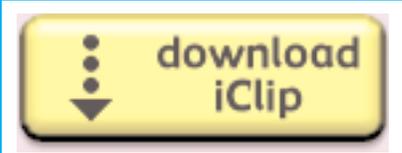


In This Issue
ThermoGraphX
Fi-Wi USB Enclosure
Getting the Parcels
iClip



April 2004

Doubleclick

Executive Contact List

Please feel free to contact any of the following individuals if you have comments or questions relating to Macintosh Users East or Macintosh computing in general.

Position/Name	Phone#
President Jim Foster	Hm: (905) 433-0777 Courtice Email: jimfoster@mac.com
Apple Liaison Bruce Cameron	Hm: (905) 983-9205 Orono Email: rbcameron@rogers.com
Treasurer John Kettle	Hm: 905-404-0405 Oshawa Email : hjke@pteron.org
VP Programs	Len Clement
Web Admin	Sean Murphy
Presidential Assistant	Gary Moore
Logistics	C. Greaves & M. McCarthy
Programs	John Babister
Secretary	Helen Alves

Macintosh Users East [MaUsE]
eMail: mause@mac.com
208 Winona Avenue, Oshawa, Ontario, L1G 3H5 Canada
MaUsE Message Line: 905-433-0777

Double Click

Double Click on the web at:
www.mause.ca

Double Click Editor
Michael Shaw
Hm: (905) 576-2097 Oshawa
Email:
michael_shaw@sympatico.ca
fat_idle_bastard@yahoo.ca

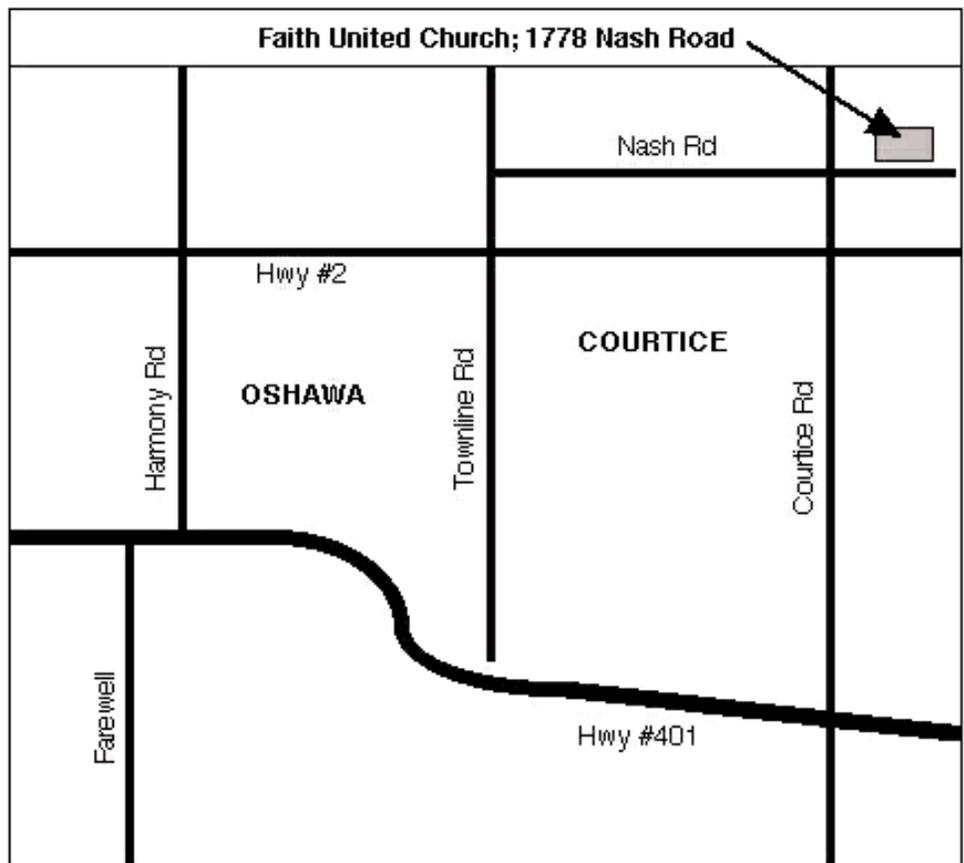
Small Print

What you are looking at is the latest edition of the Double Click monthly newsletter from the Macintosh Users East, (MaUsE), a motley collection of old and new Mac users who reside in Southern Ontario with a motley collection of old and new Macintosh computers. What more do you need to know ? Oh, yes. This Newsletter is created by Michael Shaw, Double Click Editor, on an antique Macintosh clone, a **1997 Daystar Genesis MP 800+** running Mac OS X v10.2.6, Mac OS9.1 and Mac OS9.2.

Submissions from MausE Club members, 'though rarer than hens' teeth, are always welcome. Send them to: michael_shaw@sympatico.ca. I have never refused a submission yet. There's always room for another piece on ANY Mac-related topic and I'll make room if there isn't. I would like your submissions. But I won't beg.

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**The next meeting will be held
at Faith United Church on
Nash Road in Courtice
Ontario,
at 7:30 on April 28th, 2004**



Getting the Parcels

On Tuesday, March 2nd I received a cardboard box in the mail. The box was 10 X 12 X 3 inches and cost \$3.75 US to send from the US to Canada via the USPS mail service. You have to hand it to those Posties. I wouldn't transport a parcel that size across the street for less than the price of a Pizza Pizza slice and I don't know how they do it. (The box contained a white digital Apple mouse that I bought from an American on the Low End Mac SWAP List.). We have excellent mail service here in North America. The box had AIR MAIL printed on it with a red crayon and the little green Customs sticker described the contents as "Computer Mouse" and the value of the contents as **\$40.00 US**. The box was delivered directly to my house by Canada Post and simply left in my mailbox. There was no paperwork and no added charges. It was simply there. (Of course there was NO DUTY payable because computer accessories are exempt from all duty charges under NAFTA).

On Wednesday, March 3rd I received a very similar box. It contained an empty plastic hard drive enclosure that I bought from another American on the same Low End Mac SWAP List. Unfortunately when he went to mail it in April he was offered discount shipping from UPS. He accepted their offer of \$11.50 US **UPS GROUND** and emailed me afterwards to say that UPS was a few dollars cheaper than USPS AIR MAIL so he had used them instead. I emailed him back and told him that UPS offers cheaper ground shipping because they often gouge the receiver when the parcel arrives and hold it for outrageous ransom. I told him that I had heard of instances where Canadian university students returning home from American colleges were enticed by low shipping charges to send their books and clothes home via UPS and then faced hundreds of dollars in brokerage fees in order to ransom their own school books and dirty laundry. Yucccchh!!

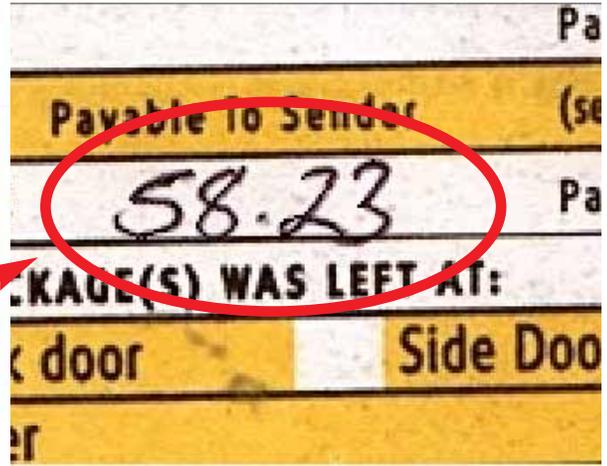


O, my prophetic soul, to coin a phrase. Unfortunately that is exactly what happened to my hard drive enclosure. I paid \$50.00 for it over the internet and I paid \$10.00 US on top of the purchase price to cover shipping via the US Postal Service. The seller naively assumed that the amount he charged me and paid for UPS GROUND to deliver the parcel would be enough to see it safely into my hands.

It arrived in a big UPS truck when there was nobody at home so the driver left a notice with an invoice for \$58.23 (thats right, **FIFTY-EIGHT DOLLARS AND TWENTY-THREE CENTS**) for a charge described as "**Brokerage C.O.D. Due**" that I was required to pay in order to receive the parcel. (Of course there was NO actual DUTY



payable because computer accessories are exempt from all duty charges under NAFTA). The Brokerage fee was levied by UPS simply for looking at the description and declared value of the contents and determining that there was no required duty charge. How they arrived at that figure is was a mystery to me. Rather than give in to what I perceived to be an obvious attempt by either the UPS driver or his employers to rob me of \$58.23, I declined to pay the ransom. I had already paid \$10.00 US, about \$13.00 Canadian, for shipping and adding another \$58.23 onto that would have put the UPS total charge for shipping at well over \$70.00 Canadian.



professionally run mail delivery service in the world. It may cost a few dollars more initially but for international shipping between our two countries it really is the better way. If some courier services are successful at holding our parcels for ransom they will force the other carriers to do it as well in order to remain competitive. If that happens we all lose.

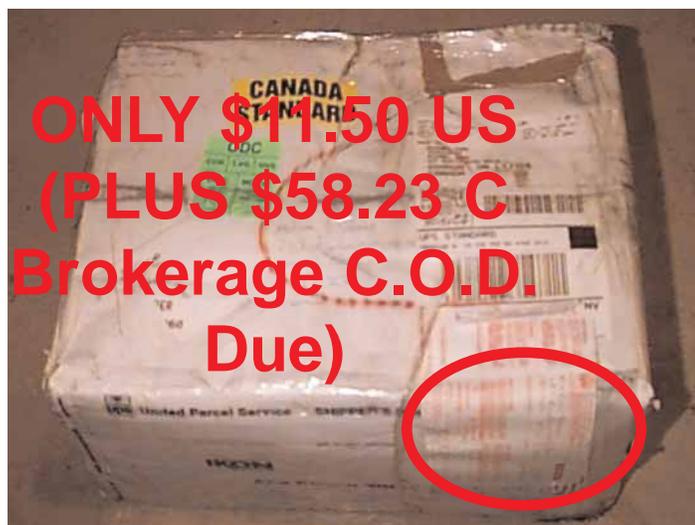
On March 4th the UPS driver brought the parcel again and Irma refused to pay for it. The driver took the parcel away with him with instructions to return it to the sender. At that point I figured whether UPS decided to return the package to the sender or keep it I might never know but I have the satisfaction of not being ripped off for \$58.23 by UPS.

Eventually I went to the UPS tracking site to check up on it. According to UPS it had been successfully delivered to me in Oshawa!

They can't rip you off unless you let them. If you order anything over the internet or a catalog or magazine from an American address make sure that you ask for shipping via the US Post Office. Canada and the USA enjoy the most efficient and

I wrote to UPS to inform them that this was not the case. I took the opportunity to rag on UPS just a tiny bit about their inflated brokerage fee. I wrote:

UPS:
The package was NOT successfully delivered to this (Oshawa) address.
Purchase price (\$50.00) and all shipping costs (\$10.00) were PRE-PAID by me but the UPS driver tried to rip me off for another \$58.23 (FIFTY-EIGHT DOLLARS AND TWENTY-THREE CENTS) at delivery time so I refused it and had it returned to the sender. The parcel has not been returned and I can not get a refund from the vendor.



Eventually I got this email reply from a service rep named Kim at UPS:

Dear UPS Customer,
Our system indicates we contacted the shipper who faxed new documentation to lower the charges for you. If the charges are lower, would you accept the package? If the shipper paid all the charges, would you accept the

package? Please let us know at your earliest convenience so we can proceed with forwarding the package. If you would like us to contact you, please provide your daytime telephone number.

If we can be of further assistance to you, please forward your request and we would be happy to help you.

Thank you for using UPS Canada Internet Services.

Kim

UPS Canada

Customer Service

I replied:

Kim:

Thanks for getting in touch with me. Its so difficult dealing with huge faceless companies over the internet that I welcome the opportunity to email a real person who may be able to assist me.

I did get a message from the seller indicating that he was attempting to correct the mis-information on the invoice for the item I purchased from him. I would accept the parcel if the charges were lower but they would have to be substantially lower.

If you are unfamiliar with the circumstances of this item it is a computer part (USB hard-drive enclosure) that I agreed to pay \$50.00 US for and \$10.00 US for postage. Unfortunately the seller sent it by UPS, saving several dollars on the transaction.

When it arrived here I was not at home but the driver did leave a yellow message that indicated that there was \$58.23 owing for "Brokerage C.O.D. Due" Thats FIFTY-EIGHT DOLLARS and TWENTY-THREE CENTS.

Having pre-paid for the item and having pre-paid for shipping, I did not expect to have to pay ransom for the item AGAIN to receive it on my doorstep.

Unfortunately since the item is not worth very much to begin with the tax charges applied to the parcel because of its value being accidentally misrepresented on the package are incidental.

The phony inspection fee is the problem here. If the contents of the parcel are DUTY-FREE under the North American Free Trade Act I find

it onerous that UPS can, without even opening the package to see what it contains, levy a inspection fee of \$10.00..... or \$20.00....or \$30.00....or \$40.00or \$50.00. .. or even \$60.00...or...well...why not just make up any number and put a dollar sign in front of it, just to read the item description off the box and say that there is no duty payable.

Can you explain this ??

Our Canada Post charges \$5.00 to inspect parcels.

Can you suggest a way that we can get this parcel off your hands and into mine without my having to pay \$60.00 or \$70.00 for shipping costs ???

Must we have the parcel returned to the vendor so he can MAIL it to me in order for me to receive it without being ripped off ?

I'm looking forward to hearing from you.

Are you Canadian ?

Michael Shaw

I mentioned the difficulties I was experiencing with **UPS GROUND** on one of the Low End Mac lists and was referred to several web sites for more information. **Epinions.com** is a consumers reports website where people can log on and submit their own reviews and read reviews about appliances from other people who use them and everything else that they might find interesting. (Before we bought our front loading LG washer and dryer Irma and I read lots of opinions on that website from people who already had the very same model we were looking at). At their **www.epinions.com** page dedicated to UPS Canada I found evidence from SIXTEEN separate subscribers that this inflated brokerage fee scam is quite common.

There was a recommendation for using UPS that came from an epinions subscriber who said, in part:, **"I would strongly recommend that UPS Standard to Canada service be restricted to two situations:**

- 1) where you have done the math and still know it works out cheapest, or
- 2) when you want to play a prank on a hated in-law or something. Ship them a \$10 item and watch their blood boil.



Another website suggested to me was www.upssucks.net. Do I need to elaborate?

On March 22nd, in the midst of this fracas with UPS, I received yet another parcel from the USA. This one contained a huge 904-page hard-cover book as heavy as a BRICK, It just showed up in my mailbox with a declared value of \$20.00 US on the customs sticker and with no charges due. I have no idea why the seller sent it AIRMAIL but I'm certainly glad he did. At \$17.85 US for postage it is still a bargain compared to the courier service. Notice that US Postal AIRMAIL stickers are now in English and French.

I received another email from the seller to tell me that UPS had explained to him that the charges on my end were extra high because of an error made on his end that resulted in the item being valued by UPS at \$90.00 US instead of the \$50.00 US that I actually paid. He corrected this information on their end and applied for a re-rating of the parcel by UPS to reflect this correction. All of this takes time and it seems that UPS answers email one or two days after receiving it. Eventually he was successful at getting UPS to agree to have the taxable portion of the charges reduced. UPS advised me of this.

If you must receive parcels from the USA make sure you establish good communication with the sender BEFORE the parcels are sent and specify which carriers are acceptable to you. In this way you can avoid problems like the ones I experienced in my dealings with this item. A straight-forward transaction that could have taken a few days at most took six weeks to complete.

If you have stories about your own online purchases please submit them to the Double Click This is your newsletter. Let us know what you bought and how you managed to get it home. As opportunities for ecommerce increase more of us will be shopping in the global village. We all need to know what to expect and we need to find out how to avoid the unscrupulous and expensive merchants and service



After the email exchanges of the previous few days between UPS and me I impatiently awaited revised delivery information from Kim. I sent two more messages to Kim giving him or her my phone number and asking for Kim to call me. During the course of this entire UPS ordeal I sent Kim and Cynthia my phone number at least half a dozen times with requests that they call me, but they never did. Finally, instead, on March 24th, I heard from Cynthia by email. She counter-offered with reduced charges: based on the seller dropping the price of the item from \$90.00 US to

\$50.00 US they were willing to let me have it for a measly \$38.47. This is how she broke it down right to the penny:

COD CHARGE	\$4.25
COD GST TAX	\$0.30
DISBURSEMENT	\$5.85
ENTRY PREP FEE	\$18.45
BROKERAGE GST	\$1.70
CUSTOMS GST	\$3.70
CUSTOMS PST	\$4.22

Cynthia Romero asked if I wanted the parcel delivered to me for this charge of only **\$38.47** or returned to sender. I naively asked for it to be sent back to the seller in Virginia so he could mail it to me. I hoped that would fix the problem but of course it only made it worse. I got email from the vendor in Virginia on March 24th.

He said, in part, :

I get a phone call from UPS today telling me it'll cost \$9.49 for them to ship it back. Fine. A bit much, but fine. I just want to get this over with. So then, not 5 minutes after I get off the phone with them, they call BACK (same person), and tell me they're going to have to charge the duties back to me in order for me to receive this package, because it's "out of the time frame" for avoiding those charges (they claim they had until March 10 to have it shipped back without duties assessed, since that was Canada's customs cutoff day for February credits). Never mind the fact that this whole thing is UPS's fault for dragging on this long.

Grand total for me to get the package back: \$44.12 + \$9.49 = \$53.61.

At this point, it would be cheaper for you to just take it, and I'll split the difference with you on the fees. It's either that, or I just abandon the package into UPS's deceitful hands, and refund your \$60. It's your call. Let me know what you decide.

On March 25th I called UPS Canada and spoke at length with a service person named Giselle. I asked her if she did not consider it fraud for UPS to agree to deliver a parcel for ten or eleven dollars while knowing full well that they intended to charge a further unmentionable fifty or sixty dol-

lars when it arrived. I was not abusive but I did ask her firmly if UPS had absolutely no scruples, no business ethics and no morals, (just to get her on my side, as it were), and then asked that the return to American sender for a cost of **\$53.61 US** be cancelled and that the parcel be re-rated and delivered to me for the fee of \$38.47 Canadian as mentioned in Cynthia Romero's email. She told me that the parcel was in Fort Erie, Ontario and agreed that the parcel could be returned to me for a payment of **\$58.23** Canadian.

I read her Cynthia's email over the phone and listed out the charges totalling \$38.47 to the penny one by one, and Giselle went off the phone for a while and then came back and agreed that it would be re-rated and returned to me for the lesser fee. The parcel was finally delivered on Monday, march 29th and the driver presented a C.O.D. bill for \$38.57.

I must say that all of the people I dealt with at UPS Canada were courteous, polite, and helpful to the extent that they could be. If my experience with UPS was typical, and I have no reason to think that it wasn't, they must have to deal with a lot of outraged customers.

However, I do question the ethics or lack thereof of the UPS people who work at the company outlets in the States who could accept a parcel UPS GROUND and assure the sender that it can be delivered to Canada for ten or eleven dollars while knowing full well of the company policy of charging another forty, fifty or sixty dollars on the receiving end. Also, UPS Canada telling me that I could simply return the item to the sender and failing to mention that the seller, after paying **\$11.50 US** to send the package to Canada, would have to pay another **\$53.61 US** (almost \$70.00 Canadian) to get it back.

I can't stress enough the importance of maintaining good communications in financial dealings over the internet. The vendor of this item could have walked away from the transaction at any time. After all, he had been paid and he had sent the parcel. Instead he hounded UPS on his end on my behalf and we exchanged dozens of

update emails. When the item finally did arrive, on March 29th, with a brokerage due of \$38.57 Canadian, I also received an unexpected bonus from the vendor. He sent me a PayPal payment of **\$25.00 US** which represented a \$10.00 US reduction in the price of the item and \$15.00 US towards the UPS delivery charge.

I would like to thank Angela, Giselle, Stan, Kim, Laura and Cynthia down at UPS Canada in New Brunswick for helping me get my parcel from their employer.

My last parcel of the month from the US was the iBook cooler mentioned and extensively reviewed in next months issue, which also arrived March 29th. Xoxide.com only charged me \$7.35 for shipping via USPS AIRMAIL and it showed up in my mailbox with \$8.95 in US postage on it, with a declared value of \$12.99 US and of course there were no additional brokerage C.O.D. charges levied by Canada Post.



As they say of opera, it ain't over until the fat lady sings. On April 1st I received an itemized invoice in the mail from UPS Canada, "Payable Upon Receipt," for the full amount of \$58.23 as originally billed.

I can only wonder if the same invoice would have been automatically paid if it had arrived at a commercial address or place of business amongst a bunch of other invoices and business mail.

I called UPS on the phone because I have no intentions of paying this invoice. I managed to get the payment and adjustments acknowledged and recognized so hopefully this UPS thing is now finally finished.

On March 31st I put a bid on another eBay item located in the States but first I emailed the seller to ask for assurances that he would use the US Post Office AIRMAIL service and NOT UPS for the delivery.

UPS Canada Ltd. CUSTOMS BROKERAGE INVOICE-UPS CARRIED SHIPMENTS

Invoice Date: March 03, 2004
Account No.: 7C41395220
Invoice No.: 299450491
Page: 1 of 2
GST Number: R120455328
GST Number: N200459718
Terms: Payable Upon Receipt

Send To:
MICROIMAGE
#MPTA7C41395220#

MICHAEL SHAW
257 HUNTINGWOOD DRIVE
OSHAWA ON L1J 7C6

For questions about this bill, call or write:
UPS Canada Ltd.
PO BOX 2127 CRO
Halifax NS
B3J 3B7
1-888-520-9000

Thank you for using UPS.

NEW! UPS CUSTOMS BROKERAGE INVOICE

UPS has upgraded the Customs Brokerage Invoice with a new design that is easier to read. We have revised the layout to provide you with more detailed information on your shipping transactions between your payment processing method we remain the same. If you have any questions regarding the new invoice please contact 1-800-FNA-UPS and select option 3.

Please return this portion with your payment.

Summary of Charges	
Customer GST	8.42
CA/Debate P&T	4.60
COO/GST	6.90
Brokerage GST	3.33
Total Government Charges	23.25
Entry Prep Fee	27.45
Disbursement Fee	3.80
CA/COO Brokerage	4.23
Total Brokerage Charges	35.73
Tax Total	58.98
Total Invoice	58.98
Net Payable	CAD 58.23

UPS Canada Ltd.
Account No.: 7C41395220
Invoice Date: March 03, 2004
Invoice No.: 299450491
Date Due: Payable Upon Receipt
7474 Amount Due: CAD 58.23

Payment From:
MICROIMAGE
257 HUNTINGWOOD DRIVE
OSHAWA ON L1J 7C6

Send to:
UPS Canada Ltd.
PO BOX 2127 CRO
Halifax NS
B3J 3B7
1-888-520-9000

0269492455 3 030304 9999 4 0000005623 7

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March MaUsE Meeting

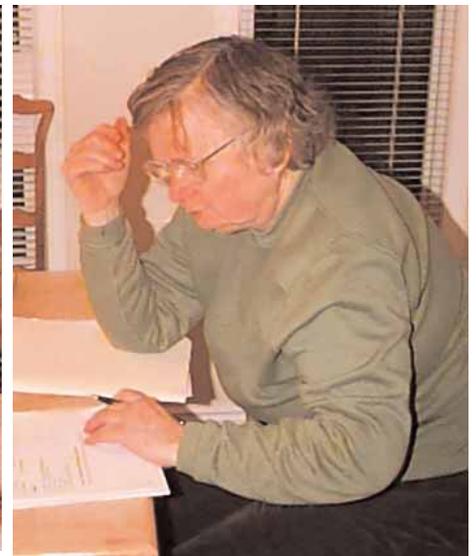
John Kettle was on hand to collect MaUsE Memberships, which are due this month, and give an update report on our finances and membership numbers. The meeting was well-attended and the two presenters for the evening were our own Jim Foster, who showed us how eBay works by going on-line at the meeting to list an item on eBay and Michael Shaw, who showed us how PayPal works in conjunction with eBay by tracking down Jim's freshly listed item and purchasing it instantly using funds in his PayPal account. Jim also discussed payment methods for eBay purchases and showed us how to search out items in already-completed auctions to assess their market value before placing your own bids and Michael gave an insight into his recent experiences of receiving several items sent to Canada

from the U.S.A. in March via the US Post Office airmail and also via **UPS**. For the benefit of those who could not be at the meeting the substance of my insights have been included in this issue. The consensus was that this was one of the best MaUsE meetings ever.

April Mause Executive Meeting

The meeting took place on the evening of April 1st, the first Thursday of the month, at the home of the Double Click Editor, Michael Shaw. The participants in order of appearance were Michael Shaw, Helen Alves, John Kettle, Chris Greaves and Jim Foster. The budget and expenses were presented and the March and April General Meeting agendas were discussed. Our new MaUsE Club brochure was examined with possible improvements noted.

This is your Executive hard at work behind the scenes planning the agendas and organizing the presentations for the General Meetings and doing the Club administrative work required to make sure that the meetings take place as planned and there is actually something happening at each of them.

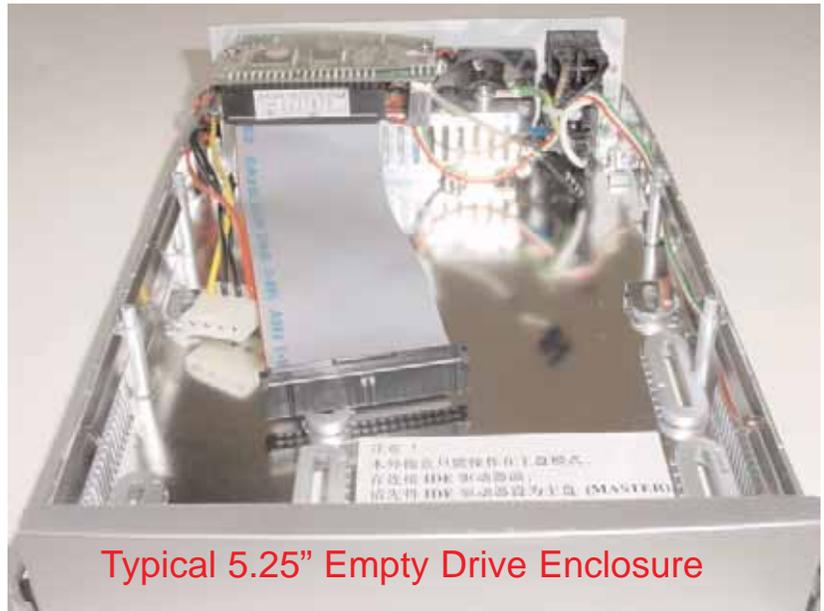


External FireWire & USB 2.0 Hard Drive



So, I have my new 1 GHz G4 iBook. And I am delighted with it. I can see why Apple expects their sales of portable computers to overtake their sales of desktop models my this time next month. For the same money I could have had a new Apple desktop system with two G4 processors and a lot of expansion potential in terms of bigger video, more RAM, extra hard drives and neat internal PCI cards but doing without all that jazz is part of the penalty I pay in exchange for portability. The portability feature means that I can use the same computer at home and at work. Luckily I have the antique Daystar Genesis MP 800+ to play around with. That doesn't mean that there are no expansion possibilities with an iBook, even though this is the consumers model and there is little that I can do inside it.

The first concern I have with this beauty is the fact that it only has one measly 60-Gig hard drive. I know that sounds like all the hard drive anyone would ever need, but experience has taught me that no matter what size hard drive ships with your Mac eventually you will want and need more storage. Every Mac I ever saw originally came with a bigger hard drive than anyone could ever need but somehow they all got filled up. Videos, mp3 files, libraries of images, libraries of Double Click artwork and photos, saved documents from graphics applications, back-issues of newsletters, downloaded .PDFs, software updates, installers, utilities, web browsers and their ancillary applications and their caches and files, emails and attachments, and all of the stuff thats part of the operating sys-



Typical 5.25" Empty Drive Enclosure

tem that never gets seen by human eye, its all in there somewhere.

In order to head off the eventual inevitable crowding of files on my hard drive I decided to launch a pre-emptive strike and pick up an external FireWire 400 / USB 2.0 hard drive enclosure. Note that I am talking about a hard drive enclosure, not a hard drive. The Daystar Genesis is an old PCI-based computer but it has OSX Jaguar installed on it and an Orange Micro PCI card in it that gives it two FireWire and three USB ports so I will be able to use this drive with both of my computers, as well as connect it to Irma's B&W G3 or Caro's iMac if required. The possible crowding on



Typical hard drive enclosure showing 3.5" hard drive

my iBook is not my only concern. I have other reasons for wanting a FireWire enclosure. These are some of the things you can do with FireWire:

- Connect a digital video camera and capture, transfer, and edit high-quality video directly on your computer using video-editing software such as iMovie or Final Cut Pro.
- Connect an external FireWire hard disk drive and use it to back up data or transfer files.
- Start up from an external FireWire hard drive. Connect an external FireWire hard drive (with a valid operating system installed on it), open the Startup Disk pane of System Preferences, and click the FireWire hard drive. Restart your computer.
- Transfer files between your iBook G4 and another FireWire-equipped computer using FireWire Target Disk Mode.

There are lots of Mac-compatible enclosures available on eBay that are for 2.5" devices, 3.5" devices and 5.25" devices. The smallest size can only accept tiny PowerBook hard drives and are truly portable. The 3.5" designation is suitable for the type of ATA hard drive most commonly found in all modern desktop computers, whether Apple or other, and are the standard used throughout the industry for hard drives. The 5.25" description applies to every standard modern CD-ROM, CDRW, and DVD optical drive you've ever seen. All of these devices have an ATA interface that plugs into the ATA internal connection inside the enclosure so it can be connected to an external port on your Mac. The enclosure provides power to the drive, makes the drive portable, protects it, cools it (either with a built-in fan or by radiation of heat), and provides the electronic interface by which the ATA device can be connected to a FireWire and / or USB cable.

If you order one of these FireWire externals for your Mac make sure that you pick one up that also has USB 2.0 connectivity. Or to put it another way if you buy a USB external enclosure or external hard drive make sure that it has FireWire connectivity built-in. Check to see if your computer can take advantage of the newest FireWire 800 protocols. All Macintosh computers have one or more FireWire 400 ports that transfer data at up



to 400 megabits per second (Mbps). Some also have a FireWire 800 port that transfers data at up to 800 megabits per second (Mbps).

The reason that you want both FireWire and USB is that many Mac models, but especially PowerBooks and iBooks are limited in their number of USB and FireWire ports. Even if you only have one of each you will still be able to plug in your external drive to the USB port while using the FireWire port for devices that require it and vice versa. Getting the dual connectivity option does not radically increase the cost of the enclosure but it does enhance its potential usefulness and extend its connectivity to pre-FireWire Macintosh models and models with USB 1.1. An external drive box with USB can only be used for storage but a drive box with FireWire or FireWire with USB can also be used as a boot disk.

I found this FireWire/USB drive by asking a question on the Low End Mac SWAP List. I was offered several external enclosure kits that were FireWire only and one that was for both USB 2.0 and FireWire 400. The price was about the same either way (\$40.00 to \$50.00 US plus postage) so I opted for the slightly more expensive model.

This is what I got with the kit:

- Drive enclosure
- USB cable
- FireWire cable
- Power cord & power supply
- Software CD

The features that make this drive attractive to me besides its low cost are its size and shape, being flat enough to fit easily into my iBook case and only 8 X 5 X 1,5 inches in size. It is compatible with the new fast USB 2.0 protocols, which incidentally match those of my iBook. It has the same FireWire 400 protocols as my iBook as well. It also has the Oxford 911 chip which enables the enclosure to recognize hard drives in excess of 120 Gigs, if ever I should need or want one. The unit has a quiet little fan for cooling the hard drive and rubber feet to isolate it electrically and quieten it further.

As more of us get newer Macs there will be more of us buying FireWire and USB stuff. Please feel free to send a review of anything you buy for your Mac, whether its USB, SCSI, ADB, Serial, NuBus or PCI, whether its for video, audio or photography, or input devices like drawing pads for graphics apps or joysticks for your games. Whatever you want to write about, if you submit it I'll print it here in the Double Click. Send contributions to:

<michael_shaw@sympatico.ca>

Be sure to put "Double Click Article" as the subject line of your email to get my attention. Your submissions will be welcome even if you can't send pictures with your piece. This is your MaUsE Newsletter and there's room in it for anything from anybody in the club.



Double Click Office Expansion

As you can tell from the picture of the old Double Click Daystar Genesis MP 800+ above, the Double Click has moved into newer roomier quarters with a much bigger view of the internet and the world.

After receiving their flyer in the mail I went to **factorydirect.ca** at Kennedy and Ellesmere to check out their surplus video equipment. I found a nice used 21-inch Hitachi monitor. It does 640 X 480 to 1600 X 1200 and lots in between.

It features a short-neck CRT design and the shortest depth available on any 21-inch monitor. This 21-inch monitor sits where my 17-inch monitor used to and takes up no more depth. An exceptionally fine .22mm horizontal dot pitch and Hitachi's flat square tube with multi-step dynamic focus and auto-astigmatism correction combine to produce Hitachi's sharpest image, with precise focus and consistent brightness out to the corners and edges. It's a clear choice for eye-saving viewing. Easy Menu on-screen controls give access to five preset and 21 user programmable picture adjustments in five languages. Not hard on the eyes or the wallet.

This used monitor cost just **under** \$200.00 Canadian. Amazon has them NEW for \$833.95 US, marked down from \$969.00 US.



George Dunbar Checks In !!

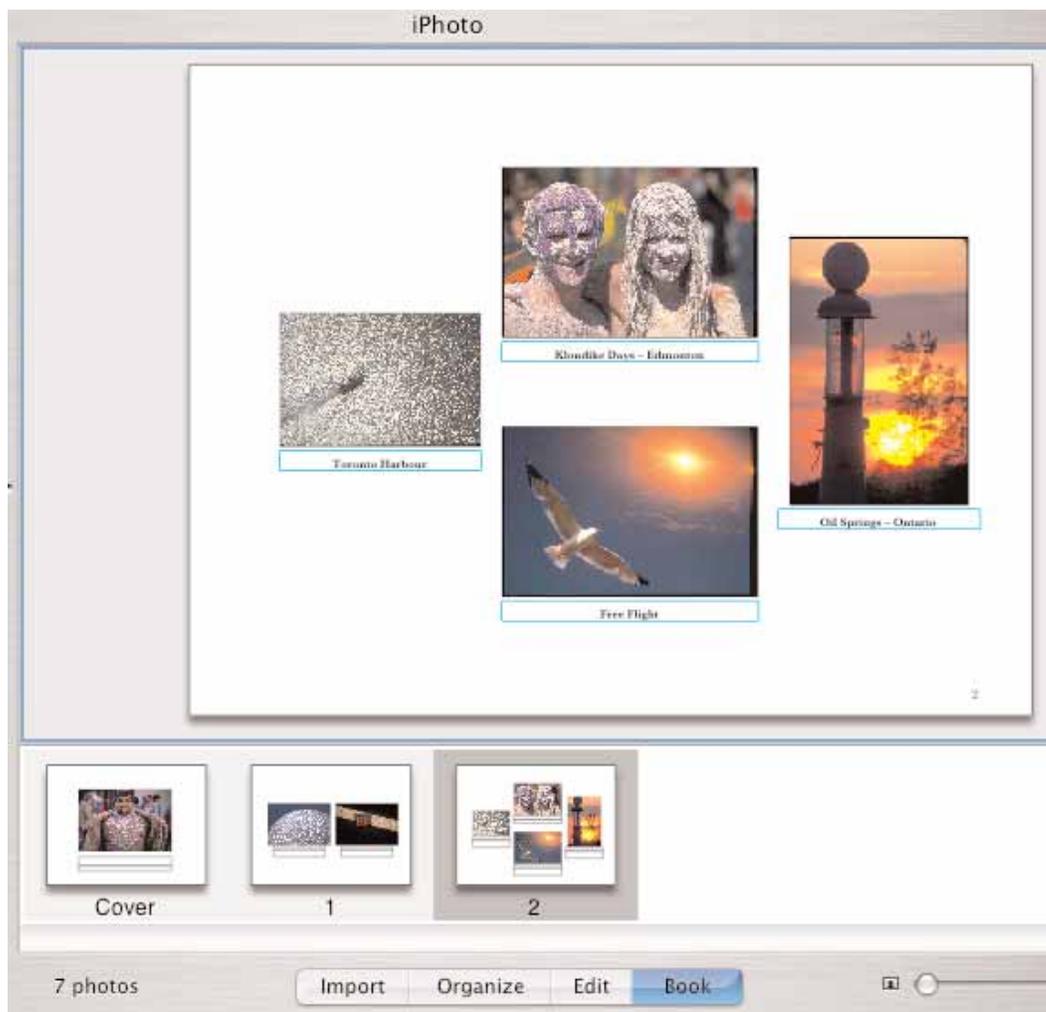
Michael Shaw,

I notice that you have requested items for Double Click. I'm not a member but have attended a couple of meetings. I thought some readers may find my experience interesting.

In January I received a new eMac from my children as a birthday present. It's taken a little while for me to get used to the new software but I am finally feeling comfortable with most of it. I used an LC 630 for the past 8 years and did a lot of work with PhotoShop LE. That was a great machine, though pre-PowerMac as many of you will know. It was a little slow on the Internet (with my 14400 modem & dial-up) so I am now very thankful for the faster eMac.

I'm not one who usually reads instruction manuals or 'help' screens so I am often surprised when I accidentally discover an unknown feature. Today I learned that iPhoto will allow me to produce photo-book pages quickly and simply. I had previously read press reports of the book feature that allows iPhoto users to upload photos to an Apple site which will (for a charge) prepare a bound book of the photographs. I intended, one day, to make use of that service. Imagine my surprise when I found that I can print the same pages on my own printer. I just have to decide on the best way to have my pages bound into book form – any suggestions?

The iPhoto software ("Order Book" icon) allows simple choices of page layouts and a feature to



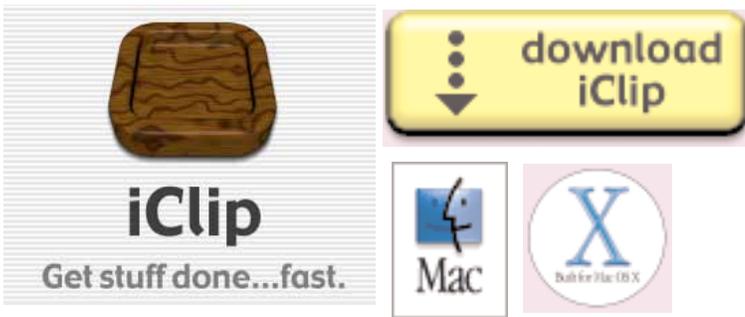
prepare text with the photos. When I discovered that my 'Print' command would output the book pages, I was delighted. I wonder if everyone using iPhoto knows of this feature. Maybe others read the instructions.

Please let me know if this note is suitable for you publication.

Sincerely, George Dunbar

This letter was submitted to the Double Click and there is room for lots more. With his one letter with one picture George has submitted more than most of the MaUse membership. Be ashamed ! Send letters to the Double Click at:

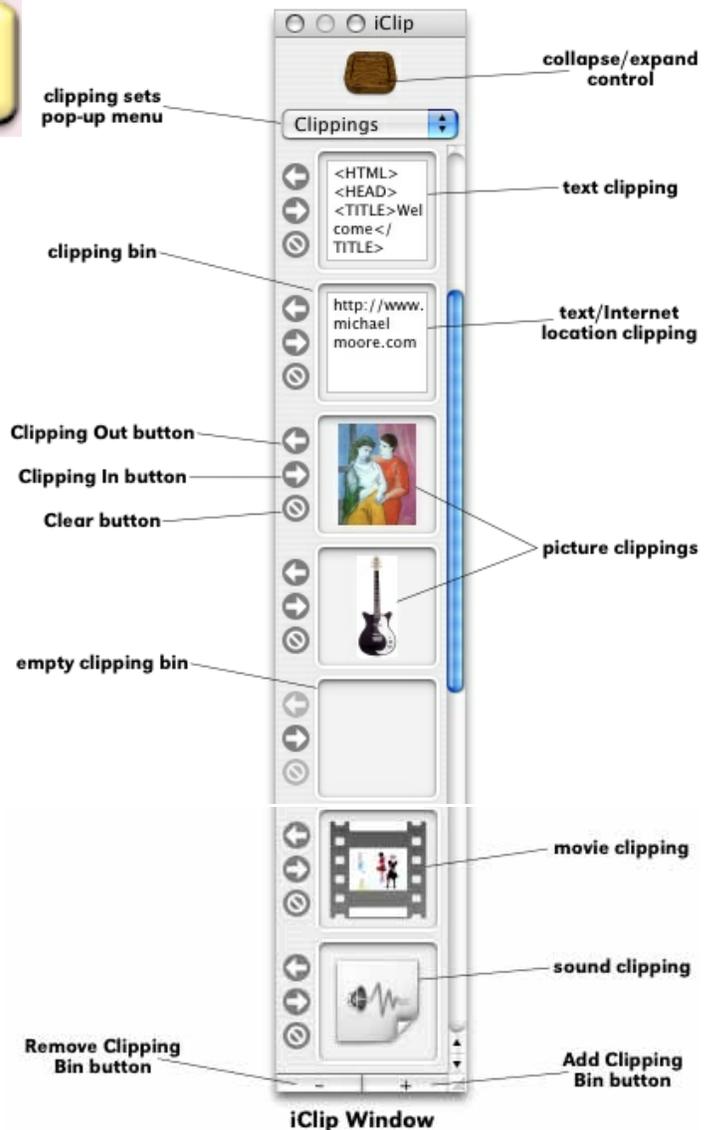
michael_shaw@sympatico.ca



For those of us who used ScrapBook and Copy-Paste under classic Mac systems and miss them in Jaguar and Panther Inventive, Inc. has created iClip. We received a complimentary copy of iClip from Inventive, Inc. and a bunch of their iClip Mac User Group discount coupons that can be used to secure a 25% reduction in the already low fee required for this program.

With iClip you can quickly store, organize, and access bits of information that just aren't practical to save as entire documents. It allows you to quickly copy & paste and drag & drop clippings to and from its multiple "clipping bins" so that you can easily access them in the applications you're using. The clippings can be of various types such as text, pictures, Internet locations, sounds, and more. Clippings can be organized into unlimited groups called "clipping sets" to help you keep all of your clippings neatly arranged. Since the Scrapbook application that was in older Mac OS versions isn't a part of Mac OS X, iClip can conveniently serve as a replacement for it. You stay focused on the tasks you're accomplishing while saving time and streamlining your workflow.

With iClip you can quickly gather and save bits of information that just aren't practical to save as entire documents. iClip is a new multiple clipboard/scrapbook software application for Apple Macintosh computers with OS X. With iClip Preferences each clipping window can be configured and positioned anywhere on your screen and set to various degrees of transparency so you can see your documents and application windows right through it. The number of little individual bins in each clipboard can be pre-set or adjusted as required.



With iClip, you can drag & drop or copy & paste all kinds of information into its "clipping bins".

You can store:

- Text
- Pictures
- URLs
- Sounds
- Movies and much more

Everything gets automatically saved for you so you stay focused on what you're accomplishing. Whatever you store is accessible the instant you need it. You save time and improve your workflow. What the old Mac OS Scrapbook should've been

iClip is so much more than just an OS X version of the Scrapbook. It has multiple clipping bins that are all visible at the same time— you quickly find your information without having to scroll through a long list. It floats above all other windows. You



don't have to go crazy searching for it. You stay right in the application you're working in when you want to access it. iClip is right there when you need it.

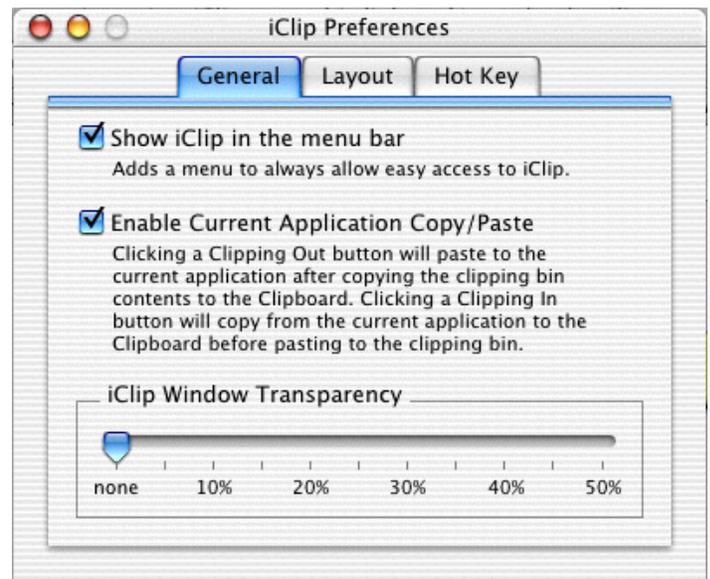
It takes up very little of your precious screen space. iClip leaves more room for the applications you're working in. You get to set up iClip exactly how you want it:

- Change clipping bin sizes
- Change the number of clipping bins
- Make it appear either vertically or horizontally
- Change the position of the controls so you can comfortably use it wherever you put it—top, bottom, or side of your screen

iClip can be collapsed or hidden in an instant. You can even set a Hot Key to hide and show iClip. Keep it out of your way when you're not using it and quickly access it the moment you need to.

Create text clippings with ease. Just click an empty bin and type away. There's hardly a better way to make a note in an instant.

Avoid redundant typing when filling out web forms. If you regularly fill out forms—like search engine submissions, etc.—then iClip is perfect for you.



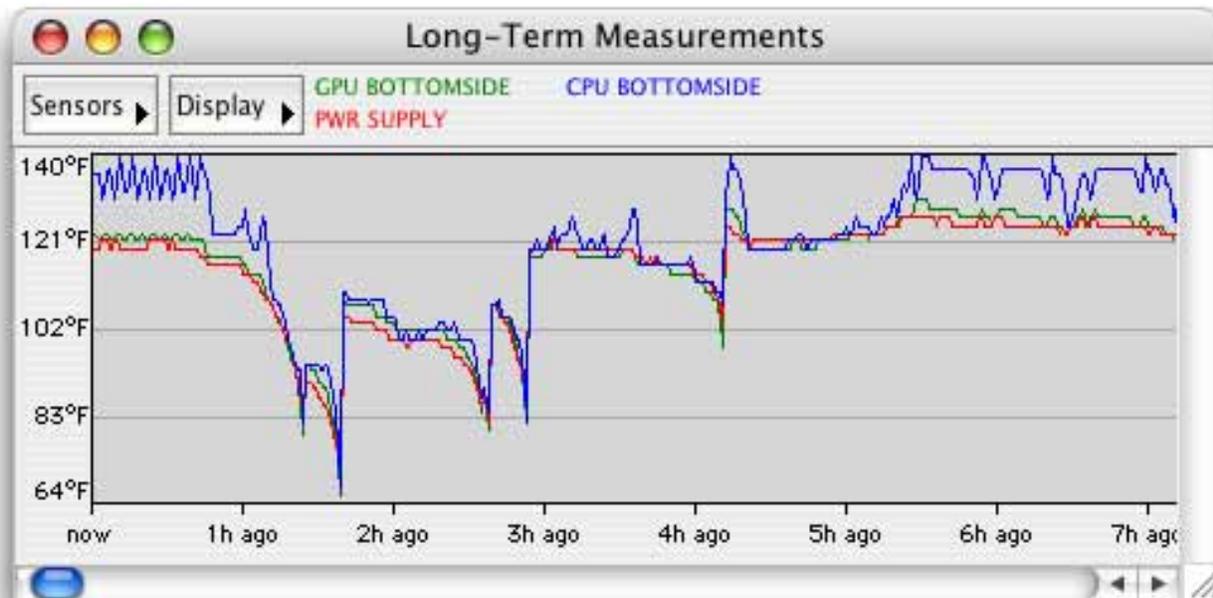
Eliminate the repetitive typing and typos by storing your commonly accessed info in iClip. You'll be pleased with the time you save and the mistakes you prevent.

The Clipboard lets you copy & paste only one thing at a time. How often do you find yourself repetitively copying things because of this limitation? With iClip's multiple clipping bins, you put an end to all your redundant copying. Moreover, because the multiple bins are all visible at the same time, you find what you're looking for at a glance .

And one of the best advantages iClip has over the Clipboard is that everything is automatically saved for you. Everything you store stays until you decide it goes, even through restarts.

Download the risk-free iClip trial. If you decide it's right for your needs, you can then purchase it securely for just \$19.95. I'll bring the 25% discount coupons to the April 28th MaUsE general meeting.

ThermographX



ThermographX is a small utility that monitors the various thermal sensors inside the Power Macintosh, iBook and PowerBook computers. Some models have more temperature sensors than others. ThermographX finds them all and checks their readings. The program also records high and low temperatures for historical comparison. It shows a short-term graph of temperatures and records & graphs long-term temperature history. There is a Dock icon for immediate temperature readout.

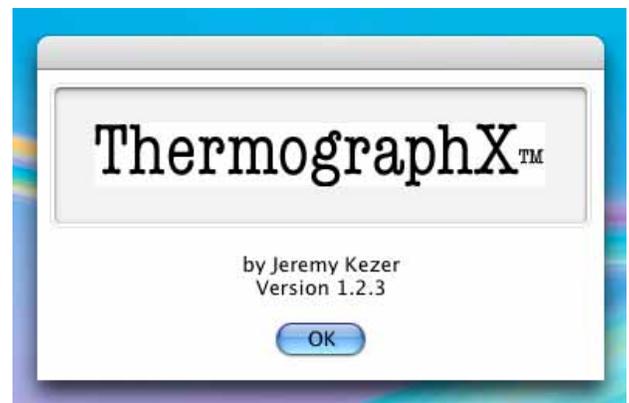
The Long-Term Measurements Window is shown above. This window displays long-term temperature samples, taken once per minute. Very handy for looking at long-term trends if you suspect that specific activities (like game-playing, DVD watching or burning, or graphics rendering) are overtaxing your system. It can plot up to 250 hours of data.

The Short-term Measurements Window shown below displays temperature measurements for the available sensors in the system.

ThermographX will also let you submit your temperature measurements for comparison against similar measurements from other users. Once you've recorded a week or so of material, choose Submit Measurements from the File menu, and follow the directions. Please note you cannot access the submission dialog until 7 days have passed.

Do a search for ThermographX on the internet and download a copy. You can customize it to read in Fahrenheit or Celcius and check out your Mac model to compare with other users with identical systems to see if yours is running cooler or hotter than other users' systems.

Sensor Name	Temp	Delta	Min	Max	Percent
PWR/MEMORY BOTTOMSIDE	89°F	2°F	86°F	89°F	100%
CPU BOTTOMSIDE	91°F	2°F	89°F	91°F	100%
GPU ON DIE	93°F	2°F	89°F	93°F	100%
BATTERY	91°F	0°F	91°F	91°F	100%



Booting in **Safe Mode**

Nothing can be more frustrating than turning on your Mac only to find that it won't start up. Instead of seeing the Finder, you see a blue or gray screen, an icon of a broken folder, a kernel panic, a flashing question mark, or a computer that just sits there. What can you do? Don't worry. It's usually just a simple issue you can fix yourself. The first step to help your Mac start up again is to identify which symptom you see. Once you know what the symptom is, you can try to fix it. Here's a list of the most common things you might see if your Mac turns on but doesn't start up. Instead you see an empty, blue screen. You might also see a progress indicator, which looks like a colored pinwheel or spinning beachball.

We will consider things you can do when confronted by a blank blue screen on a Mac that has previously been operating normally. There are various things you can try to fix this symptom. Go through each of them one by one until you find the solution. Some of them are advanced techniques, but give them a try.

- Mac OS X reviews fonts in the Mac OS 9 System Folder as it starts up. A damaged Mac OS 9 font file can cause start-up problems that prevent the



computer from booting successfully. If you suspect that this may be your problem start up from your Mac OS 9 System Folder or a Mac OS 9 CD-ROM disc. If your computer only starts from Mac OS X, start up in **Safe Mode**. Drag the Fonts folder from the Mac OS 9 System Folder (not the Mac OS X System folder) to the desktop. Restart the computer in Mac OS X.

- Remove incompatible third-party startup items. Start up from your Mac OS 9 System Folder or a Mac OS 9 CD-ROM disc. If your computer only

Safe Boot is a special way of starting the computer for troubleshooting startup issues.

Safe Mode is the state after a Safe Boot.

To start up into **Safe Mode** (to "Safe Boot"), just do this:

- 1**/Be sure the computer is shut down.
- 2**/Press the power button.
- 3**/Immediately after you hear the startup tone, press and hold the Shift key. Tip: The Shift key should be held as soon as possible after the startup tone but not before.
- 4**/Release the Shift key when you see the gray Apple and progress indicator (looks like a spinning gear).

During the startup, you will see **"Safe Boot"** on the Mac OS X startup screen. To leave Safe Mode, restart the computer normally, without holding any keys during start-up.

starts from Mac OS X, start up in **Safe Mode**. Open the Mac OS X hard disk. Drag third-party items out of the /Library/StartupItems and /System/Library/StartupItems folders. You may wish to temporarily store them in the Mac OS X Users folder. If you're unsure whether an item is a third-party item or an Apple-installed item, don't move it. Restart the computer in Mac OS X.

•An incompatible login item could cause this symptom. For Mac OS X 10.2 or later, start up in **Safe Mode**

A Safe Boot is a special way to start Mac OS X 10.2 or later when troubleshooting. Safe Mode is the state Mac OS X is in after a Safe Boot. Starting up into Safe Mode does three things to simplify the startup and operation of your computer:

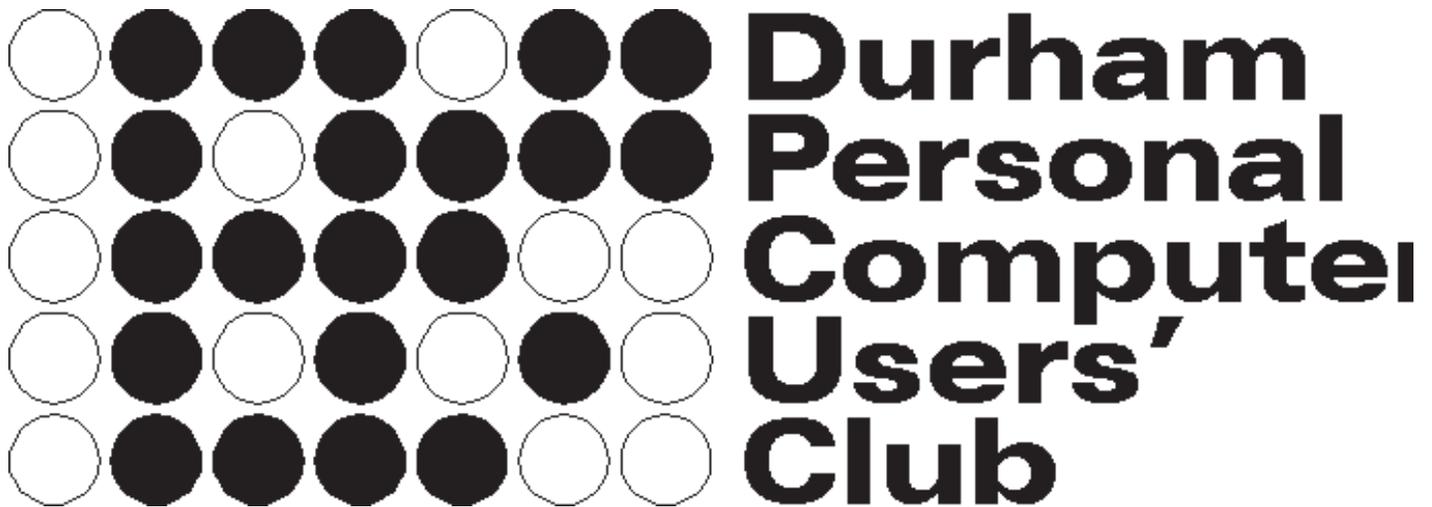
1/It forces a directory check of the startup (boot) volume.

2/It loads only required kernel extensions (some of the items in /System/Library/Extensions).

3/It runs only Apple-installed startup items (some of the items in /Library/Startup Items and /System/Library/Startup items - and different than login items).

Taken together, these changes can work around issues caused by software or directory damage on the startup volume.

Safe Mode can be useful for troubleshooting an issue but it only loads a minimal system, so certain Mac OS X features do not work when you are started up in Safe Mode. For example, you can't use DVD Player, capture video in iMovie, use an AirPort card, use some audio input or output devices, or use an internal or external USB modem. Use **Safe Mode** only if you need to troubleshoot a startup issue.



Meets on the 2nd Thursday of each month
at Faith United Church
1778 Nash Road, Courtice

www.durhampc-usersclub.on.ca