Prescott Mac User Group
July, 2023 Genius Bar
Questions and Answers

1. I have 2 external monitors for my MacBook Pro with the latest OS. Would someone review the various options for coordinating the monitors.

    There are three options for using an external monitor. One is in mirror mode, one is as the main display, and one is as an extended display. Each external monitor can be an extended display, but only one can be set up as the main display. These options are available in Settings -> Display. The arrangement of the displays is set up there also.
    If an iPad is available, it can be set up as "Linked keyboard and Mouse" or as "Extended or mirrored display". This feature, called Universal Control, is only available in macOS 12.4 or later and iPadOS 15.4 or later, and only for some iPad models.

2. My iPad is not syncing with the iPhone, but the Mac is.

    On the iPad, go to Settings -> <your name> -> iCloud -> Show All -> Messages, and set "Sync this iPad" to ON. After changing this option, it may take a few minutes for everything to sync up.
    It is advised to check the settings for all apps using iCloud while you are there.

3. I have Apple Music, and I can select one album to play on my iPhone. When it gets done with that album, it continues to randomly play other songs/artists. How do I stop that?

    Start playing music in Music, then tap the song bar at the bottom of your iPhone or iPad. Opposite the "Playing Next" words at the far right is an infinity symbol. Tap it once so it is no longer highlighted.

4. My AirPod Pros have a very short battery life. Is there any way to make them last longer?

    The easiest way is to use only one ear bud at a time. That way one is always charging in the case. You can also extend the life by turning down the volume, turning off ANC, Spatial Audio or other special features. One last method (if you have AirPods Pro 2) is to buy a portable magnetic charger so you can keep your case charged.

Art: Apple will replace dying batteries for a fee: https://support.apple.com/airpods/repair

5. I keep hearing about my AirPods getting firmware updates. How do I get them, and how do I know I have the latest.

   Firmware updates should be delivered automatically while your AirPods are charging AND in Bluetooth range of your iPhone, iPad or Mac that is connected to Wi-Fi. On the iPhone, go to Settings>Bluetooth, tap on the ⓘ to the right of your AirPods, scroll to the bottom, and compare your version to the latest found on Apple Web site: https://support.apple.com/en-us/HT213317

6. What happened to all my songs on the iPhone. They look like they are there, but they are greyed out. To access a song, I go to Music->Library->Songs. When I tap on one, it says, "This song is not currently available in your country or region." Huh? I own the song. When I tap on the "person" icon in Library, then Account Settings, then Country/Region, it says, "You have one or more Apple TV subscriptions which must be cancelled before you can change your country or region." I recently subscribed to Apple TV+ for the free six-month trial. Looking on my iPad, there are NO songs.

   This can be resolved by connecting the iPhone and iPad to the Mac and syncing up the Music again. As to why it happened is anyone's guess. When the iPhone is synced to the Mac, the Apple Watch will also be synced.

   One other problem that could cause this is if you have two AppleID's or two iTunes store logins. You could have signed in with the other username and Thus do not have rights to your songs.

7. How do I share a document so that someone else can see the changes I make?

   This would be done by selecting the "Collaboration" option when sharing the document. It works with all Apple apps that have a share icon. When collaborating, you can select the sharing permissions to be view only or edit. Some apps, like Reminders, collaborating is in edit mode only. When sharing with other Apple users, the document is saved in an appropriate folder in their iCloud Drive. When collaborating with non-Apple users, it is best to use Google Docs.

8. Individually, Apple documents can be saved with a password. How can I password protect a folder?

Open Disk Utility. Select "File->New Image->Image from folder" in the menu bar. Select the folder. In the new window that opens up, select an appropriate encryption method (128 or 256). After selecting the encryption method, a new window pops up where you enter the password. If you forget the password, you will never be able to access that folder again, so be sure to save the password in a password protected Note or other password manager. For the "Image Format" option, leave as "Compressed." When done, the folder is converted to a disk image with the extension .dmg. To access the folder, double-click on it, enter the password, and the folder will then appear in Finder under the category "Locations". As long as that disk image is available, the contents are viewable. The size of the disk image is fixed, and that means if you create the disk image from an existing folder, there is very little extra space available to add or make changes to a document. It would be better to select "New Image->Blank Image" and then choose a size for the new image (limited to available storage space in the computer) and that would allow for adding documents to the disk image with plenty of space left over. You can create a disk image on an external storage device to use all available space on that device.

9. How can I snap an image of a printed item, like a birthday card, without it being skewed or having any of the background that the card is resting on?

Use the app Genius Scan (in the App Store, for iPadOS and iOS). This automatically crops the image to the edges of the document being scanned. It can then be saved as a PDF or JPG. Genius Scan can combine multiple images of one or more scanned objects into a single PDF file or save them as separate PDF or JPG files.

In Notes (and other Apple Apps), using the Camera icon to snap an image or scan a document also works, but the quality is not as good as when using Genius Scan, especially with items containing complex color. However, it does a good job on black and white documents.

10. My Apple Watch is showing the wrong distance when compared to someone else's Apple Watch.

Follow the instructions in the link below to ensure that you have properly set up and calibrated your activity (walk or run). https://support.apple.com/en-us/HT204516 That link is titled "Calibrate your Apple Watch for improved Workout and Activity accuracy"

11. I am using an iMac with M1, Ventura at 13.4.1. Email messages from contacts in my Apple Contacts app sent to my iCloud address end up in my Junk folder. These are from senders using Gmail as their mail client. These senders are also in my Gmail address book and it includes some but not all email sent from my own gmail account.

Art: Try re-training your Junk filter. When messages from your Gmail account end up in your Junk folder, select them and move them to your InBox. This should eventually fix the problem. (John C. - agreed)

12. My iPhone sometimes does not even last 8 hours. Is there something wrong with the battery? How do I know?

It could be your battery, or it could be how you are using the iPhone and its settings. To check the battery health, go to Settings>Battery Health & Charging. Your Maximum Capacity should be at 80% or higher for optimum performance. Once it is below that, many operations start experiencing degradations. Your iPhone will display a message once the Battery Health has degraded significantly. You can take it to an Apple dealer to replace it.

If the battery health is greater than 80%, there are several things you can do to make the battery last longer. The major use of the battery is the screen brightness. Turn it down if you are not out in the bright sunlight. Also, go to Settings>Display & Brightness, and turn the Auto-Lock to a shorter amount of time. Then go to Settings>Battery, and scroll down to see which apps have used the most power. If you are in a place where you only have one bar of cellular connection and don't need cellular, turn it off. You iPhone uses more power hunting for a stronger signal with only one bar. You could also carry an iPhone Mag charger battery with you. Go to this site for more recommendations: https://www.theverge.com/23738644/apple-iphone-battery-life-saving-energy-low-power

13. I have this photo of the back of my house. And I want to draw a patio cover with the pencil. I can't keep the photo with the drawing. It goes away. I think it is just the draw program in the pencil. I am missing something. Because, when I am finished, and send the photo back to Photos, the drawing part is missing.

   (John C.) When I edit a photo in Photos on the iPad and select the Markup icon, it opens a new window with the photo in the Markup mode. I can add any object to the photo. When I am done, I have to click on Done to exit the Markup mode, and that puts me back in the Edit mode with the drawing intact. And then I click on Done again to save the edits.

   You are not "sending the photo back to Photos". The Markup mode is available without the Pencil which allows you to add a drawing using your finger. Hence, Markup is not a function or a feature of the Pencil. The Pencil adds functionality to Markup that the finger can't do. The Pencil is really just for serious or wannabe artists or people like me who think they have money to burn.

   In my view, a more appropriate way to do what you want is using a photo editor like Pixelmator Pro, Affinity Photos, or Lightroom where you can add layers to a photo and have infinitely more control over objects that you add to a photo. All three of the above apps work with the Apple Pencil on the iPad.

14. My question: The alpha to omega presentation on security was great but also super overwhelming. I really need the top 3-5 things to do to protect my computer and phone. What would they be?
   On your iPhone, have a strong passcode that is at least six characters long. Remember that you can also make the code alphanumeric, using a combination of numbers and letters. On your Mac, make sure that it is password protected. Use a complex password consisting of numbers, letters and special characters. The longer the password, the harder it is to break. Passwords should be no less than 12 characters long, though 16 is stronger. You can also use a passphrase, such as Dodge-Normal-Everest-Gang-9, a series of words that make sense to you that you can possibly remember

easier than a password. Passphrases can be harder to break than passwords.

Never leave your phone or Mac unattended at any busy location, such as coffee shop, airport, restaurant, etc. When using, make sure someone cannot see passcode or password you are entering. On devices with Face ID, try to ensure no one is around you that could easily grab your phone or Mac after you have logged in.

Be especially vigilant when viewing received messages or emails. Hackers and scammers have become very sophisticated in their tactics. They will send messages that seem to be legitimate, but are fake. Look for misspellings or incorrect grammar, which indicate the message may be coming from someone not familiar with English. Do not click on any links in the message or email; these may route you to the scammer's website. Never send money using gift cards, wire transfers, etc. These are almost always scams intended to part you from your money. Delete any suspicious messages or emails.

When traveling, carry your iPhone in front pant pocket or inside pocket of jacket. Do not carry in your back pocket where it could be easier to grab.

Make sure to backup data on your devices and Mac. Use Time Machine on your Mac to do daily, weekly and monthly backups. All iPhones have built-in backup capability to iCloud. In the event of the loss of your computer or device, data can be restored from iCloud to your new device.

15. How do you avoid using Adobe when you do image capture?
Art: Not sure of the context, but I use Apple's Image Capture on the Mac instead of installing the printer/scanner software from the manufacturer. Works great, even with network printers. When scanning to PDF, there's an OCR option now so you can extract the text. I just open the PDF in Preview and copy the text right out.

(John) If you insist on using Adobe Reader Pro, you should never get it from any source other than adobe.com.