

## PMUG Genius Bar questions for January 11, 2020, general meeting.

Q: Recommendations (if any) for MAC cleanup.

A: ONYX is a free app that performs several maintenance tasks. Some of them are a bit technical, and one requires a restart. CleanMyMacX is a paid app that does pretty much the same thing using a GUI front end and is a bit more user friendly. Disk Utility has a tool for simply checking the health of a drive. Mac formatted drives do not require defragging.

Q: Syncing devices through iCloud – a quick review of settings.

A: Apps are synced across devices using an Apple ID and iCloud. All devices that you want to sync through iCloud have to be using the same Apple ID. Settings for setting up iCloud are different for macOS and iOS. Syncing is only done when the device is connected to the Internet or by Wi-Fi when the devices are on the same local network.

Q: Blocking unwanted cookies – are there worthwhile apps (yet)?

A: Yes, the Cookie App on the Mac App Store. (\$19.99) (<https://cookieapp.com>)

Manually, you can go to Safari>Preferences>Privacy>Manage Website Data... and delete cookies from specific websites. You'll be amazed how much junk is in there. Deleting cookies is a temporary thing. Next time you visit a website, it puts a cookie in the browser or updates the one that is there. Cookies are not considered to be malware, spyware, or a virus. Some websites require cookies to be enabled for full access. The claim that cookies are invasive is based on the fact that they simply track your browsing experience for the specific site that puts a cookie in the browser - it's a marketing thing. Invasive is a loaded marketing word used to instill fear. Cookies cannot store passwords or credit card information but they can store other information that you allow to be stored such as your login ID.

Q: How to do Group emails - do you need to enter the emails every time?

A: Create a group email list in Contacts in macOS (cannot be done in iOS). Contacts are added to a group list either directly as a new contact or by drag & drop the contact from any other list. Contacts in a list can be removed without affecting other lists. You can also enter emails into a row or column in Numbers, then copy and paste that row/column to insert in mail field

Q: When should I use the To, CC, Bcc fields in Mail?

A: 'To' is used to send something to who is directly responsible for the subject. 'CC' is used for those that could be affected by the subject of the email but have nothing to do in regards to the email. 'Bcc' is used when you are doing a "blind" email, and you do not want

everyone to see everyone else's email. This is now a requirement in Europe and Canada, and is polite convention in the us.

Q: When should I use "Reply" vs "Reply All".

A: Reply should be used ALWAYS unless the "CC" field is small AND your reply affects the others on the list.

Q: What is mission control, how do I access it, and how do full screen windows fit into the scheme?

A: Mission Control offers a bird's eye view of all open windows, desktop spaces, full-screen apps, and Split View Spaces.

Access is dependent on the device and the OS version. See <https://support.apple.com/en-us/HT204100> for details.

Q: I have a very large pdf file which will not email. Is there a way to make it smaller?

A: You can reduce the "quality" of the PDF by using Preview, but that may not be desirable. It's better to store the PDF in the cloud (iCloud or Dropbox) and share a link to it. Many email programs still have a limit on 10MB per email.

MacMost has a video on this topic that was posted a couple of days ago.

See: <https://macmost.com/compress-pdfs-on-your-mac-with-preview-or-an-automator-quick-action.html>

If the file size of the original PDF is much over 20MB, then sharing in a cloud server is the best way. Or use MailDrop. If you are using an [icloud.com](https://icloud.com) email, it will also automatically send it to the cloud, and send an email to the recipient to download it from the cloud.

Q: I deleted a bunch of website links and cookies from Safari. Does that create a problem?

A: No.

Q: I just received a notice that a website/company that I like to access has been hacked. What do I need to do to protect myself?

A: Logon to that website and change your password.

You do not have to change your email password unless the company that was hacked was your email service provider.

Q: Can I really trust iCloud and iCloud Drive to keep my data private and safe?

A: Yes. According to Apple.

Q: Keychain Access, 1Password, LastPass and other password managers store passwords in the cloud. Is that really safe?

A: Yes. The passwords are doubly protected, first with a secure password to access the password list and then the content is encrypted that can only be unencrypted using the access password. If the server is compromised, your secure password is what makes the data safe. Typically, Keychain Access uses

the same password as your computer login, but it can be changed and should be changed if your computer password is either simple or you have chosen not to use one.

Q: I have read that a Mac hard drive formatted with APFS is slower than if formatted with the older HFS+. Catalina forces the format to be APFS. Is that going to be a problem?

A: Potentially, yes. Catalina was designed to work with APFS on a solid state drive, not a spinning hard drive. If your performance is significantly degraded because your older Mac has a hard drive, then it should be replaced with a solid state drive to recover and actually improve performance. You can best determine the performance by how quickly browsing through the Finder responds. A large hard drive with lots of files will respond much slower, even to a crawl. Performance while browsing the Internet is not necessarily dependent on disk performance.

Q: When I look at the contents of the Downloads folder, I see a lot of files with numbers in parentheses after the filename. How does this happen?

A: Filenames with numbers in parentheses is a clue that you have downloaded the same file multiple times. For example, when you click on a link to access a form or a document, it actually gets downloaded. Click on the link again and you just got a duplicate. So before clicking on the same link multiple times, check the Downloads folder to see if you already have it. The original downloaded file will not have a number.

Q: I opened Safari and it shows me a web page I don't want. How do I get rid of it?


A: Click on the Home icon in the menu bar.  
Change the Home Page in Settings.

Q: My new Apple watch is supposed to unlock my computer and it does not. What is going on??

A: See requirements below:

[Auto Unlock](#) works with these devices and operating systems:

watchOS 3 or later	macOS Sierra or later
<ul style="list-style-type: none"> <li>• Apple Watch (1st generation)</li> <li>• Apple Watch Series 1</li> <li>• Apple Watch Series 2</li> <li>• Apple Watch Series 3</li> <li>• Apple Watch Series 4</li> <li>• Apple Watch Series 5</li> </ul>	<ul style="list-style-type: none"> <li>• MacBook introduced in 2015 or later</li> <li>• MacBook Pro introduced in late 2013 or later</li> <li>• MacBook Air introduced in 2013 or later</li> <li>• Mac mini introduced in 2014 or later</li> <li>• iMac introduced in 2013 or later</li> <li>• iMac Pro (all models)</li> <li>• Mac Pro introduced in 2013 or later</li> </ul>

1. Make sure that your Mac and Apple Watch meet the [system requirements for Auto Unlock](#).
2. Make sure that your devices are set up as follows:
  - Your Mac has Wi-Fi and Bluetooth turned on.
  - Your Mac and Apple Watch are signed in to iCloud with the same Apple ID, and your Apple ID is using [two-factor authentication](#).
  - Your Apple Watch is using a passcode.
3. Choose Apple menu  > System Preferences, then click Security & Privacy. Select "Use your Apple Watch to unlock apps and your Mac" or "Allow your Apple Watch to unlock your Mac."

Q: My iPhone XS got wet and stopped working. I thought they were waterproof...

A: They are NOT WATERPROOF. They are water resistant to the following standards:

IP67 - Immersion in up to 1 meter of water and splash resistant-iPhone X, XR,  
IP68 - Immersion in up to 3 meter of water and splash resistant - iPhone XS, 11,  
11 Pro

What about the Watches??

NO Apple watch is WATERPROOF!! Series 2 & later are water resistant. NOT WATERPROOF!! Water Lock will remove water from speakers and air tube used for barometer.

Q: What are the lenses on the iPhone 11 Pro and what are they used for?

A: 13, 26, 52 mm - Ultra wide angle, wide angle, and normal portrait. In Photography, an telephoto lens is 70mm or greater (up to 1200mm)

Q: Any suggestions on which hub to use with a new MacBook Pro?

A: I recommend the Hyper++Drive since both of its USB-C ports can be used for power where as most others only have one Power Port.

Q: I really loved the old magnetic charging cables for my MacBook Pro. Is there anything like that available for the new USB-C MBP's??

A: Amazon sells a Magnetic USB-C Adaptor, 20 pins MagSafe to USB-C Converter supporting 100W fast Charging and 10Gbps data Transfer

Q: My WiFi has both a 2.4GHz and a 5GHz band. I would always like to connect to the 5G band, but the computer automatically connects to the 2.4G. Can I fix this?

A: Open System Preferences, then click on Network. In the left column, choose WiFi, then click on Advanced. Click on your 5G band, and drag it to the top of the list.

Q: I used to use Adobe Reader to view all my PDF files, but due to bugs, I now want to use Preview all the time. How do I do this?

A: In finder, locate a PDF file, and click Cmd+\_I (or in the menu select Get Info). In the Section titled: Open with: Select Preview.app, and click on Change All button.

Q: What is Sidecar and how do I set it up?

## Sidecar system requirements

Sidecar requires a compatible Mac using [macOS Catalina](#) and a compatible iPad using [iPadOS 13](#):

### Mac using macOS Catalina

- [MacBook Pro](#) introduced in 2016 or later
- [MacBook](#) introduced in 2016 or later
- [MacBook Air](#) introduced in 2018 or later
- [iMac](#) introduced in 2017 or later, plus iMac (Retina 5K, 27-inch, Late 2015)
- iMac Pro
- [Mac mini](#) introduced in 2018 or later
- [Mac Pro](#) introduced in 2019

### iPad using iPadOS 13

- [iPad Pro](#): all models
- [iPad](#) (6th generation) or later
- [iPad mini](#) (5th generation)
- [iPad Air](#) (3rd generation)

### Additional requirements

- Both devices must be [signed in to iCloud with the same Apple ID](#) using [two-factor authentication](#).
- To use Sidecar wirelessly, both devices must be within 10 meters (30 feet) of each other and have Bluetooth, Wi-Fi, and [Handoff](#) turned on. Also make sure that the iPad is not [sharing its cellular connection](#) and the Mac is not [sharing its Internet connection](#).
- To use Sidecar over USB, make sure that your [iPad is set to trust your Mac](#).

Q: I have had so much trouble lately with Safari being slow to go to a website or just hanging up and not ever getting there. Thinking about using Firefox as home page browser. Anybody else having trouble with Safari?

A: Several things to consider. Are you at Catalina and is your internal drive a hard drive? What is the remaining space on your internal drive? What is the speed of your Internet? Is it always a certain page, or any page?

In reviewing your computer specs, the data doesn't show any reason why accessing the Internet should be slow.

So, the problem isn't your computer or Safari. It's either the IP service or the websites you're going to.

The sites could be busy at the time you try to access them.

You are sharing the same trunk with your neighbors to access the Internet. That trunk might be overloaded at the time your are trying to use the Internet. So if

you never have a problem at, say, 2 in the morning with any site you visit, then it's the trunk being overloaded.

Q: Since my upgrade to Catalina, my tried and true scanner won't work anymore since it's not compatible. I need to get a new one and this is probably a good time but I'm wondering if you have any recommendations for a scanner that is Catalina compatible. I'm a little nervous about my lack of knowledge.

A: Any all-in-one printer made within the last two years should work.

You might also see if the manufacture of your scanner has an updated device driver.

Q: What are the advantages and disadvantages to having my email account thru iCloud? Is this easy to set up?" Currently, my email is thru Cable One. Just wondering if the iCloud option is better.

A: No matter what your email address is, it is being provided by some cloud storage. There is a disadvantage in using any Internet provider (IP) email service, and that is if you move, you will lose that email address.

Gmail (gmail.com), Apple (icloud.com) or Yahoo, MSN, Hotmail, and many others are independent email providers. Never lose it, never have to change it.

There are no disadvantages to a cloud service email unless it is yahoo. More spam comes through yahoo mail than any other.

An advantage of an Apple iCloud account is that it works seamlessly with Contacts across all Apple devices.

Q: 1. My printer started printing with the left margin far to the right, cutting off anything on the right margin. I checked the printing preview pane and the margins were off there. Is this a printer problem or a computer problem?

A: To properly answer this question, you need to specify the source of the document and the type of the document. This typically happens when printing a website page.

Q: I recently started to have a lot of problems with my Apple Magic Mouse as it is not always working when I want to copy or cut and paste from a Page document, Safari website page, Excel, etc. It will work sometimes if I click on the page I want to copy from and hit esc. All the other functions work perfectly. The batteries are always fresh.

A: Dirt in the optical sensor below and dirt under the lid causing the presses to be missed or erratic. The sensor can be cleaned, but not the other.

Q: I tried to create an email account in the Thunderbird mail app using my Apple ID email. It keeps telling me that either my email address or my password is incorrect.

A: When using a third party application - like Thunderbird - to use your Apple ID (email address) with, and only if you have set up two-factor authentication (which is required in some cases), you have to specifically generate a password to use instead of the actual Apple ID password. This is generated by logging in to [appleid.apple.com](https://appleid.apple.com). In that page, there is a "Security" section. In that section

is “APP-SPECIFIC PASSWORDS - Generate Password”. Click on “Generate Password,” type in a bogus label for the purpose, and click Create. Use that password for the third party app with your Apple ID.

Q: Can you explain the differences (advantages & disadvantages) of the various iPhone screen protectors - i.e. glass, film etc?

Likewise what are the most important considerations when purchasing an iPhone protective case ?

A: Plastic display protectors can dim the display and are cheap but scratch easily. Glass display protectors do not dim the display and are expensive but crack and chip easily. Protective cases are of various types and add size and weight to the phone and most will not allow for recharging wirelessly. A rubberized case is a bit more durable than a hard plastic case and won't slip out of the hand as easily.

Q: How should we set up our Energy Saver in System Preferences. Looking at the "Battery" and "Power Adapter" there are boxes to check or not check under each. What are the panels recommendations for setting this up.

A: These settings are strictly personal. They are intended to aid in conserving battery power when the laptop is not connected to a power source. The “Wake for network access” is set only if you intend to access the laptop remotely. If you have an SSD, it is not necessary to select “Put the hard disks to sleep when possible.” For a hard drive, select that option delays using your computer slightly while the disk spins up to speed.

Q: When installing a large system update what settings here and in other settings under System Preferences should we adjust to allow the update to complete without the Mac doing something that disrupts the completion of the update.

A: Never let the computer go to sleep.

Q: Also under System Preferences - Security and Privacy. What does the panel recommend for the Firewall and FireVault settings . I have 2 iMacs, a Mac Mini and a MacBook Air and no two came with the same settings So it is hard to know what should we do that works best for the system.

A: FireVault should only be set if you have security reasons. If FireVault is on, accessing files will take a little longer because they have to be unencrypted. If you ever want to turn FireVault off, be prepared to let the computer work on it for many hours. Firewall should be ON when using the laptop away from home. At home, the modem/router has a firewall, so it's not really needed on the computer.

Q: I am buying another iPad and want to transfer **everything** from my current iPad. How can I do this?

A: It is recommended that you FIRST back up your old iPad to iCloud. Then when starting up the new iPad, select to restore from the iCloud backup.

Q: How do I get all my Apple devices working together? Deleting email from one deletes it from all. Being able to access something on my iMac desktop from my iPad, etc?

A: Email should sync without doing anything special if the same account(s) is used on all devices - as long as the email protocol is set to iMAP for all accounts.

Storing documents in iCloud Drive on your Mac will let you access them with the Files app on iPad or iPhone.

You can store your entire Documents and Desktop folders in iCloud Drive if you have enough storage with a setting in the iCloud preferences on your Mac, but that is probably not necessary or desirable for some personal data - like Quicken.

Q: In addition to Time Machine and an external drive, I am also interested in paying for a backup cloud service for about 200 GB of files on my Mac. I enabled Preferences/iCloud Drive/Options/Desktop and Document Folders but that resulted in increasing my ISP bandwidth from about 8 GB per 24 hours to 50-65 GB per 24 hours. That service is actually designed as a syncing service between all of my Apple devices and apparently the constant syncing service utilizes lots of ISP bandwidth. I want a cloud service that will automatically make incremental updates to the folders/files that I edit without a syncing component as I don't need the most current files accessible by all Apple devices. Is there a way to configure Apple's iCloud to provide this or is there another provider that you can recommend?

A: (John) The first time any backup is used whether it be to an external drive or cloud storage, the entire set of data must be transferred to the backup storage. If more than one device is involved in syncing to the backup storage, syncing must then be done to the other devices of the full backup. Once the initial full backup is sync'd to all devices, incremental backups are started.

Alternates: (Jim) Microsoft One Drive for Mac; SOS Online Backup; (John) Acronis True Image; Carbonite. Some of these will backup to an external or NAS drive to avoid storing in the cloud.