

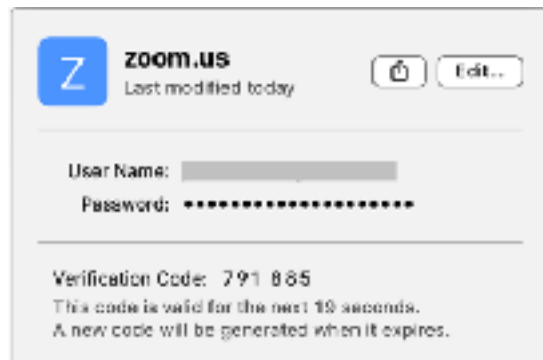
Genius Bar January 2022

1. How does Authentication work in macOS 12.1?

- 1.1. When a two-factor authentication is to be set up for a website, the website should either provide a QR code that can be scanned by your iPhone or provide a setup key.

When a QR code is scanned, Passwords is opened and you have to select a login to assign that code to. You may be required to use the current code to complete the setup, so leave Passwords open until the process is completed.

The next time you login to that website, it will ask for an authentication or verification code. Open Passwords and use the code that shows up for that login.



2. My friend has a 2 year old iMac. He switched over from a Windows 7 laptop. He has one very important application that only runs on Windows. You recently mentioned Parallels. Is that an option and what would we need to do?

- 2.1. Parallels, VMWare, and VirtualBox are all possible apps for running Windows on a Mac.

In my view, Parallels is the best because it offers three different ways to run a Windows app.

The problem with all of them is that you have to own a copy of Windows. With Parallels, I think it is possible to import a full copy of Windows from an existing PC running Windows. Maybe that's also true of the others.

The cost of Parallels is about \$80/yr. VMWare is about the same. VirtualBox is FREE. I haven't tried VirtualBox in a very long time, so I can't say much about it other than give it a try and see if it works the way he wants it to. VMWare is complicated in the number of options you have to purchase and new people often get confused about which one they need, and the choices even boggles my mind. For Parallels, the only choice is Parallels Desktop for Mac.

If he ever gets a new M1 Mac, then he needs to be aware that the only Windows version that runs in Parallels is an ARM version of Windows 11, and that most likely means he will have to purchase it.

For running only a single Windows app on a Mac, try CrossOver - which I have found to be not too user friendly to set up in the past. The advantage is that you only need to own the Windows app that you want to install, not the entire Windows OS. Try the free trial. If it works, that's the best way to go. It may not run as fast as it would with Windows under Parallels.

3. What information does Apple TV hardware collect, and can I opt out?
 - 3.1. Apple collects and tracks what content you play, when you played it, the device you played it from and where exactly in the content you paused or stopped watching. They also collect a detailed history of all playback activity for Apple TV and TV+ channels.

If you want to prevent that collection, you can. On the Apple TV, click on Settings icon, click the General Tab, scroll down to Privacy. Click on Tracking and make sure that Allow Apps to Ask to Track in On. Then, go back to Privacy menu, and click on Analytics and Improvements. Turn Share Apple TV Analytics and Improve Siri and Dictation to OFF.

4. I just entered a 5 digit number in the Calculator App on my iPhone and the last entered digit is wrong. If I hit the C it clears the whole number. I only want to erase the last number. Is there a way to do this?
 - 4.1. Yes, just swipe right or left in the space where the numbers are displayed and the last digit on the right will be erased.
5. I left my locked iPhone in the kitchen, and my grandson used it to send messages to his friends. How do I stop this?
 - 5.1. You need to limit what can be done on a locked screen. Go to Settings>Face ID/Touch ID & Passcode and enter your passcode. Scroll down to the section labeled Allow Access When Locked. The more items you turn off, the safer you are. If Siri is turned on, there are all sorts of things your grandchildren and others can do with your phone including making overseas expensive calls!!!
6. I was eating outside on my picnic table last month, and my phone was beside me. When I picked it up, it was hot and would not turn on. What's up with that??
 - 6.1. Apple says the phone can safely run in temperatures up to 95 F. However, if you sit it in the sun with the screen side up, it can overheat easily. The battery can suffer irreversible damage when it gets too hot. To try to prevent that from happening, the phone will not turn on till it has cooled down.

It could also be a run-away app that was using lots of the CPU to do who-

knows-what. Which app is hard to determine. Restarting or quitting apps in the App Switcher would fix this.

7. I just upgraded to iOS 15, and now the Safari search/address bar is at the bottom of my phone. I REALLY hate that!
 - 7.1. You and many other people. Be of good cheer, Apple has two methods which allow you to move it back up to the top of the screen. Go to Settings, scroll down to and tap on Safari, and under “Tabs, switch Tab Bar to Single Tab. You can also do it when you are in Safari. Tap the AA in the left side of the address bar, and from the popup menu, select Show Top Address Bar.
8. My husband and I were discussing what presents we had bought for our son a couple weeks ago. Just before Christmas, he admitted he could not wait to open his new MacBook Pro. When I asked how he knew, he said he had eaves dropped on us with his iPhone. How did he set that up??
 - 8.1. One of the features that Apple release in iOS 12 was the ability to do “Live Listen”. It is an accessibility feature to help you hear the person you are talking to better. You do this using your hearing aids, AirPods or Beats ear buds. On your iPhone, set it up by going to Settings>Control Center. Scroll down and tap on the + next to Hearing with the Ear icon. Then, when you want to hear someone better, go to your control center, tap on the Ear icon, set the volume, and place your iPhone close to the person you have trouble hearing. Your iPhone now acts as the microphone sending the sound via bluetooth to your ear devices. Some of the younger generation are using this feature and call it “spyware”.
9. How do I get an application out of the way when I want to do something else on a Mac?
 - 9.1. Clearing the screen to access another app is optional. All you really need to do is launch the other application and it will display on top of whatever was there.

If you do want to clear the display, then you can either quit the application, hide the application, or close the app window. There are keyboard shortcuts for all of these operations. To quit an application, hold the Command key and tap the Q key. To hide an application, hold the Command key and tap the H key. To close an app window, hold the Command key and tap the W key.

Closing an app window essentially means that you are done with what you were doing in that window but you don't want to quit the app. If you haven't saved what you were doing, you may be prompted to save before the window is closed.

Hiding an application keeps it running in the background and you will see a black dot under the app icon in the Dock and the app name next to the Apple logo disappears. Clicking on that icon brings the app back with the

same window open. Hiding an application is useful if you do not really want to quit the app or lose what is displayed in the window.

Quitting an app window (by clicking on the red circle at the top left corner of the window) keeps the app running, the app name is still visible next to the Apple logo, and there will be a black dot under the app icon in the dock.

On iOS, drag slowly upward from the bottom of the screen until the App Switcher is fully open, then swipe slowly from left to right to select a different app.

10. How do I find an application to open it?

- 10.1. The easiest way on the Mac is to click on Spotlight and enter the first four letters of the app. Spotlight will display what it finds that matches. If the name it fills in is the app that you want, just hit the Return key on the keyboard and it will launch. If the app name shows up in a list, you can click on that name to launch the app or use the up and down arrow keys to highlight the name and then hit return key to launch the app.

A shortcut to access Spotlight is to hold the Command key and tap the spacebar.

You might already have that app showing up in the Dock. Just click on it.

You can also look in the Applications folder in the Finder. You can drag that folder to the Dock and when you click on it you will get a list of the Applications which you can select from

On the iPhone or iPad, swipe from right to left to the last screen, which is the App Library. There is a search field there where you can start typing the name of the app and then select it from the list that appears. You can also access that search bar by swiping down from the middle of the screen on any home screen.

11. What happened to the Menu and the three colored dots? I don't see a way to get to anything else.

- 11.1. If you do not see the Menu at the top of the screen or the three colored dots at the top left of a window, the application is in full screen mode. Move the mouse cursor to the very top of the display and the Menu should drop down. Then move the cursor to the green dot and click it to exit from full screen.

The keyboard shortcut to go in and out of full screen mode is to hold down the Function (fn) key and tap the F key.

12. Sparklight is discontinuing email service on February 24. What's going to happen to my email?

12.1. You will lose it all. Here's what Sparklight says to do to save your contacts and messages:

"Customers with an existing Sparklight email address, must select a new email provider and export their contacts and any emails they wish to save from their Sparklight email account no later than **February 23, 2022**. For step-by-step instructions on how to perform these actions, please visit www.sparklight.com/emailretirement."

If your Apple ID is the cableone account email, you should change your Apple ID email by going to appleid.apple.com and click on the "Apple ID" button. Be sure to use an existing email address, and preferably one that is NOT provided by your Internet Provider (IP). If you do not have an email with Apple (ending in icloud.com, me.com, or mac.com), then create a new icloud.com email by opening *System Preferences* -> *Internet Accounts* and click on "iCloud" to create a new account. When entering an email name, don't add "@icloud.com" as that will be added for you. The email name must be unique.

Apple also uses a *Notification Email* that is also set up in appleid.apple.com. This cannot be your Apple ID, so you DO need to have an additional email account other than your Apple ID email address.

You can have several icloud.com email addresses, but you should be using only ONE Apple ID. Even with one Apple ID, you can set up three email aliases.

13. I received an email recently but can't seem to find it again amidst the hundreds of messages in Mail.

13.1. Every app has a search function. Command-F is used to find something that is showing in the current window. In both Finder and Mail, there is another search bar that allows you to search through the entire app. If you know any keyword that appears in the email message - even the name of the person or any portion of their email address - type that into the search bar and a list of hits will be displayed.

If you've configured Spotlight to display search results from Mail, you can find the message that way.

14. A friend told me about a "colored" cursor. Were they pulling my leg or does Apple have such a thing?

14.1. Apple introduced a colored cursor in Monterey. To change the color of your cursor, go to *System Preferences*>*Accessibility*. Under the *Vision* section in the left column, click on *Display* choose the *Pointer* button in the top of that

window. Here, you can change the size as well as the pointer outline color AND the fill color.

15. I was complaining over Christmas about all the App reviews that I get on my iPhone. My son says he never gets them, but forgets what he did to remove them.
 - 15.1. Yes, you can remove in-App reviews on iOS. Go to Settings>App Store, swipe down and turn off In-App Ratings and Reviews.

While you are there, go to the bottom and tap on Personalized Recommendations and tap on Clear App Usage Data if you are concerned about privacy

16. A friend mentioned that he had just set his gmail account to self destruct but doesn't remember how he did it. Do you know??
 - 16.1. Yes, You can now make you Gmail account go away once you pass on. You can consider this part of your Estate Planning for your online world!

Log into your account, and click on Inactive Account Manager page. Select "Start". Follow the prompts

17. I just bought a new iPhone 13 from Apple. My granddaughter told me that it no longer has a SIM card in it. I checked and she is right. How can it work if there is no SIM card in it???
 - 17.1. Apple introduced eSIMs in their iPhone XS. These are "embedded SIMs" that are built into the phone. Starting with the XS (XS Max and XR), each phone had one eSIM built in and one NanoSIM that can be removed or exchanged. This allows the iPhone to support two numbers. For example, you could have your personal number on the NanoSIM, and put your work number on the eSIM!

Starting with the iPhone 13, Apple now embeds two eSIMs and one NanoSIM.

If you bought your iPhone 13 from Apple, you will not have a NanoSIM. Your phone number will be programmed onto one of the eSIMs. If you bought it from a cellular company, it will have a NanoSIM where your number is programmed.

18. Awhile ago I was told by Apple Senior advisors that the 13 Pro 26MP RAW photos would be processed in the camera and come out at 12MP. Now I hear they come out at 26MP and need post processing and still remain at 26MP.
 - 18.1. The sensor on the iPhone 13 (front and back) is 12MP. Of those 12MP, green light is measured by 6MP, while blue and red light is measured by 3MP. This is due to the Bayer filter. Then, a process called Demosaicing is applied. In the end, all you get with a Raw image is AT MOST 12MB when using the *DSLR Camera* app on an iPhone 13.

19. I hope LIDAR, HDR, FUSION can be utilized for JPEG photos on the iPhone 13 Pro and not only for RAW photos. This would be more than sufficient for me. Please advise if this can be done for JPEG photos.
- 19.1. Lidar is a hardware feature that is only on the iPhone 13 Pro models (not the basic iPhone 13). It works for all image formats.
20. I just bought a new MacBook Pro 16” and it came with Monterey. When I began to set it up, I noticed that the default setting for Security was to have File Vault on. I took the defaults, but now wonder if I did the right thing?
- 20.1. File Vault encrypts everything on your computer’s disk/SSD. If you are SERIOUSLY concerned about privacy and security, this is a good thing to turn on. I am sure CIA employees, lawyers, doctors, Jason Bourne and 007 use it religiously. However, 90-95% of Apple users do not need this level of security. The consistently SERIOUS problem of using File Vault, is that if you do not remember the Recovery Key for File Vault, NO ONE, not you or nor Apple, can ever access the data on your disk. Forgetting your Recovery Key is tantamount to wiping your disk and starting over. So, if you turned it on, and you don’t work for CIA, turn it off while you still remember your password!!
21. My grandson bought an iPhone 13 Pro at Christmas. I talked him into taking a RAW pict for me. He Air Dropped it onto my laptop. Later, I sent the RAW pict to myself to see what happens. It came to me 10X smaller file size as a JPEG.
- 21.1. When you make any change to a RAW file, it is converted into a JPEG. When I look at the two images you sent, the JPG image has a different color tint to it (everything is brighter), so you obviously did something to edit the image - maybe without realizing what you had done.

With AirDrop, the image does not undergo any changes. When you email a RAW (DNG) image, if you do not specify to send as “Actual size,” it will be converted to a JPG. However, even sent as “Actual size,” it will undergo compression and be received as a thumbnail image which you must click on to saved it to your computer to see it in its original format.

DNG formatted images cannot be opened with Preview. But they can be viewed in Photos.

22. In the message app: When You want to start a new paragraph, how do you space down? You can’t use the Enter key?
- 22.1. If you are talking about the Mac and not the iPhone, then hold down the Option key when pressing the Return key. The Return on the iPhone does move the cursor to the next line.

23. Duck Duck Go is my chosen search engine. When I open Safari, my home page shows up and I can search with DDG using the search window in the center of the page. When I enter a search in the address bar, it uses Bing. What's that all about?

23.1. The search engine as used by the address bar is configurable. So it appears that DuckDuckGo is your default website when opening Safari, which is not the same thing as being your default search engine.

24. When I take a photo with the iPhone, it saves them as a Live Photo. That actually uses a lot of storage space. How can change that?

24.1. There's an icon in the upper right corner of the camera app that looks a little bit like a bulls-eye. Tap on it to turn off Live Photo, and then a slash will appear through the icon. If the slash is not there, then you will see one in the RAW icon next to it. That means you can't take a RAW image if you are shooting Live Photos. RAW photos also take up extra storage, so tap on that to disable that feature.

To use the least possible amount of storage when taking photos, you should also set the camera Format option to High Efficiency (Settings > Camera > Formats) and disable Apple ProRAW (if your camera supports it) if you do not care about high definition photos.

25. I've been getting phone calls from friends telling me that I have notifications silenced and they think I'm not getting any messages, and I am getting their messages. I haven't done anything to make that happen. How can I turn off all of those Focus things?

25.1. On the iPhone, open Settings and tap on Focus. For each item that you want to delete, tap on it, scroll to the bottom, and select Delete Focus. If you want a particular focus, check the options to make sure they will activate in a way that makes sense to you. On the main screen of Focus, selecting "Share Across Devices" will sync all focus modes to your other devices.

On the Mac, open System Preferences and select "Notifications & Focus". Select Focus. For each item that you want to delete, select the item and click on the minus sign at the bottom margin.

26. There are many times that when I go to a website on Safari that it takes a long time to connect. Can I assume this is an internet problem, and if not, what can I do on my computer to speed things up?

26.1. It is not just your web site. There are many that I visit that are just "slow". Sometimes, it is the ad blockers you use in your browser, and you can, in Safari, after you get to the web site, select in the Safari menu Safari>Settings for this web site, and turn off the ad blockers permanently.

Another issue I find is the VPN. Sometimes it gets overloaded and you can get around this by turning off the VPN for a minute. If the site loads, the VPN

was busy. You can now turn it back on and it will be fine.

Then there is your DNS server of your internet provider (Sparklight). I consistently found that they were slow, so I went to my System Preferences>Network>Advanced>DNS and Added Cloud Flare DNS 1.1.1.2 and 1.1.1.1. Then I deleted the Sparklight DNS numbers at the top, and added them at the bottom.

Other than those steps, if the server your web site is hosted on is overloaded, there is nothing you can do...