

January 2023 Genius Bar Questions and Answers

1. I hear Apple is allowing apps to be sold at new non-apple stores for less money. Is this great or what!!

Nope, not great. The Apple store performs some rigorous testing to make sure the App is free of viruses, and does not spread malicious code. You can not expect the same security from any other store. We recommend ONLY downloading Apps from Official Apple App stores. Specifically, this applies ONLY to European stores, and ONLY for apps on iOS and iPadOS: Apple is preparing to allow **alternative app stores on its iPhones and iPads** in the European Union as soon as late next year to comply with a new European competition law.

Art says: Apple will still require apps to be scanned for malware and digitally signed, no matter where they are sold. But my apps will only be available in Apple's store. I don't think there will be a significant difference in price in alternative stores, the developer will just get a few cents more.

2. There is an an App my friend has that sounds great, but I will need to "jail break" my iPhone to load it. How do I do this?

We do not recommend "jailbreaking" your iPhone. Apple has many security features in the iPhone to protect you against malicious code. Jailbreaking removes one to several of those features which leaves you vulnerable to all sorts of bad stuff. Furthermore, it requires adding one of three third party apps to the Mac, and again very NOT recommended!

3. I have an iPhone 10. Are there any good reasons to upgrade to an iPhone 14?

There are many. First is the new Accelerometer that uses smart software to detect a car crash. It has Emergency SOS via satellite. These features have already save several people's lives. Next is the camera in the Pro versions which has a 48MP sensor and a 77mm telephoto lens in addition to the ultra wide 13mm and wide 26mm lens. It also has a larger brighter display, 5G cellular, longer battery life and much faster chips.

You can compare all the specifications at this link: <https://www.apple.com/iphone/compare/?modelList=iphone-14-pro,iphone-X,iphone-14-plus>

Art says: I still have an iPhone X and it works great. If you don't care about the many new features of newer phones (I can't do LiveText in Photos, for example) then you can hold off for awhile. If you're interested in a "Pro" feature, then be aware that the new iPhone Pro may not fit in your pocket like the X did.

4. I have a 2018 MacBook Air. I was told I can use my iPhone as a webcam. Why should I and how do I do that?

Only the new M2 laptop cameras support 1080p video (2k x 1k). iPhones, beginning with iPhone 7, support 4k video (4k x 2k). So, the resolution is better, you can zoom in or out, and you can get "desk view" while FaceTiming. You need MacOS Ventura and iOS 16 to use your iPhone as the webcam.

See the complete directions for doing this here: <https://support.apple.com/guide/mac-help/use-iphone-as-a-webcam-mchl77879b8a/mac>

Art says: The main reason to do this is if you're not happy with your built-in camera on the MacBook OR if you have a Mac mini which doesn't have a camera at all.

5. My Apple TV is now talking to me telling me what it is doing (switching HDMI ports, telling me the volume level, etc). Where do I control (stop) this?

This sounds like a Voice Over problem.

On your AppleTV, there are three ways to turn VoiceOver on or off: Go to Settings > Accessibility > VoiceOver, then turn VoiceOver on or off.

Hold the Siri button on your Siri Remote*, then say "Turn VoiceOver on" or "Turn VoiceOver off."

On your remote, press the Menu button or the Back button three times to turn VoiceOver on or off.

6. How do I get the non-Intel version of the Zoom client for an Apple Silicon Mac?

On your Apple Silicon Mac, open System Settings > General. At the bottom, select System Report. This launches the System Information app. In the left sidebar, select Software > Applications and wait for the list to load. Scroll down to the Zoom app listing. If Kind says Intel, you've got the wrong version. Same goes for any other apps here that say Intel.

Go to the Zoom Download Center at <https://zoom.us/download> (login in is not necessary)

Don't click on the Download button. This will get you the Intel installer. Instead, the following line will get you the correct version.

"Or, for Macs with Apple Silicon chips, click [here](#) to download"

7. Most of my Messages sync with my Mac. But, some messages I get on my phone never appear on my Mac.

They could be from an Android or other user. The first step is to make sure you are signed in to the same Apple ID on each device. WiFi and Bluetooth must be turned on on all devices. On your iPhone, go to Settings>Messages>Text Message Forwarding and make sure your Mac is turned on in the list of devices.

Go into the Messages settings on both devices and make sure the list of addresses/numbers under "You can receive/You can be reached" are the same. Also, "Start new conversations from" should be the same. "Text Message Forwarding" should also be set to allow.

8. Airdrop often does not see my Mac. How can I fix that?

The easiest and fastest and most effective way is to go to your Mac Ventura Control Center (the two slider bars in your Mac Menu bar at the top of your screen usually on the right side) and in the Network box (top left box of the drop down menu), click on AirDrop and turn it off. Wait a few seconds and turn it back on.

9. When I loaded Ventura, my Quicklook stopped working! I love Quicklook and want it to work again.

Try doing a Cmd-Opt-ESC (Force Quit), select Finder, and click on the Relaunch button.

10. My computer seems to be a lot slower since I upgraded to Ventura. Can I go back?
Not any more. Apple stops allowing you to go back to your earlier MacOS version after 3 months or so. Instead, why don't we look at why the computer is slow. First, MacOS does a "reindex" of all your files after upgrading to a new OS. If your computer is old or with minimum RAM, that could take several days to several weeks, depending on how long it is turned on and awake. Second, there could be a large number of log files, temp files, filled caches, etc. taking up space and limiting Ventura from working properly. Use CleanMyMac (\$35 at App store) or download Onyx (MacOS version specific) from: <https://titanium-software.fr/en/onyx.html>. Run the maintenance programs to clean things up.

If you have an older Mac with a spinning hard drive or fusion drive, move everything to an external USB3 or Thunderbolt SSD drive and boot from that. This alone will make a huge difference.

11. I was really excited to hear that FaceID now works in landscape mode, but I can't seem to get it to work. What do I have to set to make it work?

Well, first, you need to make sure you have an iPhone 12 or later. It has worked on iPads for several years now. If you have a new iPhone, perhaps the screen protector is causing it to fail? You may need to retrain your face.

If nothing works in landscape mode on your iPhone then you've probably need to look for the setting that locks the screen in portrait mode. It's in Control Center, and the icon looks like a lock with a curved arrow around it.

12. High Efficiency Image Files (HEIF) seem to be more the photographic norm starting with iPhone 13. There seems to be a compatibility problem with some platforms and photo printing services. Can an image with an HEIF extension be easily converted to JPEG to accommodate kiosk printers?

Many printers and services are still using JPG as the standard, in spite of it being a 30 year old format. HEIC was developed by Microsoft in 2009, but was released as open source in 2012. Apple started supporting it in 2017 because it is a better compression while losing less information. If you are not sure about what format a service or printer supports, you should convert your HEIC to a JPG using MacOS>Photos>Export. When you send the photo via email or Messages on your iPhone, you can open **Settings** menu, tap **Photos**, find **Transfer to Mac or PC**, select **Automatic**.

If you don't use Photos, you'll have to open the image in a program that can Save As in JPEG. If you do use Photos, then you don't have to do anything special. Exporting from Photos or just dragging the image from Photos to a draft email does the conversion seamlessly.

John says: On the Mac, the Finder can convert images. Select the images to convert, right-click (option-click on a trackpad) and select Quick Actions, then select Convert images. The images can be converted as Small, Medium, Large,

and Actual size. If other than Actual size is selected, the converted image will have the named size appended to the file. The converted file is saved in the same folder as the original with the new extension. Obviously, this cannot be done inside the Photos app. If you do not see Convert Images in the menu, select Custom and then select the action from the new window.

13. I have been told that I can translate words in iOS 16. I can't seem to find that.

First, you need to turn on the dictionary for that language, for example Spanish. Go to Settings>General>Dictionary, scroll down and check Spanish. Then, go to where you found that word, double tap the word, scroll to the right in the pop up window and choose Translate. Choose the language in the new window, and read the meaning. This may not work on older iPhones.

14. I wanted to know if anyone has a personal accounting program on the Mac that they could recommend? I'd like one that lets you download from your bank and brokerages but everything is stored on my computer. I've read a lot about Personal Capital but they don't let you store on your own computer. If you stop using their program is the data gone?

Art says: I use Quicken but I don't have experience with downloading transactions but it certainly supports this. I'm not logged into Quicken when I use the app and my data is only on my Mac. They charge an annual subscription fee of \$56 or so.

John says: I use See Finance 2. It does everything you want, but downloading from an financial institution is a premium price. It works on macOS, iOS, and iPadOS. If you need a full-featured double-entry accounting system, try GnuCash (free, and you do need some accounting background to use it). I find that rather than downloading from an institution, just using the monthly bank statement to reconcile is adequate. When downloading, entries usually do not get properly categorized, so you wind up spending as much time balancing as you would if you just use the bank statement. Proper categorizing makes year-end tax return statement a no-brainer.

15. I use Pages. How do I print Envelopes?

Art says: Under the Help menu, search for "envelope" and select "Print a document or envelope in Pages on Mac". Follow those

instructions. Your printer will need to have the ability to print on an envelope.

16. When do you recommend upgrading to a new software major release? Upon release, at the .1 or .2 level?

It depends on what new features are in the new software. If you want something that is new, wait a few weeks, read the reviews, and decide if the bugs are worth the new features. Otherwise, upgrading for most of us is at the .1 level. If you ABSOLUTELY, POSITIVELY want the least amount of bugs, upgrade at the .2 level. After that, upgrade quickly when the minor fixes come out.

17. What is Freeform and what can be done with it?

From the Apple website on Freeform, here is what it does:

You can use the Freeform app (included on your Mac) to brainstorm by yourself or with others—plan a trip itinerary, build a storyboard, create a seating chart, and so much more. Visit this link for complete user instructions.

<https://support.apple.com/guide/freeform/get-started-frfm85d6f7b58/mac>

18. With the laptops I don't suppose the Apple Pencil would work with it?

No, the Apple Pencil does not work with Macs. It is designed only for iPads. There are two models of the Apple Pencil—1st generation and 2nd generation. Go to this website to see full compatibility:

<https://support.apple.com/en-us/HT211029>

Rumor has it that Apple is considering adding a touch screen in the future to Macs, which would allow the Apple Pencil to work. In the meantime your only option is to purchase a graphics tablet, like a Wacom.

19. I would like to know if Windows 10 and 11 can be installed on Macs (Mac minis, i-Macs, MacBook Pros) running Monterey or Ventura.

This can be done using Parallels, VMWare, or similar virtual hosting app. I currently have Windows 11 installed on my M1Max MacBook Pro using Parallels. It can also be installed on a Mac Mini or iMac. If the Mac has an M1 chip, then the only version of another OS that can be installed is one that also runs on an ARM64 chip. Windows 11 ARM64 is the only version of Windows that can be installed on an Apple M1 machine - because it's the only Windows version that runs in an ARM architecture. Parallels installs an additional app called Toolbox that enables the guest OS to be run in its own windows right along with the Mac apps. I do not recommend installing a guest OS using Boot camp (Intel only Macs) as that involves rebooting the computer into the different OS. I have no problem with Windows performance using Parallels. The only downside is the number of updates that have to be installed constantly for both Parallels and Windows (they do not require rebooting the Mac, but the Mac cannot be sleeping while the update is in progress).

20.

Other topics to discuss???

Covid mutation XBB1.5

Apple Butterfly Keyboard class action suit

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