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Agnes Smith

# MUGSHOT

Macintosh | iPad | iPhone | iOS

Ocala Macintosh User Group

*A Community of Apple Users*

## *A message from the prez—*

Well spring is here and with it a new OMUG fiscal year. That means our Board elections and new membership dues will be added to an already busy schedule of programs, workshops, newsletter, and online services activities. And, there will always be some other new business that comes up with the change of a new fiscal year.

First, our OMUG elections, as you know, will be held at the end of our April meeting, with the new slate of Officers and Directors taking office at the end of that meeting. With nominations still open, I can't say for sure but it looks like all the candidates are very experienced and well known to the membership. There is one exception, that being the office of Secretary. That office

is still vacant. Anyone who is interested in running for office or for nominating another member is asked to contact one of the BOD members prior to the meeting, if possible; if not, candidates, if otherwise qualified, can be nominated from the floor, at the meeting.

Following the elections, our current Bylaws call for a meeting of the new Board. In the recent past, that meeting has served

to take a look at the state of OMUG and to determine any changes in direction that might be needed in the coming year. One topic that will be looked at during this year's meeting will be our OMUG Bylaws that were last revised in 2008. It is normal for an organization like ours to amend or revise its Bylaws, with approval of the membership, as the organization grows. While these aspects of OMUG governance, aren't as interesting, as say the release of a new Apple product or service, they are both necessary and important. I hope that each of you will try to attend and exercise your membership right and vote in the elections.

On a lighter and more interesting note, our regular program on the 14th. will be on 3D Printing, with Charlotte Christon and Jim Stana. I know that Burt has been trying for some time to line up a program on this new technology. Finally, one has become available, a special thanks to Burt. I must admit I know nothing about this technology, so I am looking forward to this program.

On a different subject, I have been pleasantly surprised to see how well our Apple Help sessions have been going. These group help sessions were tried following a member's suggestion and they are generating a lot of interest. So far, there have been help groups on Macs, iPads, and networking, with other topics I'm sure to follow. After talking with Phil, I believe he will make them a regular part of future Workshops.

Well, that is enough for today, don't forget our next meeting, it will be a good one. If you haven't seen our new meeting facility this would be a good opportunity. Hope to see you all at our next meeting.

—Bobby Adams



This month's tech tip is based on the new eBook, *Take Control of Dropbox* by Joe Kissell. OMUG members can buy the eBook at a discount in the "Members Only" section of OMUGWeb (<http://ocalamug.org>). Some of the tip is from the free TCO Cheat Sheet, and some from sections of the eBook.

### In a Nutshell

The Dropbox service syncs everything in your Dropbox folder (and only that folder) with storage space in the cloud. It syncs across all the devices that are logged into the same account. Dropbox works on nearly every modern computer and is free for up to 2 GB of data. Most of what Dropbox does is move data around — automatically and silently — behind the scenes.

Download Dropbox at <http://www.dropbox.com/install>. For best results, install the Dropbox app on all your devices.

### Dropbox Menu

The Dropbox menu (on your menubar) lets you monitor and control Dropbox on your computer. The icon changes to reflect it's status:

- Whether all files are in sync with Dropbox in the cloud;
- Whether files are being copied to or from the cloud;
- Whether Dropbox is paused; resume when finished to avoid getting out of sync.

Use the gear icon (on the Dropbox menu) to pause and resume syncing and to change preferences.

### Basic Tips

- Don't rename your Dropbox folder.
- Add a shortcut to your Dropbox folder in the Finder's sidebar.
- Work on files in Dropbox just as in any other folder.
- Use Selective Sync to save space on storage-limited computers.
- Get more free space with referrals and Camera Upload.

### Sharing Files

You can share files and folders in your Dropbox in two ways:

**Link:** Let someone else (Dropbox user or not) download or view a file or folder. To do this, select a file or folder on the Dropbox website and click Share Link.

**Invite:** Let one or more people share a folder interactively with full read-write access. Dropbox Pro users can give individual users read-only access to shared folders. To do this, select a folder on the Dropbox website and click Invite to Folder.

*When working in a shared folder with invited members:*

- Remember that files in shared folders count toward all users' storage quotas.
- Don't move or delete files, because such actions affect the other users too. Open the files right from your Dropbox folder.
- Work out a strategy with your collaborators to avoid opening files someone else is working on. Example: move files into a Checked Out folder at the same level.

*As an invited member of a shared Dropbox folder, you can:*

- Move the shared folder to another location in your own Dropbox.
- Rename the folder to give it a name that works better for you (without changing the name everyone else sees).
- Invite other people to join it, if you have edit (read-write) access and the owner has enabled this capability.
- Add new files to the folder, and modify or delete files — but only if the owner gave you edit (read-write) access.
- Leave the folder at any time.

### Recovering Files

*Dropbox keeps older and deleted files for up to 30 days. You can:*

- Recover old versions: Go to the Dropbox website, right-click a file, and choose Previous Versions.
- Recover deleted files: Go to the Dropbox website, click the Trash can icon to show deleted files. Right-click a deleted file, and choose Restore.

### Photos & Videos

- Turn on Camera Upload for automatic uploading...  
...but choose carefully for each device, since you can't back out of your decision.
- Camera Upload works even better in the Dropbox mobile apps.
- Create photo albums to share photos and videos.

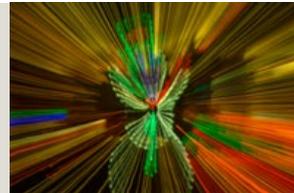
### Do Cool Things with Dropbox

1. Email a large file.
2. Sync folders outside your Dropbox folder.

3. Publish a blog using DropPages <http://droppages.com/>.
4. Publish a book using Leanpub <https://leanpub.com/>
5. Automate web activities using IF TTT (If This Then That) <https://ifttt.com/>.
6. Automate your Mac with Apple Script.
7. Email files to your Dropbox using the free Send to Dropbox service <https://sendtodropbox.com/>. 🌟

### On the cover—

Featured this month is a startling image created by OMUG's Agnes Smith.



According to Agnes, her sister, also a photo hobbyist, was visiting around Christmas time and they decided to do some experimenting with Agnes' digital camera, a Sony SLT-A57. In keeping with the season, the subject was an animated snowman figure, taking his hat on and off.

Agnes set the 10-second timer on the camera and when the shutter opened she proceeded to zoom the Tamron 18–270 mm lens in and out several times. The ISO setting was 200 and shutter opening at f10.

The camera captured the snowman and its surrounding holiday lights in brilliant streaks of color created by the zoom action.

In her typical photo pursuits Agnes enjoys photographing almost any type of subject matter but she is particularly drawn to capturing images of flowers. 🌸

**Apple's event was streamed live Monday, March 9th. Tim Cook took the stage and turned in one of the more memorable**

**Apple presentations**— Edited from Don Mayer's Kibbles & Bytes article

The event started out with a recap of Apple's initiatives, particularly in China, with an expanding retail footprint.

While some had expected a significant upgrade to Apple TV, when Tim started talking about Apple TV it was talk of a very significant price drop from \$99 to \$69 instead. This puts the Apple TV device in a more competitive space and potentially in the hands of more folks.\*

The HBO Now announcement was a significant step in what is seen as a trend in TV content. Breaking with common practice, HBO has now allowed their content to be available as an broadband-only service. Prior to this announcement you had to subscribe to HBO through your cable or satellite company, but with HBO Now you do not need a contract with those companies, you simply pay the \$14.99 a month for HBO. I suspect that many other content providers will see the writing on the wall and start to offer à la carte content. This will make Apple TV the only TV interface you may need. While I still maintain a cable connection, mostly for local news broadcasts, I find myself using Apple TV for about 80% of the content I now use. This will change the nature of TV.

As Tim talked about iPhone and Apple Pay one of the most fascinating presentations was on Apple's new ResearchKit which is a tool for medical research. Apple has made this software open source and has already helped to create apps to aid medical research into Parkinson's disease, diabetes, cardiovascular disease, asthma, and breast cancer. Apple is doing this work not because they have a profit motive, but rather because they feel it is the right thing to do,

which is rewarding in and of itself. Less than 24 hours after Apple announced ResearchKit, the open source medical framework had received thousands of signups. This will be a huge boon to medical research and we applaud Apple!

Next up, Apple once again demonstrated that they are not finished innovating with the Mac. The Mac market share continues to grow while other platforms shrink and Apple showed off the new MacBook with some new innovations and forward thinking. First off, let me say that I welcome the return of the simple MacBook moniker! This new MacBook is the thinnest and lightest Mac ever and, like other Apple products, will come in three color choices: silver, space gray, and gold. It features the new "Force Touch Trackpad" that is able to sense a click anywhere on its surface and can distinguish just how hard you are pressing to enable a new feature called "Force-Click".

Most startling was that the new MacBook only has two ports. A headphone jack and the new USB-C port. Apple has consistently led the industry in adopting new technologies and in some cases eliminating others. With this single port (which can handle charging and via adapters can connect to USB 3.0, DisplayPort, HDMI and VGA) Apple is once again setting the new standard. While Apple itself has announced a handful of new USB-C adapters, I would imagine quite a few other companies will have adapters and hubs soon.

Of course, the Apple Watch dominated the rest of the presentation. Apple announced pricing ranging from \$349 for the Sport, \$549 for the Apple Watch, and \$10,000 for the Apple Watch Edition. Apple has made the decision to tightly control the distribution channel and will, at least at the start, offer it only at their own retail stores where Apple employees will assist customers in choosing the right watch. I think the Apple Watch will be a huge success and, even though I have not worn a watch since I was 12, **I gotta have one!**

# Spring Forward



## Spring Forward Apple Event Recap

By *smalldog.com's Rachel Narkewicz*

- HBO Now will arrive exclusively on Apple TV. The service is \$14.99 a month and will arrive just in time for the "Game of Thrones" premiere in April.
- Apple made this service even more accessible by lowering the price of the Apple TV from \$99 to \$69. If you've been holding off, now is the time to buy! \*
- iPhone sales recently hit the 700 million mark, with a 99% customer satisfaction rate.
- New Apple Pay-able Coca-Cola machines.

### Learn more here.

- Apple adds ResearchKit software framework. This open-sourced software will help medical institutions gather data without requiring participants to physically show up for research.

### **New: MacBook**

- The all new MacBook with a 12-inch Retina Display. Can you even see it? It is only 2 pounds and, at 3.1 mm thick, it's 24% thinner than the latest MacBook Air.
- Click anywhere and get the exact same feel wherever you tap, with the all new "Force Touch Trackpad."
- If you look inside, you'll notice the logic board has shrunk significantly. This computer is so small that Apple had to get rid of the fan and layer the batteries in order to optimize battery life.
- The base model starts at \$1299 with a 12.1 inch Retina display, 1.1GHz dual-core Intel Core M processor, a large 8 GB of RAM, and 256 GB of flash storage. It comes in Silver, Space Gray and a stunning Gold (#macbooklust). This computer will be shipping April 10th and will be available mid-April in Apple retail stores as well as online.



### **Updates: MacBook Air, MacBook Pro**

- The MacBook Air now has faster 5th Gen Intel Core i5 & i7 processors, they have the faster Thunderbolt 2 ports, and the 13 inch MacBook Air configuration gets Flash storage so now it is twice as fast as it was before.
- The 13 inch MacBook Pro will get the Force Touch Trackpad, faster processors with 5th Generation Intel Core i5 & i7, twice as fast Flash memory as well, and one extra hour of battery life.

### **New: Apple Watch**

- The newest edition to the Apple family is the Apple Watch.
- New feature called "Glances" which allows you to swipe up to view things like weather, your calendar, and you can even check your heart rate, and you'll even be able to see messages right on your wrist.
- On the activities end, the Apple Watch will let you know if you're sitting down too long. Most of the features mentioned in this March announcement were also described in September's 2014 event. ✨

\* A new Apple TV with apps & Siri is rumored for June release—[See this link](#)

## 4 Reasons Shooting at Sunrise and Sunset Will Help You Take Better Photos—



*Perhaps the most important change you can make to improve your photography is to change the time of day you are shooting.*

It is as simple as that. Photos taken in the middle of the day all have problems that can be avoided if you photograph near sunrise or sunset. Photographers agree on very little, but they all seem to agree that the times around sunrise and sunset are the best for photography. In fact, many photographers go so far as to put their cameras away during the hours between 9 a.m. and 5 p.m.

Getting up at dawn, or hanging around after sunset, is generally not convenient. It is no fun to get up well before sunrise, especially in the summer when sunrise comes early. But if you want to elevate your photography, that is how to do it.

You may have heard all this before, but in this article I will explain why, and show you some of the reasons why sunrise and sunset can help you take better photos.

Condensed from a post by: [Jim Hamel on digital-photography-school.com](http://JimHamel.com) • [More](#)

**Reason #1: Avoid harsh contrast**— The bright light of the midday sun creates harsh shadows in your photography. Nearly every object within your view will create harsh shadows. Obviously large objects like trees and buildings create such shadows, but it goes a lot further. When photographing a person, for example, you will likely encounter harsh shadows on their faces. Even something as small as grass or leaves will leave unsightly black shadows in your pictures.

Photographing near sunrise or sunset fixes this problem. At those times, the sun's rays are coming from a more horizontal angle, which means that the rays have to pass through a lot more of the earth's atmosphere before reaching you. That makes the light more diffused. In addition, the times just before sunrise and after sunset don't involve any direct rays at all. At those times you are dealing only with indirect rays of the sun. You will not have a problem with harsh shadows.

**Reason #2: Maintain tones within your camera's dynamic range**— In all outdoor photography you have to cope with the problem that the sky is invariably brighter than the foreground. Sometimes it is much, much, brighter. If you meter the light based on the brightest part of your camera's view, which is inevitably the sky, the shadows in your picture will end up as pure black. Conversely, if you meter the light based on the foreground or shadows in your camera's view, the brighter portions of your picture will be overexposed or even blown out (pure white).

For pictures taken during the middle of the day, this problem can be exacerbated.

That is when the sky is at its brightest. If your foreground is not as bright, you will have a problem where the scene is beyond the dynamic range of your camera.

When photographing around sunrise or sunset the sky is not quite as bright as it is when the sun is high in the sky. This cuts down the dynamic range your camera has to capture, so it is possible to capture the entire scene in full detail.



**Reason #3: Avoid the commonplace**— You simply cannot take a unique picture by photographing the same places, at the same time, from the same angles as everyone else. If you want your pictures to stand out from the crowd, you need to do something different. Photographing at sunrise and sunset goes part of the way in giving you that something different.

Most people are used to seeing the world as it exists in the middle of the day, they are not used to seeing it at sunrise and sunset. A typical day will have 10 hours of midday lighting, but the sunrise and sunset last only a little while. Further, people often miss them entirely. People are usually sleeping at dawn, or if not, are getting ready for work and not

focused on the sky.

By photographing at sunrise and sunset, you are showing your viewers something they don't see all the time. It avoids the commonplace. It will make your pictures more interesting to your viewers.

**Reason #4: Capture the sky at its most vibrant**— People often go to scenic locations to watch the sunrise or the sunset. There is a reason for that: because those are the times

when the sky is at its most dramatic. As a photographer, that is the sky that you want to capture.

Skies at sunrise and sunset are full of color. The orange of the sun combines with the blue of the sky and creates interesting colors. When there are clouds in the picture as well, there can be a variety of different colors.



Conversely, in the middle of the day, the sky is blue (if you are lucky, otherwise it is grey). By photographing at sunrise and sunset, you can capture those colors in your pictures. To make sure you are capturing the colors at their most vibrant, set your camera to meter off the sky and then underexpose a little bit. 🌸

# THIS AND THAT *hot links*

## **We Take a Look at the Third-Generation Apple TV and We Like What We See—**

By Tom Nelson, Macs Expert on About.com

Apple lowered the price of the Apple TV to \$69.00, and has partnered with HBO to offer a new online subscription service that will provide access to every episode and every season of HBO's original programming lineup, as well as the HBO movie catalog. One of the best features of the Apple TV 3 is its consistent user interface. No matter what streaming service you select, the interface remains the same. [Link 1](#)



## **Bar, Bourbon and Drinking apps for iPad, iPhone, iOS—**

From InfoManager

Just about any hobby or pastime you can think of now has a bushel of apps. Well, there aren't that many for bourbon, but the ones that are out there are quite well done. At a gathering the other evening the topic of drinking came up — and someone asked what apps are available. We went hunting. . . .

- Elite Whiskeys – The Ultimate Whiskey Experience
- Your Whiskey Companion — Distiller
- 8,500+ Drink & Cocktail Recipes
- Kentucky Bourbon Trail App
- Bourbon Enthusiast
- Whisky Log
- ... and more! [Link2—](#)

## **Apple's Music Streaming Secret Weapon: Genius—**

*Writings about Macs, music and more by Kirk McElhearn*

Apple's Genius examines the music in your iTunes library and compares it with the libraries of others to create playlists of "songs that sound great together." Essentially, Genius looks to see what you have in common with other music listeners, and crunches numbers to find the songs that will work in a playlist based on what different people have in common. [Go here for the full story— Link 3](#)

## **The FBI Cyber Action Team – Rapidly Responding to Major Computer Intrusions—**

from InfoManager

It can be a company's worst nightmare — the discovery that hackers have infiltrated their computer networks and made off with trade secrets, customers' personal information, and other critical data.

When such intrusions happen — and unfortunately, they occur frequently — the FBI can respond with a range of investigative assets, including the little-known Cyber Action Team (CAT). This rapid deployment group of cyber experts can be on the scene just about anywhere in the world within 48 hours, providing investigative support and helping to answer critical questions that can quickly move a case forward. [Link 4—](#)

## **Automate Opening Multiple Applications and Folders**

By Tom Nelson, Macs Expert on About.com

You probably have specific work or play

environments that you use with your Mac. For instance, if you're a graphic designer, you may always open Photoshop and Illustrator, plus a couple of graphics utilities. You may also keep a couple of project folders open in the Finder. Likewise, if you're a photographer, you may always open Aperture and Photoshop, plus your favorite web site for uploading images to.

Of course, opening applications and folders is a simple process; a few clicks here, a few clicks there, and you're ready to work. But because these are tasks you repeat over and over, they're good candidates for a bit of workflow automation... Read more. [Link 5](#)



## **The Amazing iPad Magician**

You can use your iPad for a lot of things like watching movies, listening to music and downloading great apps. But, I don't think you'll ever be able to use your tablet like this talented magician. His illusions are simply amazing. Watch the video to see this magician do incredible things with his iPad. [Link 6—](#)

## **PDFpen 2 Embraces iOS 8 with New Professional-level Features —**

From InfoManager

PDFpen 2 is a new version of the popular PDF editor developed for iPhone and iPad devices. PDFpen 2 is fully optimized for iOS 8 with an all new look and feel which runs on both iPad and iPhone. The enhanced toolbar and new editing bar make popular writing and highlighting features easy to access, with minimal taps. Whether you're in an airport terminal or a client's office, edit your PDFs with PDFpen on your iPad and iPhone. For details— visit [Link 7](#)

## **Switch Word Casing to ALL CAPS & Capitalize Words with QuickType in iOS**

From OSXDaily.com

The shift and caps lock key in iOS can be toggled at will to either capitalize a word or to type out something in ALL CAPS, but using the new QuickType keyboard, you can switch casing of existing words very easily. This

works really well on the iPhone and iPad, and once you learn how to use this, it'll probably become your preferred way to capitalize a word that has already been typed out, or to switch the casing to all upper or lower case. Go here for the how-to— [Link 8](#)



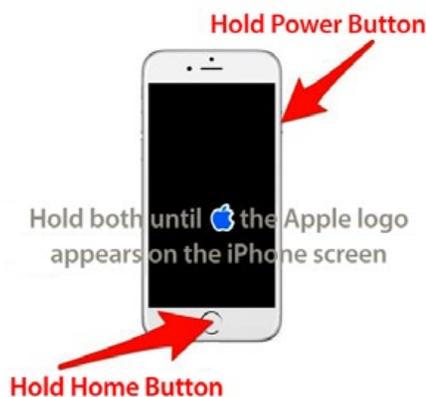
## How To Force Reboot an iPhone & iPad from OSXDaily.com

Rarely, an iPhone, iPad, or iPod touch will become completely unresponsive and errant, leading to what amounts to a frozen device that just won't do anything. The most obvious indicator of this is when something on screen locks up completely, the touch screen becomes unresponsive to all input, and clicking on any of the hardware buttons also does nothing. Fortunately you can almost always remedy these unusual situations by forcibly rebooting the iOS device. This low tech solution works to remedy most of these issues. It only takes a few seconds, and is really pretty easy.

If you find yourself with an iPhone, iPad, or iPod touch that needs to be forcibly restarted, here is what you'll want to do to perform this common troubleshooting trick:

1. Locate and press the Power/Lock button

### Force Reboot An iPhone



on the iPhone, iPad, or iPod touch – this is usually on the very top of the device, or on the top right side

2. Locate and press the Home button on the iOS device – this is always in the bottom middle of the device

3. Hold down both the Power and Home buttons concurrently until the device reboots itself, this usually takes about 10 seconds, as signified by the  Apple logo appearing on screen.

This fairly simple solution is sometimes called a hard reboot or hard reset (not to be confused with [an actual factory reset](#)). It works to resolve the issue in the vast majority of cases, ranging from simple ceased apps, to [the weird nonstop vibrating iPhone thing](#), an endlessly stuck spinning wheel, a completely frozen unresponsive device that's stuck in an app, an unresponsive touch screen, to many, many other problems. Sometimes, it can even be the solution to a device that seems like it [won't turn on](#) as well, so long as such a device is properly charged.

Do note that if you find yourself working with an iPhone or iPad with malfunctioning hardware buttons, [you can still restart the device using some different tricks here](#).

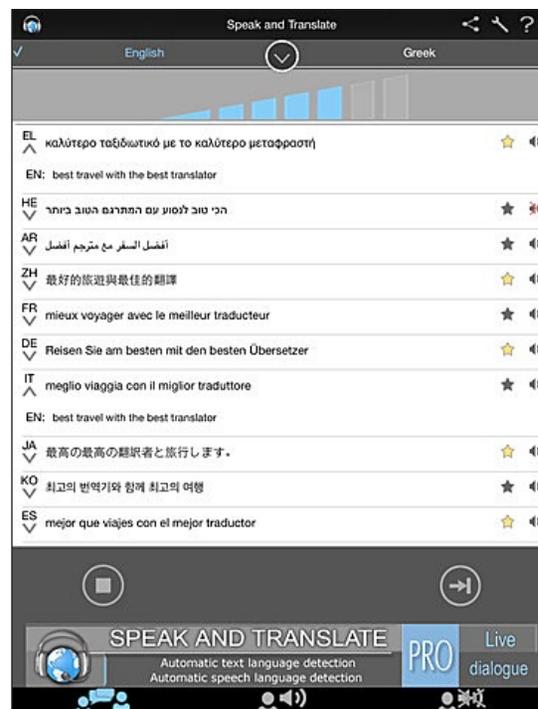
By the way, this trick works on more than just a stuck iPhone or iPad, and you can usually remedy similar situations on a desktop or laptop by [forcing a Mac to reboot too, as detailed here](#). ❁



## Translator Speak and Translate Is An Interpreter for 100 Languages

From InfoManager

People who want to communicate easily and effectively while traveling in a foreign country can now head to the App Store or Google Play, and download Pavel Donovan's extraordinary new no-cost app Translator Speak and Translate. Translator Speak and Translate essentially turns an iPhone, iPad or iPod touch into a simultaneous interpreter. It's built with a unique algorithm that uses Google and Microsoft's translations services to detect any of 100 foreign languages, and convert the dialogue into a user's preferred language. This all happens automatically, which means that users don't have to click anything.



What's more, users without an Internet connection can save key phrases (e.g. "please take me to the airport" and so on) and access them offline, much like a personalized dictionary or phrasebook. At the same time, thanks to its voice playback/repeat function, Translator Speak and Translate works as a valuable language learning tool to help users improve their pronunciation, competence and confidence in another language. They can also adjust the quality of the recording for maximum comprehension, and see how much time is left in a recording.

Other unique Translator Speak and Translate features include:

- Multiple operation modes
- Simple and intuitive navigation
- Helpful pop-up tips
- Ability to filter and sort phrases by language pairs and categories (Basics, Business, Bank, Communication, Food/Drinks, Hotel,

Help and Health) • A visual display of the supported mechanisms (e.g. voice input, "text to speech") for each language • The option to save history on exit • The ability to adjust the recording quality • The option to manually set the language for each phrase.

**Device Requirements:** • iPhone, iPad, and iPod touch • Requires iOS 7.0 or later • 9.5 MB

**Pricing and Availability:** Translator Speak and Translate 3.0.3, the no-cost app that turns mobile devices into a simultaneous language interpreter for 100 languages, is available worldwide through the App Store in the Travel category. [Download app.](#) [See a video demo!](#) ❁



# Forgot a Mac Firmware Password?

Don't Panic, Here's What To Do *from OSXDaily.com*

Users who require higher than usual security measures often [set a firmware password on a Mac](#), which requires that a password be entered before the typical OS X boot sequence begins. While these low level passwords are quite secure, that higher security also means a forgotten firmware password can be a significant problem. Nonetheless, if you wind up in a situation where you or another user has forgotten a low level firmware password on a Mac, don't panic, because you may be able to recover the password or bypass it using one of the methods outlined below. If all else fails, Apple can possibly help you too.

Do note that a firmware password is not the same as an administrator password or the general computer password used to login to a Mac. The firmware password appears immediately upon boot and is a gray locked icon, looking like this:



If the password you're having trouble remembering is a general Mac login

or administrator password, you can [reset it with these instructions](#) instead. Using the [Apple ID approach](#) on boot is typically the easiest for modern Macs.

## 1: Try to Reset or Disable with Firmware Password Utility—

You may be able to reset, change, or disable the firmware password using the same method you used to set the password to begin with, this requires booting into Recovery Mode:

1. Reboot the Mac and hold down Command+R to enter recovery mode
2. At the Utilities screen, go to the Utilities menu bar item and choose "Firmware Password Utility"
3. Select to turn the Firmware Password to OFF. If this is successful it will tell you the firmware password is off.



Always check your caps key and num lock key before entering or modifying passwords, often mistakes are as simple as that.

Obviously you'll need to enter a password to gain access to Firmware Password Utility, so why is this even mentioned, right? Because sometimes it works, maybe because of user error when typing the password to begin with. Yes you should actually try it.

## 2: Have Apple Unlock the Mac Firmware Password For You—

If all else fails, you're going to need to get ahold of Apple or an Apple Authorized Support center who can bypass and/or reset the firmware password using proprietary tools. This works on modern Macs, including the following (this list is not necessarily conclusive, always contact Apple directly if you can not remember your firmware password regardless of the Mac):

- MacBook Air (Late 2010 and later)
- MacBook Pro (Early 2011 and later)
- MacBook Pro with Retina display (all models)

- iMac (Mid 2011 and later)
- Mac mini (Mid 2011 and later)
- Mac Pro (Late 2013)
- (Maybe others too, contact Apple to find out for sure).

You can [contact the official Apple Support channels by phone](#), or schedule an appointment with a Genius Bar at a local Apple Store. Again, even if your Mac is not on that list, you should contact them.

In most cases, you will need to provide proof of ownership of the Mac which has a locked firmware password in order for them to unlock the computer in question. There may be exceptions for a variety of unusual circumstances, discuss those with them if necessary.

## 3: The firmware locked Mac is not included in the above list, and the password reset didn't work, what now?

Wait, did you contact Apple Support or an Apple Authorized Support agent and ask them? They can probably still help you to unlock the Macs firmware login.

But if you're the do-it-yourself type (like myself), then you will find that many older Macs, particularly those that allow you to upgrade and change RAM yourself, [allow a hardware bypass to get around firmware passwords](#) by physically removing memory from the computer and following the instructions offered here. That is a fairly technical process, which makes it appropriate for advanced users and systems administrators, but it should not be attempted by a person with novice computer experience. With that said, it does work, and I've had to use it myself before in a variety of interesting IT and troubleshooting situations.



# 10 Troubleshooting Tips for Mac Startup Problems

*Tips for Getting Your Mac Running When Disaster Strikes— By Tom Nelson, Macs Expert*

Your Mac is probably generally trouble-free, working day after day without complaint. Many of us are lucky enough to go for years without running into any problems that keep our Macs from starting up. But when and if your Mac refuses to finish booting, it can be a disaster, especially if it happens when you're working against a deadline.

We've gathered 10 of the best tips for getting your Mac working again. Some of the tips address specific types of problems; some are more general in nature. And some tips, such as creating a spare user account, are designed to help you prepare for problems in advance, rather than actually diagnose them.

Speaking of being prepared, you should always have a current backup of all of your data. If you don't have a current backup, head over to Mac Backup Software, Hardware, and Guides for Your Mac, select a backup method, and then put it into action.

1. [Create a Spare User Account to Assist in Troubleshooting](#)
2. [Mac Stalls on Gray Screen at Startup](#)
3. [Troubleshooting Mac Startup Problems - Stuck at the Blue Screen](#)
4. [How to Use Your Mac's Safe Boot Option](#)
5. [How to Reset Your Mac's PRAM \(Parameter RAM\)](#)
6. [How Can I Repair My Hard Drive If My Mac Won't Start?](#)
7. [My Mac displays a question mark when it boots. What is it trying to tell me?](#)
8. [Mac OS X Startup Keyboard Shortcuts](#)
9. [Resetting the SMC \(System Management Controller\) on Your Mac](#)
10. [Use OS X Combo Updates to Correct Installation Problems — \*\*Go here for the how-to details\*\*](#) ⚙️

## OMUG Meeting Information—

The Ocala Mac User Group meets the 2nd Tuesday of the month at:

### Marion Senior Services— Multi Purpose Center

1101 SW 20th Court, Ocala, FL 34471

## OMUG Board of Directors—

President— Bobby Adams  
badams0993@gmail.com • 274.0177

Vice President— Marilyn Kennedy  
marilynkennedy2@mac.com • 854.1021

Acting Secretary— Al Sypher  
aes@imageocala.com • 237-9501

Treasurer— Don Boyd  
trpdip7@gmail.com • 203-4059

Director— Brian Voge  
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Director— Tom Lee  
twleeper@embarqmail.com

Director— Philip Davis  
davistech@gmail.com • 369-8432

Director— Burt Stephens  
burtstephens@gmail.com • 873-6177

Director— Al Sypher  
aes@imageocala.com • 237-9501

Past President— N.C. Sizemore  
ncsizemore@gmail.com • 291-8778

## Mac Users Helping Mac Users—

OMUG Tech Support Team volunteers will try to help with your computer and software problems.

Please go to <http://ocalamug.org/tech-team.html> for a list of help topics and phone/email contacts for the following member volunteers:

Bob Adams

Marilyn Kennedy

Philip Davis (email ONLY)

Nancy Kirby

Dr. Roberto Putzeys

Tim Rankin

Al Sypher

Brian Voge

## OMUG Assignments—

Fifty-Fifty Raffle— Tom Lee

Membership— Don Boyd

MUGSHOT Newsletter— Al Sypher

Program Coordinator— Burt Stephens

Online Services Coordinator and Apple

Ambassador— Philip Davis

Sunshine Ambassador— Don Morrison

## Next Workshop—

April Workshop—Using iCloud—

Don Boyd

iOS Topic (TBD)

## OMUG MEETING MINUTES March 10th, 2015

**Announcements & Introductions:** President Bobby Adams welcomed the 27 members attending and one guest, Barbara McEvoy. He reiterated that elections of OMUG officers are coming.

The “existing Board is willing to continue but members can submit their name for the ballot as well. By-Law changes are in progress for member approval. • Bob noted that Phil has secured professional technology teacher, David A. Cox as a cyber presenter for August.

**Treasurer’s Report:** Don Boyd reported that the treasury balance is at \$940.68 to date.

**Secretary’s Report:** Minutes of the February meeting were approved as presented.

**Program:** Flickr— Presenter NC Sizemore noted that the software has changed significantly. He discussed the differences between free and paid (Pro), ad free accounts. Flickr is an online photo, video storage and sharing site.— a “cloud.” A user can upload from a variety of sources— a folder, iPhoto, Facebook, iPhone and others. Photos can be grouped into albums with a link sent to people you want to share with. Favorites can be designated, for easy retrieval. Groups of people with like interest can be formed and sharing can be done within the group. The “organize” feature facilitates batch edits, organizing into albums, sharing with groups, etc. Locations can be designated, you can arrange by date, etc. The system reads tags added for searches. NC demo’ed uploading and showed albums and other features. Files are as secure as you want them to be and the level is controlled by you. You retain “rights” to your photos. Flickr works on the Mac and iOS devices. NC typically only uses Flickr for photos that he wants to share. Download [NC’s notes](#).

**Tech-Tips:** Phil Davis briefly showed the new Apple “Photos” app in beta. He demo’ed some of its intuitive interface and editing features such as auto enhance, manual adjust, using presets, the histogram, sharpening, etc. • He continued “Tips” by showing “Notability”, a new notes app that allows you to combine handwriting, typing, photos and audio into a document that can be shared. • HoudahSpot was next, an advanced file search app that lets the user efficiently locate deeply embedded files, set up templates for recurring searches, and more. A trial version is available. Download [Phil’s slides](#).

**Raffle Results:** • 50/50– \$35.00 to Ruth Ingmire • DVD Writer device to NC & Shelley Sizemore • Take Control of **Dropbox** to Marilyn Kennedy • Take Control of **PDF Pen 7** to Lorraine Weiskamp.

*Thanks to Renate Adams for graciously handling refreshments and to all who helped set up and tidy up the meeting room.*

*Minutes compiled and respectfully submitted by your MUGSHOT editor.*

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