died. I was able to plug the speakers directly into the Cube and they worked fine. After my hysterics and shouts of murder, I had to admit that Shelly was right. The hub was not functioning.

User Group News

Reminder! At our December meeting we will feature our annual holiday party. This year's party is designated as our 20th anniversary party. We invite all members to attend. Please bring something (cake, cookies, fruit, candy, etc.) that can be shared with other members. As always, we will supply some foods, soda, coffee, tea, and all paper goods. The meeting will begin with our traditional question and answer session to be followed by a games presentation, and then our party.

These special offers are brought to you by the Apple User Group Advisory Board. You must be a current user group member to qualify for these savings. All of the offers below require codes, passwords etc. for savings, e-mail Max Rechtman for any codes that you might need.

MacSkinz – *offer expires February 29th, 2004. MacSkinz* are formed plastic skins that snugly fit over the top of your existing computer panels and help to protect portables such as the iBook and Powerbook. Regular price is $30 per iBook/PowerBook and $50 per G3/G4 (20 percent off for UG members). *www.macskinz. com.*

Carry Computer FireWire Media Reader *– offer expires May 31, 2004.* This is a 6-in-1, multi-slot *FireWire Flash* card reader compatible with all popular memory card formats including *Compact Flash Type I* and II, *IBM Microdrive*, *Smart Media*, *Memory Stick*, *SD* and *MMC*. Compatible with *Mac OS 9.1* and above, this reader allows you to quickly upload your photos, files and music. Normal retail price is $69. MUG member price is $49. Call (714) 526-8000 to order.

Revolution 2 – *offer expires March 31, 2004.* Revolution has a user friendly interface and

Max Rechtman
maxlimac@ optonline.net

launch them.
Here are the solutions:
1) If you have not yet upgraded to Panther, download *Default Folder X 1.9.1* and install it immediately. The upgrade is free, and available from: *www.stclairsoft. com/DefaultFolderX/ release.html.*
2) If you or someone you know has already installed Panther and been bitten by this bug, you must log in with the *Shift* key down to prevent *Default Folder X* from launching at login time. Once you've done that, you can disable *Default Folder X* in *System Preferences* by turning off its *Launch at Login* option. You can then download the update listed above and install it.
–MacFixIt