



PMUG Genius Bar Questions for July, 2021

How to remount an external drive that has been disconnected?

If the power was interrupted on the drive and if the USB cable is still connected, then open Disk Utility, select the external drive, and then select the Mount option.

If the USB cable was removed before ejecting the drive, just plug the cable back in.

Some websites can't be accessed anymore.

Check: Screen Time > Content & Privacy. If it is ON, turn it OFF.

In the mail app, I mark unwanted entries as junk. I thought that would block them from getting into my mailbox subsequently. Yet, I repeatedly get mail from entities that I've blocked. Why isn't "mark as junk" working?

When you mark mail as junk, that method only identifies the sender's email address as junk. The sender can change the email address a little to get around that. The best way, which is still not always perfect, is to create a Rule in Mail Preferences to identify the several different ways that a sender can get around the initial junk mail filtering.

Case in point, I keep getting spam from a Gordon Taylor. The sender's email address has been different every time. It's getting annoying. I may have to set the Rule to include something specific found in the content.

If I am out exercising without my wallet but with the iPhone, how do I allow emergency services figure out who I am, what my medical issues are, and who to contact in case I have an accident or someone runs me over?

You can show Emergency Medical Contacts on the iPhone. Click on the Health App (White background with red heart on it), and click on your picture on the top right of the screen (to the right of the words "Browse or Summary"). The second item down on this next page is "Medical ID". Click on the arrow to the right and edit the information as needed. At the bottom of that page, in the "Emergency Access" section, turn on "Show When Locked" and "Share during Emergency Call". Press & Hold the power button & volume up buttons to see the medical ID and SOS

Can I have more than one watch face? If so, how do I do that?

Tap on the Watch App on your iPhone, at the bottom of the screen, tap on Face Gallery and scroll through the faces to find one you like. Each watch face will have some number of "Complications" that you can set based on what you want to see on that face. Click on the position of the complication, then scroll through the options and tap on the one you want at the position. Once you have all the complications set, at the top of the screen under the name of the face, tap on the word "ADD".

I can never recognize the icon for some Apps on my Apple Watch. I hear I can view them as a list instead of as a grouping of icons. How do I do this?

On your Apple Watch, open the Settings App. Tap on App View, then tap on List view. Now when you press the Digital Crown from the Home Screen your Apps will be listed alphabetically.

My iPhone gets email, but quite often the Mac is not in sync and the newer messages don't show up for quite a while. I have a Gmail account.

The method chosen for accessing mail messages on the Mac may not be set the same as on the iPhone. Look in "Mail->Preferences->General->Check for new messages." A setting of "Automatically" checks for new messages constantly. To save on data, set for some lower period of time. Similarly, in iOS go to "Settings->Mail->Accounts->Fetch New Data" to set the frequency for updating messages. You can always manually check for mail at any time.

When I use AirDrop to send an item from the iPhone or iPad to the Mac, the item never shows up in the Downloads folder on the Mac. When using AirDrop from the Mac to the iPhone or iPad, it shows up immediately.

For use with AirDrop, the Downloads folder on the Mac cannot be a link to an external drive. Configuring a browser to save downloads to an external drive is allowed.

Make sure your Mac is set to accept AirDrop files from "everyone" instead of "Contacts Only".

I don't have enough room on my hard drive on the Mac to do an update.

Add an external drive to the Mac and copy anything you can that resides in your home folder to the external drive and then delete it from your internal drive. The "safe" folders to work with are Documents, Desktop, Music, and Pictures. After the update, put back what you can, but you should leave at least a minimum of 10% of the total capacity of any hard drive free. What doesn't fit back on the internal drive will have to stay on the external drive. Just use the external drive for files and folders that you rarely access.

You need about 20GB free space to install Big Sur, so you'll have to free up space if you can. Apple suggests:

<https://support.apple.com/en-us/HT206996>

You can also use an app like Clean My Mac after you do obvious things like emptying the Trash.

How can I share a large file with someone if the file is too large to send by email?

Copy the file to your iCloud Drive. Right click on the file and select Share, then select "Share file." Choose one of the methods (Mail, Messages, Copy Link, AirDrop). If you select "Copy Link," you have to enter the recipient's email address or phone number if they have a Mac or an iPhone. Choose who can access the file (only people you invite, or anyone with the link). Choose the

permissions (Can make changes, or view only). Click on Share. The recipient does not have to have an Apple ID and they do not have to have an Apple device. You can share a link to folders that are in iCloud Drive. This works the same way as Dropbox.

What purpose does the USB port serve in the new iPad Pro?

First and foremost, it is your charging port. You can also connect other electronics to your iPad via this single port. You can connect to a Thunderbolt Display via the port so you see things on a big screen or you can plug in an external SSD so you can have up to 2TB of storage, You can also plug in other USB-C electronics like a hub, or a card reader with the right adaptor.

How can I delete all of the blocked phone numbers on the iPhone and start over?

On the Mac, open Mail Preferences and select the Junk Mail tab. Then select the Blocked tab. Then highlight (select) all the phone numbers in the list. Then select the ‘-‘ option at the bottom.

The alternative on the iPhone is to select and unblock phone numbers one at a time.

You can also add email addresses to the blocked list on the Mac. This isn't the best alternative to using Rules (because the entire email address must be given), and given that spammers change their phone numbers and email addresses constantly, this really isn't much of a help to avoid getting spam.

A note of caution: It is believed that the software used to block calls use the “blocked numbers list” to block the calls. IF other groups use the same unused numbers, you could see repeats which come through if you delete this list. It is really a very small amount of space on your iPhone!

While using Safari and I see a form to fill in, when I move the mouse pointer to select an option for autofill, the option to autofill the form disappears before I can click on it to activate it. The form is usually an order form for making a purchase.

Some forms use software that is not “standard” and is not recognized by some browsers.

The emoji panel disappears when typing in Messages on my computer as an alternative to using the iPhone.

The Emoji panel in Messages only appears to allow selecting an item from. It is not designed to stay up while typing. Only ONE Emoji is allowed, and it appears above the text.

I am signed up for Code Red emergency notifications from Yavapai County. This is great for daytime but at night I put my phone on Do Not Disturb. Is there a way to allow emergency notifications to come through when the phone is on DND?

CodeRED sends alerts in Messages. A CodeRED message will have the caller ID # 866-419-5000 for emergencies and caller ID # 855-969-4636 for non-emergencies. We suggest that you program these numbers into your cell phone as a “new contact” and use “CodeRED” as the contact name. Then select

“Ringtone.” In the next window, enable “Emergency Bypass.” Do the same for “Text tone.” You can also assign a special alert tones for that contact and add the CodeRED logo as the image Contacts.

Can you explain what an "HEIC" photo file is? Also why I can't open it on my PC? HEIC stands for High Efficiency Image Container. It compresses images with less data loss than saving in the JPEG format. It is the default format for taking images on the iPhone, but is not directly compatible with all other devices. They can be viewed in Windows if you have the April 2018 Update or later installed. Double-click on the image to open in the Windows Photos app. Then click “Download codecs at Microsoft Store” link in the Photos app. Open the “HEIF Image Extensions” page and click “Get” to download the codecs.

If your photo is in the Photos app, when you export the photo it will be converted to JPEG.

Do you have any recommendations for a high quality photo printer? Sorry, this is a personal choice and depends on what your requirements are for “high quality.” Looking at reviews for printers should give you some idea.

Go talk to the nice folks at Think4Ink on Sheldon. They maintain a list of recommended printers that they update all the time.

Technical support for OpenSprinkler suggested changing their web browser-based app to a PWA stand-alone application. Can you explain what a PWA (Progressive Web App) is and how does one set it up on the Mac OS.

OpenSprinkler is an open-source Internet web-based sprinkler timer/controller built on the Arduino platform. Converting from a web-based app to a PWA is an advantage to the developer because it uses cross platform development tools that enable the app to be compiled for multiple operating systems.

A PWA is a native app installed on a computer that is just an interface to the web-based portion of the app. It offers the user a sense of using the web-based app as though it was installed on the computer.

When you visit a PWA on the Internet using a compatible browser, you can find instructions for installing the PWA on the computer - if that's what you really think you want to do. Safari does not support PWA, but Chrome for macOS does. It is not supported by Safari because a PWA can potentially grant access to a computer by a nefarious actor.

The introduction of the Apple Silicon Chip could signal the end of PWA on a Mac. The M1 chip allows users to run iOS and iPadOS apps natively on a Mac, and this means that there is no need for that app to be a PWA.

A PWA cannot compete with native apps in terms of capabilities. Electron-based apps (apps using the Electron-JS development tool) are similar to a PWA, and they suffer from performance issues simply because they rely on Chromium technology which is a memory hog.

Becoming dependent on a PWA is to ensure that your computer will never perform at its peak efficiency.

SparkLight seems to be having technical issues because I keep losing internet about once a week. Last week I had a critical email I had created on my Mac that I had to get out and could not. Is there a work around?

If you have an iPhone, you can go to your iPhone Settings, tap on Personal Hotspot and turn it on. Now on your Mac, click on the WiFi symbol on the right side in your menu bar, and select your iPhone's name (if you do not know this, go to Settings/General/About/Name). This may take a few minutes before the name appears in the WiFi window listed under Personal Hotspots heading, and if it does not, turn the WiFi off then back on. Once you select your iPhone's name, on the Mac, enter the password shown on your phone.

I found this great article in Apple News, and I want to save it in iCloud and send it to someone, but I don't know how to do that. Can it even be done?

I found a work around for the Mac and iOS devices that I have been using for a couple years that still works. Look at the source of the article, then open Safari, navigate to that source on the web, and do a search for the title of the story you saw in Apple News. You can then share it from Safari. However, I just found another way to do this. If you are on iOS, share it via Email or Messages, then on the Mac, click on the article link to open that article in Apple News on the Mac. In Apple News, click on "File/Open in Safari" and share to someone else or save to your choice of storage there.

I always get confused by all the different logins and passwords necessary to keep track of my Apple accounts and devices. Can you sort them out for me?

The App Store uses your Apple ID.

Your email address can be your Apple ID and you can have multiple email accounts each with its own password.

Using your Apple ID as the email address for any online account is a personal choice, and it has no effect on anything else.

The Mac and iOS login have nothing to do with either your Apple ID any email address and are unique and assigned by you. You should have at least two different accounts on each device. One is the administrator and the other is a standard user.

- 1) I took all pictures off my hard drive. I put them on an external drive. But, having that back up like that is very inconvenient. I want to load, say the most recent 5 years onto the computer. But, I will have a problem with iCloud. It will only keep and

maintain the 5 years I put back on the computer, right? So, if I do that, exactly how do I open the drive and be able to select the last 5 years?

- 2) The computer has made the entire content of the drive as part of the System, so iCloud uploads these photos. Do I make two libraries, then take the one library and make it part of the system library?

An external drive is not backed up to iCloud, and the Photos Library on the external drive is only synced with iCloud if it is the system Library.

The easiest way to make room on a computer when you have an excessive number of photos is to make a copy of the Photos Library onto an external drive and then delete the Photos Library you don't want to keep on the internal drive. Double-click the Library in the external drive to open it with Photos. As an option, go into Photos Preferences and set it as the system Library. It will be a bit slower. You can have multiple Libraries if you want to separate them out by date, category, or event, and only one can be the system Library. Do not switch the system Library around - assign one and keep it that way.

My iPhone gets several email messages every morning, but it takes hours for the MacBook Air to catch up. I can send a message to myself and it shows up right away. I am running macOS High Sierra on an older machine. The iPhone is less than a year old. The frequency for accessing messages is "Automatic."

Press the "Get Messages" button to update the Inbox.

How can I scan a document from my iPhone?

<https://www.wikihow.com/Scan-Documents-with-an-iPhone>

<https://macmost.com/scanning-documents-with-your-iphone.html>

On my new MacBook Air, some text messages do not appear until a few days later. This happens mostly on a text thread with several people. They appear immediately on my old MacBook Air, iPad and iPhone.

This is similar to the problem that email messages do not show up at the same time on the Mac that they do on the iPhone. There is no real explanation for this.

I purchased a Bluetooth mouse to use with my new MacBook Air. Each time I open my Air, I have to reset the mouse. Is this just a cheap mouse or standard procedure? I have googled this and tried whatever tips I could find.

I have a non-Apple Bluetooth mouse on my M1 Mini that works just fine every time, except when the battery charge is low. What I do notice is that anytime I leave the mouse unattended for some time, I have to tap the left mouse button at least once and wait several seconds while wiggling the mouse for it to communicate with the Mac. This is a Bluetooth anomaly and also applies to the Apple magic mouse.

When using Google Maps on my phone, the voice instructions will cut off the beginning of each instruction. I have tried deleting the app and reinstalling it. Same problem.

The driving instructions provided by Apple Maps now works flawlessly, and it used to be similar to the problem you are now having with Google Maps. And

this might be an artifact of the version of iPhone that you have. My iPhone is the 12 pro max. So it could be a problem related to the ability of the iPhone CPU chip to work well with Google Maps or even Apple Maps.

Best place to buy MacBook Pro.

Anywhere you can find it on sale.

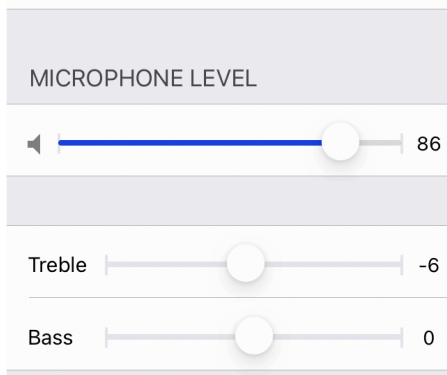
Apple “outlets” in Prescott are at Best Buy and Walmart.

Check with Argosy West for a refurbished device.

Apple delivers direct to your home.

Always perform an update first thing even on a new device.

What do the numbers for mic level, Treble, and Bass mean?



Arbitrary values from some “norm” to give the user “set points.”