

MACINTOSH

Beyond the Basics

MY MAC WON'T START UP. NOW WHAT?

- Check the cables
- Reset the SMC
- Safe Boot
- Boot from the System Disc or Recovery Partition
- **ADVANCED:** Boot from 3rd party utility disc/hard drive

I'M HAVING TROUBLE WITH "XYZ" SOFTWARE. WHAT CAN I DO?

- Check for updates
- Open the software from another account
- Remove the preferences files
- Safe Boot
- Delete/Reinstall
- **ADVANCED:** Completely uninstall using 3rd party software

MAINTAINING YOUR MAC

HOW TO GET THE BEST PERFORMANCE

- RAM: you can almost never have enough
- Free up some drive space
- Clean off your Desktop. The Mac's Desktop, not your actual desk...
- Do not use “Software Update” for Mac OS updates. I really mean it*
- Defragging: Apple says “Not necessary”, I say “Do it” **

* Download “Combo” updates manually from <http://support.apple.com/downloads/>.

** ONLY defragment a traditional hard drive, NOT an SSD (Flash) drive (e.g: MacBook Air or MacBook Pro w/Retina Display).

THE TRUTH ABOUT YOUR LAPTOP'S BATTERY

HOW TO GET THE MOST OUT OF IT

- Lithium Ion batteries do NOT have a “memory”
- Don't keep it plugged in 100% of the time
- Don't always drain it down to zero before recharging
- Keep it cool
- The ideal scenario...

...An ideal use would be a commuter who uses her notebook on the train, then plugs it in at the office to charge. This keeps the battery juices flowing.

If on the other hand, you use a desktop computer at work and save a notebook for infrequent travel, Apple recommends charging and discharging its battery at least once per month...

Apple

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- Helpful Links: [Apple](#) and [Battery University](#)
- Helpful Apps: [Coconut Battery](#) and [FruitJuice](#)

MAC SECURITY

HOW TO KEEP IT SAFE

- Mac threats *are* on the rise, but they're still less susceptible than PCs.
- You *should* have an antivirus program. Yes... I said it.
- If you don't keep Adobe Flash up-to-date, your Mac will make you do it.
- Java. A vulnerability on any platform.
- Web site hacking and password theft. 1Password or iCloud Keychain can ease your pain.

WORKING WITH MICROSOFT OFFICE FOR MAC

TIPS WHEN SHARING FILES WITH PC USERS

- Create documents using the Microsoft “C-Series” Fonts.
- Use the built-in tools when formatting.
- Don't specify page breaks.
- Save in the new format (.docx, .xlsx, etc) and append the file extension.
- Run the Compatibility Report.

ON MY PC, I HAVE A “T” DRIVE AND AN “H” DRIVE. HOW DO I GET TO THEM ON MY MAC?

- Finder > Go > Connect to Server...
- Forget the drive letter and find the path.
- Remember these letter: SMB
- Create an Alias (a.k.a. “shortcut”).