

# Mac Matters – The Newsletter of New To Mac



## Who needs backup?

It's ironic that having mentioned backup yet again in the last newsletter, we've just been asked to help someone who suffered a catastrophic hard disc failure but had no backup in place! Now I have to admit it's not the end of the world. I've contacted two data recovery companies on his behalf to obtain quotes for them retrieving his data. The cheaper one was for £600 + VAT and the other was an estimate of between £700 and £1,000. So you see, if you're very wealthy, there's no need to worry about a backup at all! For the rest of us, it's probably worth putting something in place.

We all have stuff on our Macs that we couldn't really afford to lose whether it's photos, music or important letters and documents. If you can honestly say - and I doubt you can - that if your Mac ceased to function tomorrow it wouldn't matter to you in the slightest, then you're unique and don't need a backup system!

Depending on your situation, a backup can be anything from occasionally burning to CD copies of files that are important, to having a full off-site backup which you could call on in the event of fire or theft. In between is the external hard disc system which most of us use as a balance between convenience and cost. It's best to tailor a system to your individual needs so if you have nothing set up or just want to check what you do have, please phone for advice.

Mick & Frances

## From a distance...

No, not the Bette Midler song but an offer of help with problems on your Mac. Apple made a big change to the version of iChat that came with Leopard and of course it's still there in Snow Leopard. As well as the video chat capability that's been there for a while (assuming you have a built in camera on your Mac - and most recent ones do), they introduced screen sharing. What this means is that you're able to seek a friend's (our?) help without calling us out. It's no substitute for us being with you for an hour but for a quick fix of something you've forgotten or you're stuck on it's great.

You need to set up an iChat account if you don't already have one. It's free and can be done through Apple - just launch iChat and follow the on screen instructions. You have to choose a name that's unique to you just as your email address is. Then, just as you enter friends' email addresses in your address book, you add friends (Apple being American call them Buddies!) to your iChat list. Mick has used mickincumbria as his name even though he's not always there and it's what's called an AIM account, so if you want to enter Mick as a buddy, just enter his user name and account type! To use iChat, if your Buddy is also logged in you can contact them and video chat or get help.

Let's say you wanted to ask Mick for help. If Mick is online, and you'll be able to tell if he is from how his name appears in your Buddy List in iChat, you can send a message asking him to share your screen. This pops up on Mick's screen and he has the option to accept or decline your request. When he accepts(!) he'll be connected to your machine and have your screen in view so he can see what you see. You'll be able to talk to each other and either of you can control your Mac. In practise, Mick only uses iChat for helping people remotely so is rarely on line; you'd have

to email or phone to arrange a time convenient to you both.

If you need help with setting up an account then please get in touch and we'll try to talk you through it or we can help you set it up on our next visit.

## Junk mail

We're often asked how you can stop junk mail arriving. Sadly, this is almost impossible. We won't go into detail here about how your address is "harvested" by the spammers but if you don't get any now, count yourself lucky and accept that it will happen.

One of the best things you can do is to turn on the filtering offered by your ISP. To do this you will need to log in to your user account on their web site and change the settings. ISPs usually offer four different courses of action. The first is to do nothing and let all mail through to you. The second is to put all mail that they think is spam into a special spam mailbox in your mail account on their web site instead of letting it through to your inbox. If you opt for this, do check there from time to time as they sometimes get it wrong and mail you wanted will be in there. The third is to mark it as spam, often by inserting [SPAM] in the subject line, and then leaving it in your inbox so it comes to you but you can check to see if it really is spam. The fourth, and one we don't recommend, is to permanently delete anything they think is spam. If they get it wrong, you won't know unless the sender queries you not acknowledging their mail!

Having said that, we have several of you on the mailing list who we haven't seen for ages. That's fine but if you no longer want to receive Mac Matters, just let Mick know and your address will be removed.