

Please e-mail your questions or comments to Bill Henry, Editor (henryw@bellsouth.net)



## August 2008

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## Apple Sells One Million iPhone 3Gs in First Weekend

Apple® announced it sold its one millionth iPhone™ 3G on Sunday, just three days after its launch on Friday, July 11. iPhone 3G is now available in 21 countries—Australia, Austria, Belgium, Canada, Denmark, Finland, Germany, Hong Kong, Ireland, Italy, Japan, Mexico, Netherlands, New Zealand, Norway, Portugal, Spain, Sweden, Switzerland, UK and the US—and will go on sale in France on July 17.

“iPhone 3G had a stunning opening weekend,” said Steve Jobs, Apple’s CEO. “It took 74 days to sell the first one million original iPhones, so the new iPhone 3G is clearly off to a great start around the world.”

The new iPhone 3G combines all the revolutionary features of iPhone plus 3G networking that is twice as fast\*, built-in GPS for expanded location-based mobile services, and iPhone 2.0 software which includes support for Microsoft Exchange ActiveSync and runs over 800 third party applications available through the new App Store. In the US, the new iPhone 3G is priced at just \$199 for the 8GB model, and \$299 for the 16GB model\*\*.

The Friday of the launch however was not as smooth as Apple or AT&T had hoped for. The activation process was wrought with many problems due to overloaded Apple servers. Many customers were sent home with inactive iPhones. Obviously the response to the 3G launch, the introduction of iPhone 2.0 software downloads and the launch of the Appli-

cation store occurring simultaneously proved too much.

Demand has not abated much since the launch on July 11th.

Reports of 100 people in line outside the Apple Summitt store on Tuesday July 22nd illustrates this fact.

The activation process is going much smoother but still experiencing slow and buggy response.

The launch on July 12th of the same iPhone 2.0 software for the iPod Touch model went slightly better.

Since the installation of the 2.0 software update iPhone and iPod Touch users have reported instabilities and more crashes. Whether this is related to the updated software or the many apps now available is not fully known.

The 2.0.1 update should be available in the not too distant future to address these issues and also ongoing app updates on popular releases may be helpful as well. See page 2 for late news.



### Apple BAC August Meeting

The August 9th meeting of the Birmingham Apple Core at the Homewood Library will be a program presented by BAC ex-officio Dr. Boris Datnow “Free Web Productivity Application”.

As always bring questions to discuss before and after the meeting.

Come enjoy coffee, donuts, cookies etc.

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Contact Bill Henry

**Apple Releases iPhone  
Software Update 2.0.1**

Apple on Monday evening August 4th released iPhone 2.0.1 Software Update, the first maintenance and security update for iPhone 3Gs and first-generation iPhones running iPhone Software 2.0.

To download and install the 249.2MB update, connect your iPhone to your Mac or PC and select it in iTunes. Then hit the "Check for Update" button. iTunes will initiate a grueling backup of your existing iPhone's software before installing the the update.

In a scant set of release notes, Apple said iPhone Software 2.0.1 delivers "bug fixes." Readers are encouraged to post their experiences and findings while using the new software in the forums thread for this article.

**Some changes**

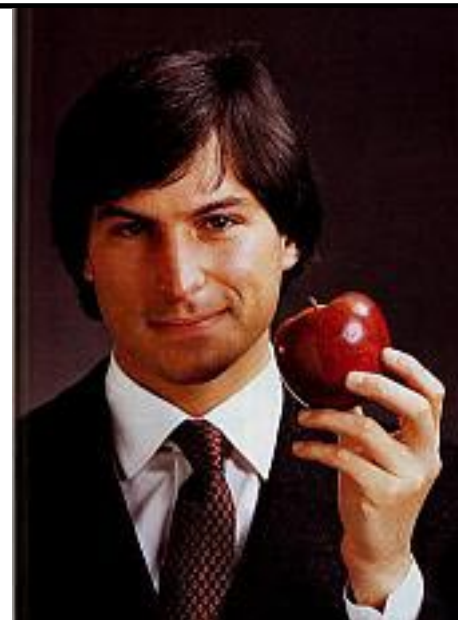
Apple does not always specify the changes it makes in minor software updates. As such, the company leaves users guessing and trying to decipher those changes on their own. Some user-discovered changes in iPhone 2.0.1 include:

- You can now drag an app icon across multiple pages in one motion, rather than having to drag it, drop it, pick it up again and drag it over to next page, and repeat.
- Contacts are now more responsive.
- After installing 2.0.1, each successive backup is much faster.
- Apple may have changed the calibration of the iPhone's reception "bars" while connected to a 3G network to reflect a stronger signal than before.

Don't forget our new training CDs for Leopard, OS X 10.5.

Also we still have the OS X 10.4 "Tiger" training CDs available as well.

Contact Luther Fuller for more information or go to our website.



**UPDATES**

**iTunes 7.7**

Use iTunes 7.7 to sync music, video, and more with iPhone 3G, and download applications from the iTunes Store exclusively designed for iPhone and iPod touch with software version 2.0 or later. Also use the new Remote application for iPhone or iPod touch to control iTunes playback from anywhere in your home — a free download from the App Store.

iTunes 7.7.1 includes fixes to improve stability and performance.

**Security Update 2008-005**

Security Update 2008-005 is recommended for all users and improves the security of Mac OS X. Previous security updates have been incorporated into this security update.

This security update involves patching a critical DNS (Domain Name Server) flaw that other companies began fixing on July 8. The DNS fix is among 13 items updated in the security release.

## Apple Posts MobileMe Status Website After Probelems Encountered

Friday, July 25, 2008

Steve Jobs has asked me to write a posting every other day or so to let everyone know what's happening with MobileMe, and I'm working directly with the MobileMe group to ensure that we keep you really up to date. In the 14 days since we launched, it's been a rocky road and we know the pain some people have been suffering. Be assured people here are working 24-7 to improve matters, and we're going to favor getting you new info hot off the presses even if we have to post corrections or further updates later.

One issue we encountered was a mail outage affecting 1% of our members. Last Friday a serious problem with one of our mail servers blocked those members' access to their MobileMe mail accounts. As of today a team was able to restore limited web access to those accounts so the affected members can use their browsers to read mail that has arrived since last Friday (though not before) as well as send and receive new mail. The team has already begun rolling out restoration of full access for all the accounts and expect to finish by the end of next week. We particularly regret to report the loss in the affected accounts of approximately 10% of the messages received between July 16 and July 18.

The day we launched MobileMe, we had a lot more traffic to our servers than we anticipated, with the result that access to the web versions of the MobileMe applications — Mail, Contacts, Calendar, Gallery, iDisk — was temporarily unavailable. We've since added server capacity and tuned our software to scale better — i.e. behave more gracefully when traffic spikes. The team has also fixed over 70 bugs including one that was preventing MobileMe IMAP mail folders from syncing correctly between the web app and Mac OS X Mail or Outlook, plus others correcting display issues in Calendar and in general enhancing the performance of our web apps.

We'll post another update later this weekend to report on status and hopefully further progress.

MobileMe Update #3

Tuesday, July 29, 2008 at 8:00pm

We have completed restoring Mail service, including historical messages, to all of the 1% of affected members. Thank you all for your extreme patience during this trying time. If you have been affected by this issue and are still having problems we have established a dedicated chat line to reach a MobileMe Mail specialist for help. Please use this dedicated chat line for Mail issues only. By completing this restoration of Mail services, we hope we have put the vast majority of MobileMe Mail problems behind us and can now focus on improving other aspects of this new ambitious service.

Yesterday (Monday) morning a syncing bug was discovered which caused contact and calendar data to not sync properly over-the-air with iPhones and iPod touch. For some users this caused their contact and calendar data to disappear from their devices, but not from their computers or the MobileMe cloud. When we fixed the bug in the late afternoon, the problem resolved itself for most users: their data simply reappeared on their iPhone or iPod Touch. If you are one of those affected users and your data has not automatically reappeared, follow the steps at this link to restore your data.

Next post later this week.

David G.

<http://www.apple.com/mobileme/status/>

For more information about obile me visit the following websites:

<http://www.apple.com/mobileme/features/mac.html>

<http://www.apple.com/mobileme/guidedtour/>

## Apple Reports Record Third Quarter Results Revenue Up 38 Percent Year-Over-Year Mac Sales Reach All-Time High

Apple® announced financial results for its fiscal 2008 third quarter ended June 28, 2008. The Company posted revenue of \$7.46 billion and net quarterly profit of \$1.07 billion, or \$1.19 per diluted share. These results compare to revenue of \$5.41 billion and net quarterly profit of \$818 million, or \$.92 per diluted share, in the year-ago quarter. Gross margin was 34.8 percent, down from 36.9 percent in the year-ago quarter. International sales accounted for 42 percent of the quarter's revenue.

Apple shipped 2,496,000 Macintosh® computers during the quarter, representing 41 percent unit growth and 43 percent revenue growth over the year-ago quarter. The Company sold 11,011,000 iPods during the quarter, representing 12 percent unit growth and seven percent revenue growth over the year-ago quarter. Quarterly iPhone™ units sold were 717,000 compared to 270,000 in the year-ago-quarter.

"We're proud to report the best June quarter for both revenue and earnings in Apple's history," said Steve Jobs, Apple's CEO. "We set a new record for Mac sales, we think we have a real winner with our new iPhone 3G, and we're busy finishing several more wonderful new products to launch in the coming months."

"We're extremely pleased with the growth of our business and the generation of almost \$5.4 billion in cash in the first three quarters of fiscal 2008," said Peter Oppenheimer, Apple's CFO. "Looking ahead to the fourth quarter of fiscal 2008, we expect revenue of about \$7.8 billion and earnings per diluted share of about \$1.00."

## AT&T Posts and then Later Pulls Down Website Announcing Nationwide Wi-Fi Access for AT&T DSL users.

AT&T has once again posted information on their website indicating that all iPhone customers have free access to their more than 17,000 Wi-Fi hotspots access across the U.S., including Starbucks locations:

AT&T knows Wi-Fi is hot, and free Wi-Fi even hotter, which is why we are proud to offer iPhone customers free access to the nation's largest Wi-Fi hotspot network with more than 17,000 hotspots, including Starbucks\*.

Now users can relax and access music, e-mail and web browsing services with their favorite blend in hand from the comfort of their favorite location.

AT&T provides an online tool to find a Wi-Fi spot near you. This tool is very 'not ready for prime time'.

<http://attwifi.know-where.com/attwifi/cgi/index?design=default>

AT&T later took down the website posting however

This writer has successfully utilized this on the Boingo network in the Nashville airport and at a McDonalds by selecting AT&T DSL as my carrier and using the DSL username (e-mail address) and password.

So the system is up but not complete or contracts finalized. Stay tuned for more information.

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## Neil Young slams Apple, iTunes

Folk and rock star Neil Young has issued sharp criticism of Apple and the iPod, Fortune reports. Speaking at a conference hosted by the magazine, Young said that the sound quality of recordings has been reduced to "Fisher-Price toy" levels in recent years, and companies like Apple are to blame. "Apple has taken a detour down the convenience highway," says Young. "Quality has taken a complete back-seat -- if it even gets in the car at all."

Although providing faster downloads and more space on music players, Young believes that the prevalence of the MP3 format -- spurred in part by the iPod -- has resulted in a general lowering of sound standards. Music has become more "like wallpaper" as a result, he claims. "We have beautiful computers now but high-resolution music is one of the missing elements," he adds. "The ears are the windows to the soul."

## New Firewire Standard Approved 1.6 and 3.2 Gbits/Sec Speeds

IEEE has approved IEEE 1394(tm), "Standard for High Performance Serial Bus." The revised specification combines and incorporates all previous IEEE 1394 standards developed since 1994.

Commercially known under the brand names of FireWire(tm) and i.LINK(tm), the IEEE 1394(tm) standard provides specifications for a high-speed and isochronous communication and integrates well with most IEEE standard 32-bit and 64-bit parallel buses. More than 500 million IEEE 1394 ports have been produced since the standard was first published in 1995.

"The new standard includes all of the amendments, enhancements and more than 100 errata which have been added to the base standard over the last 12 years," said Les Baxter, chair of the working group which developed the standard. "This update provides developers with a single document they can rely upon for all of their application needs."

The 1394-2008 standard updates and revises all prior 1394 standards, including 1394a(tm), 1394b(tm), 1394c(tm), enhanced UTP, and the 1394 beta plus PHY-Link interface. It also incorporates the complete specifications for S1600 (1.6 Gigabit/second bandwidth) and for S3200, which provides 3.2 Gigabit/second speeds.

The standard is expected to be available this October.

The early launch is critical for competition against Intel's USB 3.0. Intel vows a faster 4.8 gigabits per second and is expected to gain wider industry support but will continue to depend on the main processor to process data rather than FireWire's dedicated hardware, potentially reducing its actual performance and giving an edge to FireWire 3200.

Previous firewire speeds are 0.4 Gbits/sec (called Firewire 400) and 0.8 Gbits/sec (800), while USB 2.0 is 0.48 Gbits/sec.



## Feds can Seize Travelers' Electronics

As of July 16, US federal agents have the power to seize travelers' laptops and other electronic devices at the border and hold them for however long they want. The seizures do not require a suspicion of wrongdoing, and are aimed to counter terrorism, with the new policies passed by two Department of Homeland Security agencies. The contents of the confiscated laptops and electronics can then be shared with not only other agencies, but private entities in order to decrypt the data they contain.

DHS officials maintain the new policies allow federal agents to take any hard drives, flash drives, cell phones, iPods, pagers, beepers and video or audio tapes, as well as books and any written materials from any person entering the USA, US citizens included. While the measures were being practiced before they were made public in mid-July, pressure from civil rights and business travel groups made the government admit the existence new policies.

To protect sensitive business information and privileged material, such as between lawyers and clients, the policies require agents to destroy any copies of the data they acquire once a review is complete and there is no more probable cause to leave the information on file.

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## Disney announces 5 million movies sold via iTunes

During a conference call for the company's Q3 2008 results, Bob Iger, president of the Walt Disney Corporation, has announced that since agreeing to sell movies through the iTunes Store, the company has sold over five million titles. Iger insists however that the presence of Apple CEO Steve Jobs on the board of directors has not influenced any decisions on content distribution. "Some of our agreements were signed before the purchase of Pixar," says Iger.

Before the studio was absorbed by Disney, Jobs was at one point the chairman and CEO of Pixar. The company's short films have also been some of the first to appear in iTunes video libraries, before even the general availability of movies and TV shows.

At the last Macworld Expo in January, prior to the announcement of rentals, Apple announced that it had sold a total of seven million films. Up until June films were exclusively available in the United States, but are now also available in the United Kingdom and Canada

# Hints&Tips

[www.mac-hints-tips.com](http://www.mac-hints-tips.com)

## Apple Mail

### Email Attachments Made Easy

Do you use the Mail application in OS 10.3 or 10.4? Do you frequently send attachments? If so, this tip is dedicated to you. Actually, it's one the most popular tips we share in our Mac Basics classes. Even many advanced Mac users don't seem know about it.

If you want to attach a file to an email message, you can drag the file directly to Mail's icon in your Dock. This opens Mail and creates a brand-new email message window with that file already attached. Sweet! Better yet, even if you drag multiple attachments, they all attach to just one email message (rather than creating one message for each attachment, as in previous versions of Mac OS X).

Try it! It works great. And if you don't use Mail, this is another reason to consider using it. ~

*Ed Shepard  
Small Dog Electronics*

### View Quota Limits in OS X Mail

Apple Mail does an amazing job of managing SPAM, integrating with iPhoto and Address Book and helping users stay organized. Just as keeping your files organized on your Mac can help you keep your hard-drive from becoming too full, keeping your inbox organized can help you keep your mail server as empty as possible. One neat trick I recently discovered in Apple Mail lets you quickly check how much of your mail server space is free! Simply open Apple Mail, select an inbox and hit Command/I! ~

*Allen  
Small Dog Electronics*

### Email Safari Page Links

You can now email Safari page links easily. When you are on a Safari page whose URL you wish to email someone, simply click Command/Shift/1. The email which appears will already have a title. All you do is fill in the To: line.

*Mouse Droppings, Corvallis, OR*

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### What is MobileMe?

MobileMe is Apple's new Internet service for Mac, iPhone, iPod touch, and PC that takes the best of .Mac and adds many new features. With MobileMe you will continue to get services that take advantage of Mac integration such as iDisk, and photo sharing from iPhoto '08. What happened to www.mac.com? MobileMe has a new home at ([www.me.com](http://www.me.com)) where you will find a suite of web applications that have the look and feel of the applications on your Mac. We recommend that you update your bookmarks to ([www.me.com](http://www.me.com)).

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