



Genius Bar January 2021

1. Why should I have to turn off my Mac?
 1. Turning off the Mac performs some reset functions as well as a memory reset. It is not advised by Apple to leave your Mac on for an extended period of time. Turning a computer off every night is still not advised by Apple. It is best to put your Mac to sleep when not in use; this way, it can perform maintenance or other tasks.
2. How to reset the SMC of your Mac
 1. <https://support.apple.com/kb/HT201295>
Performing an SMC reset can resolve certain issues related to Power, Battery, Fans, and other features on the Mac. The method is dependent on whether your Mac has a T2 chip or not.
 2. NOTE: The M1 machines do not have SMC reset.
3. How to use safe mode on your Mac
 1. <https://support.apple.com/kb/HT201262>
Using the Safe Mode on the Mac can help you determine whether an issue is caused, during start up, by loading software, extensions, or fonts not supplied by Apple.
 2. NOTE: The M1 machine Safe mode procedure is explained here:
<https://www.macrumors.com/how-to/start-up-safe-mode-apple-silicon-mac>.
4. Reset NVRAM or PRAM on your Mac
 1. <https://support.apple.com/kb/HT204063>
NVRAM & PRAM stores settings related to volume, display resolutions, startup-disk selection, time zone and kernel panic information. Resetting these parameters is a good thing to do when encountering a persistent application problem. It simply resets the system programmable read-only memory to factory settings.
 2. NOTE: The M1 machines do not have a NVRAM or PRAM reset.
5. If iCloud Keychain won't turn on or sync
 1. <https://support.apple.com/kb/HT203783>
Performing ALL of the above, will most likely resolve this problem. If it doesn't,

call Apple Support. Worst case scenario is that you might have to reinstall the OS.

6. Syncing messages, email, contacts, photos, and music (etc.) across devices (Mac, iPhone, iPad, watch)
 1. For the Mac, the following apps can be selected for iCloud sync: Photos, Mail, Contacts, Calendars, Reminders, Notes, Safari, Keychain, Find My Mac, News, Stocks, Home, Siri.
In the iPhone and iPad, add Messages, Health, Wallet, and Game Center to the above list.
For the Mac, Messages are synchronized in Messages -> Preferences -> iMessage.
 2. To sync Music from a Mac to an iPhone or iPad, connect the mobile device to the Mac and it shows up in the sidebar of Finder. Once you click on the device icon in the sidebar, you can manually sync the device or set the option to automatically sync when connected. There is also an option to show the device in Finder when the device is on Wi-Fi. The Music tab is where you select what artists/albums/genres/playlists to sync or all.
 3. If you are synchronizing photos with iCloud, it is not recommended to also enable "Upload to my Photo Stream."
If you enable to sync an app on one device, then you really should be enabling that same app on all devices.
7. My iPhone X has frozen, and will not turn off. What do I do now
 1. Press and hold the Volume Up button OR the Volume Down button, then press and hold the Power Button. When the screen displays the message "Slide to Power Off", slide the Power symbol to the right. This will perform a hard shutdown of the phone.
 2. To restart your iPhone, press the Power button on the right side of the Phone until the Apple logo appears. You will have to enter your passcode to enable your phone. Face ID does not work after a restart.
8. I have a late 2012 27" iMac (fusion drive) with 24mb of ram that will not run Big Sur (according to specs). Other than everyday stuff, I run On1 and Final Cut Pro X. I would like to upgrade the Mac but with M1 coming out, I am reluctant to do so. However, it could be a couple of years before Apple releases the M1 iMac. Quite a conundrum. Any suggestions?
 1. Expect the M1 iMac to come out in 2021.

If you get the M1 Mini, add a 4K UHD TV as a monitor, add a mouse, keyboard, and webcam, you then have the equivalent of an iMac with only one downside - RAM is limited to 16GB at this time (the M1 really doesn't need more memory unless you are a professional video editor, and then you really need the Mac Pro). Or, get the M1 MacBook Pro with 32GB RAM and hook it up to a 4K UHD

TV. Much better than an iMac even if the iMac was an M1 because you have more flexibility.

My M1 Mini is connected to a 55" 4K UHD TV. As an example of what the M1 Mini is capable of, I usually run Parallels for Mac with Windows 10 Pro for my astronomy hobby. With my old 2014 Mini configured that way, it ran hot, loud, and the CPU was often running near max with memory consumption at max. Parallels is not yet available for the M1 on Big Sur, so I had to simulate load with running as many apps at a time as I can throw at it, such as Affinity Photos, Photos, Music, Mail, Messages, several astronomy apps, browsers, GIMP, and so on. With the M1 Mini, it runs cold, quiet, the CPU is mostly idle, and memory is never overloaded.

One thing to keep in mind is that you need to order a computer with more memory and storage than you think you need. The biggest mistake made is ordering only what you think you'll ever use. The new machines have everything soldered in and there is no upgrade feature available.

2. I have a 2019 MBP 16" with 8 cores and enhanced graphics, and the Geekbench benchmarks for that Mac (990 & 6969) are slower than the new M1 computers (1696 & 7328)... I also have a 2012 MBP with 16GB RAM and the fastest processor then and it feels like cold molasses on a winter day when processing ON1 images compared to my 2019 computer. I would recommend upgrading to the new Apple Silicon iMac when they release it this year. It may have an M1 chip, or a new M2 (?) chip...
9. Running Big Sur and iPhone 11. Photo Stream no longer shows up in photos, and photos from phone no longer automatically show up on iMac desktop. What am I doing wrong?
 1. You should NOT be using Photo Stream IF AND ONLY IF you are keeping your photos in iCloud AND it is enabled on ALL devices. If you are NOT using iCloud for photos (on ALL devices), then you can enable Photo Stream on the iPhone. On the Mac running Big Sur, enable Photos on iCloud in System Preferences IF AND ONLY IF you DO want to sync your photos across all other devices. Then also be sure that you have enough iCloud storage to hold your photos.

Photos using Photo Stream can only store up to 1000 images for 30 days. When at capacity, new photos added cause the oldest photos to be removed. Photos older than 30 days are automatically removed from Photo Stream, so photos streamed to a device must be saved on the device before they are removed and no longer available on the device. Photo Stream does not upload Live Photos or videos. Hence, using Photo Stream is not the most convenient way to share photos between devices. AirDrop or just Copy/Paste might be more convenient.

Because of the 1000 photo limit, it would be a good idea to occasionally move all the photos out of the "My Photo Stream" album on the Mac to retain them.

When you turn off Photo Stream on the iPhone, you will get a message that all Photo Stream photos will be purged, and this includes what is in the “My Photo Stream” album on the Mac. If you also had photos saved in iCloud, nothing will actually be lost. Otherwise, you would need to move those images out of the “My Photo Stream” album on the Mac.

10. My hard drive is getting filled up with something, and then all of a sudden I get back space. What’s going on?

1. Time Machine is going on. Every hour, Time Machine performs an incremental backup to update the backup drive. In between those intervals, Time Machine is saving minor changes on the hard drive. When Time Machine reaches the hourly event, it removes those temporary files. But, if you don’t have your backup drive connected with Time Machine running, those temporary files can build up and start consuming a lot of space.

If you want to purge those temporary Time Machine files, Daisy Disk (3rd party app, not free) can show you where they are and delete them.

The drive can also accumulate purgeable space. Daisy Disk can show you where that stuff is and clean it up.

CleanMyMac X is another tool for cleaning up your internal drive. But it doesn’t show you in graphic detail the way Daisy Disk does to pinpoint areas of interest.

11. iCloud Drive is like an external drive to the Mac, but I’m sure it keeps a copy on the Mac somewhere. Where does iCloud Drive keep its contents on the hard drive?

1. If you have, on the Mac, gone to System Preferences/Apple ID and clicked on iCloud in the left sidebar, checked the iCloud Drive and clicked on Options, then all the items checked are still on your computer AND on iCloud Drive. Any changes to any of those items on your computer changes that same item in the cloud. IF you change any of those items on iCloud on your phone, it forces the changes down to your Mac. Everything checked in that Options list is always synced between all your devices and iCloud.
2. iCloud Drive maintains its files in the following path on your computer:
~/Library/Application Support/Mobile Documents
You do NOT want to mess with that folder.
Do all of your file management and organization of iCloud Drive in iCloud Drive.

12. My external drive has two partitions. How do I merge them?

1. Copy the contents from one partition to the other using Finder, and then delete the first partition using Disk Utility. When the partition is deleted, that space is automatically merged to the other partition.

13. I keep getting warnings that Adobe Flash is needed to view the contents of a website or that there is an update for Adobe Flash.

1. Both Firefox and Chrome have built in extensions to view any website that claims to “require” Adobe Flash. If you have Adobe Flash installed on your Mac, please remove it.

Never click on any link that claims to update Adobe Flash. There will never again be an official update to Adobe Flash.

Adobe has retired Flash on December 30 2020. All websites that now still require Adobe Flash will need to update their code to comply with HTML 5 standards (they have had warnings about this for 3 years), but it is not likely that many will comply for some time, and you may run into really old pages that will never get updated.

14. When I add a mailbox to an email account it is always added at the end of the list and I have to move it to where I want it in alphabetical order.

1. After adding a new mailbox to an email account, close and reopen Mail and it will be sorted alphabetical in the list of user added mailboxes.

15. I want to create a playlist in Music that only has piano music in it. I don't see any way to do this

1. There are at least two ways of doing this. The manual method is to create a playlist (File/New/Playlist) and give it the name Piano. Then, select an album and drag it to this playlist. A smarter way is to change the name of the Genre of an album when you add it to your music library. Then, create a Smart Playlist (File/New/Smart Playlist) and select “Genre” “Is” “Piano”. You can also select the “+” at the end of that line to create additional requirements (for example: “Year” “Is greater than” “1960”)

16. How can I get my messages to show up on my iMac and my MacBook Air? Some of them show up on the computers, but not all of them.

1. Messages on the Mac need to be set to sync with iCloud. This is done in Messages->Preferences->iMessage on all Macs. You can also sync those messages to your iCloud Drive by going into both Macs System Preferences/Apple ID/iCloud/Options and insure Messages.app is checked on both.

17. Why does my computer think that I live in Boise, Idaho? Anytime I look for something in a store, like Home Depot, it tells me what's in the store in Boise...

1. Once you define your preferred store, it should show the next time you open the Home Depot website. This assumes you are not using a VPN which is the purpose of a VPN - to hide your location from the sites you reach. Also if you are using a VPN, you may connect to different VPN servers in different states each time you connect.

If your correct location is found when using the Maps app, then it can't be your computer. If Maps isn't showing your correct location, contact Apple.

2. It's possible that your ISP is responsible for this if they are routing traffic internally until it gets to Boise. **I believe this happens if your ISP is Cableone (Sparklight). I have the same issue from time to time.**
18. How do I send messages from my computer to non-apple phones (or land-line phones). I can only send to those with iPhones. Messages to other phones indicate "non-registered" when i enter a phone number. I've read that registration can be accomplished via a iPhone routine, (it somehow magically turns message into an SMS) but I do not have a iPhone. I have a friend who does; could that be used?
1. Text messages can only be sent to non-Apple devices using a phone number to a mobile phone capable of receiving text messages. To do this you need to have your Mac set up using Continuity via the Messages Settings on your iPhone. If you do not have an iPhone, your Mac will not be able to do this. Your friend's iPhone would need to be on the same wifi as your Mac...
 2. You can NEVER text a land line with any mobile phone or computer.
 3. <https://support.apple.com/en-us/HT208386>
19. When I send an email my "from" defaults to my old address davidrex at-sign cableone.net and I have to change it before I can send the email. How do I change the default to my new davidrex2 at -sign iCloud.com?
1. In Mail Preferences/Composing/"Send new messages from"
20. Can an iPad be ordered to also be an iPhone. I want the 10 inch iPad display (presbyopia) vs thee 6 inch iPhone; portability is not an issue. Enquiries to Apple yield non-sequiters, like ordering iPhones in colors.
1. You can order an iPad with the Wi-Fi + Cellular option. You can then use VOIP services (like Skype) to make calls, but you can not use it as a cellular phone. A better option is you can set up the iPad to be able to make calls if and when an iPhone is nearby and on the same network. In that case, you really do not need the Cellular option on the iPad.
 2. <https://support.apple.com/guide/ipad/make-and-receive-phone-calls-ipad97892b2/ipados>
21. How do (or can I) forward text messages from one phone to another. For example, a friend sends me a text/shared photo, but i want another friend with another phone to see it. If i can forward photos i take on my phone, why not texts/photos from someone else?
1. One the iPhone/iPad, touch and hold on the message and select "Forward" from the menu. On the Mac, right click on the message and select "Forward" from the menu.

22. Pages (or other program). How do i set up a keystroke to activate a function E.g I date/time tag entries into an on-screen diary. I'd like a keystroke that would accomplish that instead of the insert>date/time>format>return routine. Long ago they called them "macros" and were easy to set up. Just start a program (excuse me App) give it a name (like "date time"), assign a key-stroke combo, and go through the sequence to accomplish the action. Thereafter the key stroke would do the sequence. (p.s) I don't want to have to learn a language like for "automaker") I had that when I used MS Word for my diary but now I use Pages.
1. This sounds like a task for Automator.
 2. You can create a shortcut for menu commands on the Mac: <https://support.apple.com/guide/mac-help/create-keyboard-shortcuts-for-apps-mchlp2271/mac>
 3. Typelt4Me is an app to replace a long text with a short text including date/time in any format, pictures, and formatted text. Syncs with iCloud. Available in the App Store.
23. When I start SAFARI, I get the Apple website. I want it to be the PMUG site. No matter what I do it insists on coming up Apple.
1. Safari Preferences/General is where you set up the default page.
24. My Home Pod goes on by itself if it is lifted or touched. Why does this happen?
1. The HomePod is always "on" so that it can respond instantly to a "Hey Siri" request. The HomePod is also touch sensitive on the top which allows you to turn it on instead of using "Hey Siri". If you want to move it without it turning on, do not touch the top. You can turn this off in the Details/Accessibility/Touch Accommodations
25. The music is something I've purchased but I can't tell where it is coming from.
1. If you have purchased music on iTunes, the music is stored in Apple Music on your Mac or Apple device. If you have imported music that you own, say a CD, it is also stored in Apple Music on your device. If you have Sync Library turned on in Settings/Music on your devices, music will be synced and available on all devices that have this setting turned on.
26. Is the Home Pod a blue tooth connection to the iPhone or is there some other connection?
1. The connection between the HomePod and your Apple devices is Airplay. Airplay uses your WiFi network. Airplay can deliver better audio and sound quality (lossless codecs) than bluetooth.
27. I've never had much success in Mail blocking emails from unwanted senders or perhaps I have and they just keep changing their email profile to defeat my attempts to block them. Might you comment on that?

1. Some email providers don't have a spam detector or a way to set up your own junk mail rules. Apple Mail has provisions for dealing with Junk mail.
28. How do you get rid of the red marks? (Pages document showing hidden marks)
 1. Presuming that you are using Pages to view that document, you have show invisibles enabled. (Menu/View/Hide invisibles or Shift-Command-I) These do not show up in a printout.
29. What do you have to say about the social media called Parler?
 1. It has been withdrawn in Google Store and App Store for its "egregious content."
30. Can we have a guide on how to delete a Facebook account, completely?
 1. Find this out by searching the Internet.
31. Can we have a guide as to how to delete a Tweeter account?
 1. Find this out by searching the Internet.
32. How about a LinkedIn?
 1. Find this out by searching the Internet.
33. I can no longer see the flags I assign to emails. Is this a fault of Big Sur or something new I need to reset?
 1. When assigning a flag to an email, you should see a mailbox in the left sidebar called "Flagged." Your flagged messages will show up there as well as in the original mailbox. The flag itself should be seen in the upper right corner of the message header. When the cursor is on a message, Shift-Command-L toggles a flag state.

