

Genius Bar questions for August 8, 2020

1. Using the proper procedure of opening Contacts and then going to Time Machine and back to some date, why does it say there are no cards - nothing after yesterday?
 - A. If Contacts is being stored in iCloud, then Time Machine is not backing up Contacts. The most you see are a couple of entries that are snapshots that Catalina creates that eventually get moved out when a Time Machine backup finishes.
2. I'm getting this message again: "Disk Not Ejected Properly. Eject Time Machine Drive before disconnecting or turning it off." I found it on applications, but could not find where or how to eject it.
 - A. In Finder, in the left sidebar under "Locations" you should see the name of the Time Machine drive. On the right side of the name is an eject symbol (triangle over a bar). That's the eject button. If the eject button is not used before disconnecting a cable or power from an external drive, you get that error message. You can also grab the image of the disk on your desktop and drag it to the trash.
3. How do you locate the legacy extensions that will soon not function? Is there anything I should do? If I do nothing will my computer function OK?
 - A. (found online) If you are running Catalina 10.15 and are referring to the popups, they are just to let you know kexts will be deprecated in the next version of macOS. I don't know if there is a way to find them currently. Nothing to be concerned with.
 - B. Select About this Mac>System Report. In this app, select Software>Extensions and wait for it to load. Select any extension to find out more about it and where it is stored.
4. In Disk Utility, I used to "Repair Disk Permissions". I can no longer find that option. What is up with that?
 - A. Disk Utility no longer has a "Repair Disk Permissions" feature because it is no longer necessary. Permissions have been immutable in MacOS since 10.11 (El Capitan).
5. What is the best program to defrag the disk in my MacBook Pro?
 - A. If your computer has an SSD, the problem of defragmentation no longer exists and you should not try to do this.
6. I am going into a meeting and want to turn on DND. How should I do this?
 - A. If you turn DND on on your watch, you will be given the options of on, on for an hour, or on till this evening, on till I leave, or on till end of event (if you have the event scheduled in Calendar). You have the same options in the control panel of your iPad and iPhone. If you turn it on on the watch, it turns it on on the iPhone and vice versa. The iPad needs to have it turned on separately. The easiest way to find Do Not Disturb is the "moon" icon in Control Center. Press and hold to get all the options.
7. How do I run iOS apps on a Mac?
 - A. You can't right now, but in the future if you own one of the new Apple Silicon Macs, you will be able to download and run any iOS app you've previously used (assuming the developer allows this) by searching for it in the App Store app.
8. Why does saving an Excel file take about 30 seconds. The file is located in the Documents Folder which is being backed up to iCloud with optimized storage enabled. Excel file is about 3 MB in size.
 - A. You are effectively saving to iCloud, which is where your Documents folder now resides. It takes longer to save a large file to iCloud than it does to save it locally, and it depends on the speed of your Internet. If you want the file to be saved locally, save or copy it anywhere except the Documents or Desktop folders.

9. I tried to do an update to the software on my iPhone, and it said I do not have enough room. Now what do I do?
 1. First, you could delete things. I would go to unused Apps first, then look at which photos and videos you do not need (or are duplicated). Then if you have room on your iCloud account, I would enable iCloud Photos, then turn on Optimize iPhone Storage and make sure the Download and Keep Originals is NOT selected.
 2. The second thing you could try is to plug your phone into your Mac, click on trust this Mac, then try to do an upgrade via the Mac. The issue here is that when you do the upgrade from the Mac, the Mac downloads the software and decompresses it before installing on your iPhone. That means you do not need as much free space on your iPhone since it does not have to hold both the compressed software image, or the decompressed install file as well as have room for the new iOS
10. I hear that I can use my iPad Pro as a second screen for my MacBook Air. How do I do that?
 1. First you need to make sure your Mac & iPad meet the minimum requirements (<https://support.apple.com/en-us/HT210380#systemrequirements>). Then click on your AirPlay icon in your top right menu items, and choose the iPad you want to use to extend/mirror your display. Open the Display Preferences to mirror or unmirror, and to arrange the new display.
11. My Mac stopped connecting to my AirPods and now I can not turn Bluetooth on or off. What do I do??
 1. Open a Finder window, and click on Go/Go To Folder and hit the Option key, then select Library/Preferences. Scroll down and find the file "com.apple.Bluetooth.plist". Delete this file, restart your machine, and Bluetooth should work correctly now.
12. I have not used a favorite app for a while, and when I went to open it, it would not open and there is a line through it. What did Apple do to it??
 1. Apple stopped supporting 32 bit apps. The developers have had 2 years to create and deploy a 64 bit app which is what Catalina supports.
13. Can you explain iTunes vs Music. Are they both Apps, and what is the store called?
 1. The old iTunes App has been around since 2001, and at first only handled digital music. It was expanded to include videos, podcasts, books and educational items. This made it into a very bloated unwieldy App. MacOS Catalina took the iTunes App and broke it into Books, Music, Podcasts and TV Apps. The iTunes store still exists for buying or streaming music.
14. I continue to have difficulty transferring photos from my iPhone 7+ to my MacBook Pro (had no problems in the past with iTunes). At times my device doesn't appear on my Mac, even when I have secured connection with the phone. Another time all looked good as the communication bar was moving. When it was complete, no photos appeared to have transferred. Please review this process again.
 1. An iPhone icon only appears in the Mac Photos app when the iPhone is connected by wire to the Mac.
 2. Taking a photo in iOS doesn't always appear instantly on macOS. Using AirDrop to transfer photos from iOS to macOS only puts the photo in the Downloads folder, not in the Photos Library.
 3. Deleting a photo in iOS does not make it disappear instantly in macOS either.

A word of caution: Connecting the iPhone to the Mac will show all photos that are on the iPhone in two categories: 1) already imported, and 2) new on the iPhone. The new

photos on the iPhone may already exist on the Mac but with a different size or format, so be careful about selecting all new photos to be imported as this will result in duplicates of one kind or another.

4. If you want the transferred photos to be stored in the Photos app on the Mac, just login to iCloud on both the iPhone and Mac and make sure both are syncing Photos. Then you don't have to transfer anything manually and it will just work.
15. Suddenly incoming text messages are not appearing on my cell phone (I see them flash on my Mac screen). I have checked the settings, and all seem to be in sync. Messages are from iPhones.
 1. Is the incoming message addressed to your phone number or your Apple ID or other email address? It makes a difference. Check the Preferences for Messages on macOS: *Messages* → *Preferences* → *iMessage* → *Settings*. Check all that apply.
 2. For SMS to appear in Messages app in macOS, you need to have *Text Message Forwarding* turned on in your iPhone. It can be enabled by going to *Settings apps* → *Messages* → *Text Message Forwarding* on your iPhone and turning on the switch which appears against your macOS device in the list.
16. If there is time, can you educate us about 5G and the impact of Huawei dominating the telecom market. How will this affect the U.S. and Apple?
 1. First: 5G description. 5G (fifth generation) is the next generation of mobile broadband that will replace and/or augment 4G LTE connections. It will allow faster uploads and downloads and will have a much reduced latency. 5G will be implemented by the different telco's differently because it operates in 3 different spectrum bands. The low-band spectrum has peak speeds of 100Mbps, but has great coverage. T-Mobile is using this. The mid-band spectrum has faster speed and lower latency, but fails to penetrate buildings. Speeds of 1Gbps possible. Sprint is implementing this. The high-band spectrum can offer 10Gbps, but can not even penetrate glass and only travels ~ 100 m. Verizon is doing this only in the downtown corridors of a few larger cities.
 2. Second: Chinese owned company. The Chinese government is a totalitarian government that invests in certain high tech companies for two reasons: to expand their reach throughout the world more quickly without having to produce profits for their investors; to spy on certain industries who have purchased their products. The US is leading the charge in stopping this spread and the subsequent spying.
 3. Simple. Nothing to worry about. Really.

For a closer look (from politico.com): Trump administration advisers, key lawmakers and dozens of U.S. companies are pinning their hopes on a technological end-run to stop China from dominating the next generation of super-fast wireless service.

The emerging strategy, championed by White House aides like economic adviser Larry Kudlow, aims to blunt the reality that the best 5G gear comes from overseas companies like Chinese-based Huawei and ZTE. Their proposal: Replace much of that hardware with software. Skip some of the expensive physical infrastructure and put more of its functions in the cloud, which advocates say would both make it more secure and enable many more companies to compete in the 5G market.

17. I keep hearing about Memory Leaks. What are they and how do I tell if I have one?
 1. A memory leak is due to a programmer writing bad code. It grabs some RAM to do an operation, but then does not release the RAM when it is done. If you are using that one app for a long time, it could use up all your RAM.

2. You will notice this when all operations start slowing down. You can confirm which Application is the culprit by opening the App Activity Monitor in the Utilities Folder of your Applications Folder. Click on Memory along the top, and see if one App is using more than 1 or 2 GB. Do a force quit on any that are by using the “x” icon in the top left of Activity Monitor. You may also need to reboot if it is a poorly behaved/written app.

18. The new software versions are to be released soon. Do you know what devices will be supported by all the new software??

Big Sur	iOS 14 on iPhone	iOS 14 on iPad	WatchOS
MacBook 2015 +	iPhone 6s, 6S Plus	iPad Air Gen 3	Series 3
MacBook Air 2013 +	iPhone SE Gen 1	iPad Mini Gen 5	Series 4
MacBook Pro late 2013 +	iPhone 7, 7 Plus	iPad Gen 5, 6, 7	Series 5
Mac Mini 2014 +	iPhone 8, 8 Plus	9.7” iPad Pro	Series 6
iMac 2014 +	iPhone X	10.5” iPad Pro	
iMac Pro 2017 +	iPhone XR, XS, XS Max	11” iPad Pro	
Mac Pro 2013 +	iPhone 11	12.9” iPad Pro	
	iPhone 11 Pro, 11 Pro Max		
	iPhone SE 2020		

19. Can I get a cursor on my iPad?

1. Yes. You must have iPadOS 13.4 or later to do this. It is recommended you use a Bluetooth trackpad or mouse to control the cursor. First, make sure Bluetooth is turned on and that your mouse is in “connect” mode. On your iPad in Settings/Bluetooth, select your mouse. You will now have a round cursor that shows up when you move the mouse and disappears after 5 seconds after it stops moving. You will still need to use the touch screen at times, and hit the home button with your fingers. The cursor will change shape depending on the app that is open and what it is hovering over. If you are sharing your screen from your iPad on a Zoom call, this is a great way of keeping the participants aware of where you are clicking!

20. Can I use a remote keyboard on my iPad?

1. Yes. Any Bluetooth keyboard will work, but an Apple Bluetooth keyboard works the best as it is compatible with all the same shortcut key combinations found on macOS. The Apple Magic Keyboard is compatible with Bluetooth-enabled Mac computer with OS X 10.11 or later and iOS devices with iOS 9.1 or later.

21. I have been told that there are many other types of workouts I can log on the Apple watch, but I have never seen them. I can only find about 12. Where do I find the other ones??

1. When you choose the “Other” workout, your watch will log your workout. When you are done, you will see a button called “Name Workout”. Tapping on this, you will now have a choice of 60 other types of sports/workouts. You can find the list on line several places.

22. I don't know the right words to use but when I have a document open, usually in Pages, I would like to check and see its full file address. (Macintosh SSD + Users + flutetunes + documents + documents + ?????)
1. One of the ways to see the full path to a file is to set up Finder so that the full path is shown at the bottom of the Finder window. To do this in Finder, click on View in the Finder Menu, then click on "Show Path Bar." When you click on any item in Finder, the full path is shown in the Path Bar at the bottom of the Finder window.
 2. Another way inside the Pages document is to click on the name at the top of the document. You get a popup window with its name, its tags, and where it is stored. If you click on the bar to the right of "Where", you will see the entire path where this file is stored, starting with its direct folder, and ending with the disk on which it is stored.
23. Sometimes I would like to add that address at the bottom of my document when I print it out so I can locate the document on my computer again later.
1. In Pages, you can add the full path of the document in a section of the footer. You simply type in the path. The easy way to add the path to the document is to first show the path in Finder (see question 22). Then right click on the file name (last portion of the path) as shown in the path bar. Then select "Copy <filename> as Pathname." Then paste that into the Footer.



But why go through all that when you can type in keywords in the search bar of Finder to find anything on your computer?

24. I can not get email to work to send a message. it does not recognize the address.
1. If an address is not recognized in Mail it is because it has been entered incorrectly.
25. I have messenger+ on my macbook pro and it keeps crashing. what do I do?
1. Messenger+ is not an Apple app. It is designed for Windows and Android users. It is not needed on a Mac since the Apple app *Messages* can send and receive text messages to and from non-Apple devices. To send a text message to a Messenger+ user using Messages, just use their email address. To receive text messages from a non-Apple user, they need to send the message either to your phone number or your Apple ID email address.
 2. If a non-Apple app continues to crash, it could be due to a programming error in the app that does not properly manage memory. Even Apple apps can crash if the user performs a certain sequence of operations faster than the app can keep up with.
26. I'm using a 10 year old Apple Extreme for Wi-Fi. How can I get a good connection to my Wi-Fi? My PowerBook works poorly when only 25 feet away yet my iPhone 11 works just fine at that distance.
1. Three things are required for a reliable Wi-Fi connection. One is a strong signal from the Wi-Fi router. The second is the antenna and receiver in the device. In your case, the PowerBook obviously doesn't have as good of an antenna as the iPhone 11. Secondly, your Apple Extreme Wi-Fi router doesn't have as strong of a signal as a new Wi-Fi router will have. Third, obstructions - like walls, cabinets, appliances - between the Wi-Fi router and the device will dampen the signal.

2. Since your PowerBook (which is probably still working well, for a 14 year old or older computer) and Apple Extreme are still using all the older technology, you can expect a slow degradation of function. It is probably time to upgrade your PowerBook to iPad.
3. Alternatively, an old school method which I have done with a couple of my 7 PowerBooks, buy a long ethernet cord to go between your Extreme and your PowerBook.

27. What is MiFi?

1. MiFi is a brand name used to describe a wireless router than acts as a mobile Wi-Fi hotspot. A MiFi device can only access the Internet via your cellular service. Your Apple iPhone is an effective MiFi device in that it can be used to connect other devices to the Internet via your cellular service. <https://www.lifewire.com/what-is-mifi-818311>

28. Someone is talking to me on my phone telling me how to do something. I can not remember all the instructions in order to do it again. Can I record all this so I can review it the next time? (Mike Skapik)

1. Several things you have to do. First, put your speaker phone on, start voice memos, so his explanation can be recorded. Second, I would suggest that you go to Settings/Accessibility, click on Touch, then turn on AssistiveTouch on. This puts a circle on your screen so when do you the next step, you can see what you touch. Now, go to Settings/Control Center/Customize Controls and add Screen Recording to your Control Center. Now you are ready to record your screen using the control center with the assistive touch controls on so you can see it!!

29. When I send a PDF via Apple Mail that I either created or was sent to me and I email to a non apple computer the file gets corrupted. This is an occasional event. How do I correct this problem?

1. Intermittent problems are quite difficult to pin down. I have sent many things to Windows users and some have indicated that they can't open the attachment. Their email app may not be able to open the attachment directly. To my way of thinking, their "problem" is because they are not adept enough to know how to save an attachment and then open it. If they do manage to save the attachment and it still can't be viewed, then it is indeed corrupt, which is rare. You say that sometimes you get a PDF file and then send it to others. It doesn't always work to simply forward the email with the attachment. What I do is create a new email message and copy the attachment into the new message (after confirming that I can view it while it is in my mailbox). If I can view it, there should be no reason that others cannot view regardless of what OS they are using.

30.