



Great News!

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I would like to thank all my long time (and new!) customers for making this past year as Flathead Apple Service an absolutely wonderful year! Business has been great, and it is so gratifying (and humbling) to experience the sincere appreciation that I have received.

Information technology changes so fast these days. It is even hard for me sometimes to keep up, so I fully understand how confusing much of this can be to you, my customer. You are not alone!

To help address this, I am adding home tutorials to the following services that Flathead Apple Service already provides:

- 30 years Apple Macintosh experience
- Last 15 years as Certified Mac Technician
- Troubleshoot and Repair all areas of Macintosh Hardware and Operating System Software
- Upgrades from both Mac or Windows a Specialty
- Malware removal and inoculation (virus's etc.)
- Setup and Optimize Home and Small Business Networks
- Fix synching issues with iPad and iPhone
- Mac Data Recovery
- Training - individualized or group - call for more info!

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 **Certified Mac Technician**



And I have invited Jay Mallonee to help me address your training needs.

Meet Jay ~

Hello everyone! I have been using Macintosh computers since the 1980s and was a tech for four years. This included tutorials and teaching the public how to use their Macs. There is always so much learn, and Greg and I can make that a fun experience for you.

I hope to meet you soon!



Why would I want OS X 10.10 Yosemite?

- It is generally good to stay at least reasonably up-to-date, which at this point means OS X 10.8.6 (Mountain Lion), 10.9.5 (Mavericks) or 10.10.3 (Yosemite). OS X 10.6.8 (Snow Leopard) has begun its “vintage” phase which means that Apple no longer updates it, particularly the Internet software like Safari. This will soon happen with other internet browsers like Firefox and Chrome, and indispensable add-ins like Adobe Flash Player and Flip4Mac.
- There is better integration with iOS devices (iPhone and iPad) via iCloud, though how much better depends on the OS you are on now. Note that a new iPhone or iPad may force you to upgrade for any OS below 10.7 Lion.
- The new Photos program that replaces iPhoto has much more sophisticated editing tools, and also allows much easier sharing between devices and with other people (though the interface needs some “tweaks” to make it more familiar looking to iPhoto users).
- Family Sharing of an Apple iTunes or App Store account is now possible, allowing up to six family members to share purchases. New parental control of purchases can be a big plus.
- If you have multiple monitors connected to one computer, you now have a Top Menu Bar available on each one - a major convenience.
- Messages allows you to send and receive SMS and iMessage text messages to your iPhone on your computer, which is much easier than typing on that teenie little keyboard! Several other new features of this program are also quite cool. And you can now even use your computer as a speaker phone tied to your iPhone!

Yosemite Upgrade Tips -

- Make sure your Macintosh has at least 8GB RAM - even though Apple says the minimum is 4GB, OS X 10.10 Yosemite will run noticeably slower. This pretty much rules out any Mac made before 2009. The only exception would be the Macbook Air from 2010 and later with a Solid State Drive (SSD) instead of a mechanical hard drive which perform OK with only 4GB. Email me your serial number, along with your primary uses of the computer, and I will call you back to discuss the best options for your particular machine.
- The upgrade requires OS X 10.6.8 (Snow Leopard) as a minimum. I can upgrade to this if you only have 10.5.8, then apply the Yosemite upgrade. BE AWARE that some programs such as Appleworks, Microsoft Office 2004 or Office X, Quicken 2007 or earlier, and Adobe Creative Suite 1 or 2 will NO LONGER WORK PAST OS X 10.6.8! (MS Office includes Word, Excel, Powerpoint and Entourage). The newer Apple programs Pages and Numbers will open most Appleworks files (though NOT Database or Drawing files), MS Office can be upgraded for \$100-140, and Adobe Creative Suite for quite a bit more. There is a free (for now) version of Quicken 2007 that I can install if necessary. You can check other application compatibility at <http://www.roaringapps.com>.
- ALWAYS BACKUP YOUR COMPUTER using Time Machine or Carbon Copy Cloner before doing any major upgrade! This simple step can save you hours of reconstruction (or \$100 or more) should something go wrong.