APPLE COMPUTERS

Windows to Apple Conversion

Tech Assist is asked about a Windows to Apple conversion quite frequently. Unfortunately, there is no single answer as the key decision points are always specific to the critical needs of each specific user.

There are three (3) primary issues when contemplating a conversion from Windows to Apple:

1. **Cost:** Apple Macintosh computers are expensive in comparison to Windows based computers

2. **Learning Curve:** Apple Macintosh is very different than a Windows based computer, although there has been an ongoing trend in both the hardware and software design to incorporate the popular features of the other vendor's products. On average, it typically takes 1-2 weeks for a new user to become familiar and comfortable with the basic operations of the Apple Macintosh.

3. **Applications:** This tended to be a major obstacle in the past as many applications were not available on the Apple Macintosh. It is much less of a factor now, but there are still specific business applications, games, and legacy software that remain Windows based.

Forgot Your Apple Password?

Apple knows that a forgotten password situation can be a personal dilemma that many users run into, which is why Apple's software includes tools for these situations.

Tech Assist has been able to reset a forgotten MacBook or iMac system User ID login password. Time required varies based on how the Mac system was initially setup and what recovery method needs to be used.

Tech Assist has been able to reset a forgotten iCloud Apple ID login password. Time required varies based on how the Apple ID was initially setup and what recovery method needs to be used. In an extreme case, it could take up to 3 weeks after a formal request is submitted to Apple Support

Are Apple ID and iCloud the same thing?

Although **Apple ID** is a software feature and **Apple iCloud** is a networking feature, both are very integral to the operation and management of Apple devices.

Apple ID:

Apple ID is free service offered by Apple. Go to the Apple ID Management website (appleid.apple.com) to create your own Apple ID.

An Apple ID is your single most important asset when working with Apple computers or applications. Your Apple ID is used to identify you to the many Apple services and features available, especially for any Apple related downloads or purchases you make with any Apple product.

It is extremely important to define and protect both your Apple ID and especially your Apple ID Password as it can be an arduous process to recover either if lost, forgotten, or stolen. The Apple ID is an email address,

preferably an email address that you will retain on a more permanent basis as opposed to some type of "throw-away" email address you created on a whim. All relevant Apple login and/or key activity information will be sent to your Apple ID email address.

Your Apple ID email address can be changed at any time. BUT, you must be able to login to the Apple ID Management website with your current Apple ID and Password to make this change. Additionally, your Apple ID email address must still be valid and accessible to make this change, as it is required for authenticating the Apple ID change request.

A common problem encountered by neophyte Apple product users is creating a new Apple ID as a replacement for a previously created Apple ID. The new Apple ID will have no history of any purchases or downloads done with the old Apple ID. Due to copyright regulations, multiple Apple ID accounts CANNOT be merged, so you will need to manage your Apple devices with each Apple ID depending on the purchase and download histories.

iCloud:

iCloud is a free service offered by Apple to provide 5GB of cloud storage in conjunction with creating a new Apple ID. Additional cloud storage can be "leased" from Apple at a nominal monthly fee, which makes this a very cost effective method for securely storing multimedia and data files.

iCloud is a cloud storage and cloud computing service from Apple launched on October 2011, replacing the existing Apple MobileMe service. The iCloud service provides Apple users with means to store data (i.e. music, photos and documents) on remote servers for download to IOS devices, OS X devices, or Windows devices, to share and send data to other users, and to manage their Apple devices if lost or stolen.

The iCloud service also provides the means to wirelessly back up IOS devices directly, instead of being reliant on manual backups to a host Mac or Windows computer using iTunes. Apple users are also able to use iCloud to share photos, music, and games instantly by linking accounts via AirDrop wireless.

AppleCare & Support:

Apple hardware tends to be very compact and difficult to repair or update. Most hardware related problems need to be checked out at the Apple Store Genius Bar.

In addition to comprehensive support for new product purchases, buyers are also able to purchase AppleCare at the time of purchase to extend the full hardware/software/services warranty for a full 2 years

Apple provides continual support for currently supported products via online chat, telephone, and appointments with a Genius Bar technical expert at your local Apple Store (i.e. Coconut Point Mall in Estero or Waterside Mall in Naples). The technical support is usually for free, but unfortunately, the cost of repairing out-of-warranty Apple devises can be very expensive. There are alternative local computer repair businesses that will fix Apple hardware problems less expensive.

Apple hardware has proven to be very reliable over the years, but the majority of user issues tend to be more software related. Tech Assist will analyze your issues and/or problems fairly quickly to determine if it is hardware or software related, then provide recommendations as to how to proceed fixing your Apple device.

Macintosh Computers & OS X:

The more popular of the Apple computers tend to be laptops (i.e. MacBook, MacBook Pro, & MacBook Air), they also make desktops (iMac, iMac Pro, Mac Pro, & Mac Mini). Both the laptops and the desktops run Mac OS X operating systems and have a distinct advantage over Windows based computers in that many of the older Apple computers (up to 7-9 years) are still able to upgrade to the most recent release (usually for free) and continue to function perfectly, albeit a little slower than the newer models with faster processors and more memory.

iPhones, iPads, & IOS:

Most Apple IOS devices have very few hardware components that can be repaired, even at the Apple Store Genius bar. For that reason, it is highly recommended that AppleCare be purchased with all Apple IOS devices. The Apple Store will replace an Apple IOS device with a "valid" hardware issue or failure provided it is still under warranty. As with Apple Macintosh computers, fixing an Apple IOS device that is out of warranty can be very expensive. Water damage and screen cracks are the most common hardware problems and there are numerous services advertised that claim they can fix both problems (Caveat Emptor).

AppleTV:

AppleTV is similar to other Internet streaming devices available on the market, such as Roku (multiple devices), Amazon Fire Stick, and Google Chromecast. Most new Smart HDTV products come with built-in streaming capabilities that make these external streaming products redundant.

The key advantage AppleTV provides is the additional ability to integrate with other Apple Macintosh and IOS devices to stream various multimedia (video, music, pictures) directly to the TV. For IOS devices, basically, anything on the display can be streamed to the TV.

Data Backup: Time Machine & iCloud

Time Machine is an Apple OS X application designed to use and external storage device to backup your Macintosh system hard drive. Time Machine will make an initial full backup of the hard drive, then proceed to make incremental backups every 15 minutes. This keeps the backup current and also allows the ability to go back in history to recover deleted or older versions of files if so required, a very useful feature if a "master" file gets corrupted or an important file was accidently deleted (and removed from Trash). The cost of implementing Time Machine on an external USB hard drive is about the same as a similar solution for a Windows based computer.

iCloud is used as a backup, although it can also for cloud storage functions with the Macintosh computers. An iPhone or iPad can be configured to automatically backup system specific as well as specific user selected information to Apple ID iCloud account. Data is available to be restored to the Apple IOS device at any time, which makes setting up a new device a quick and simple process.

iTunes is available for both Apple and MS Window based computers to backup Apple IOS devices. Although iCloud has taken over as the primary backup solution, iTunes backup/restore can be useful if iCloud cannot be accessed.