

APPLE OS X & IOS

All operating systems are extremely complex and involve hundreds of thousands of hours of development to create. It is highly recommended that any user new to operating system take the time to read or take classes on the operational functionality at a level commensurate with their personal level of computer hardware and software knowledge.

Apple OS X:

Apple OS X is the operating system used by Apple Macintosh computers.

The Settings for OS X can be accessed by clicking on the Apple symbol in the upper left corner and selecting System Preferences from the drop down menu.

Apple IOS:

Apple IOS is the operating system used primarily by Apple iPhone and iPad.

The Settings for IOS can be accessed by clicking on the Settings icon (gray square with an image of a circular gear), typically on the first screen of the Apple device.

Settings:

There are hundreds of setting parameters in both Apple OS X and Apple IOS. Although many of the Setting parameters are straightforward for the user to change, there are other parameters that can cause serious user or system problems if not modified properly.

[Tech Assist](#) has assisted numerous residents with setting up and reviewing the many options available in Settings and quite often will make changes in Settings to resolve problems with the Apple computer or device.

Apple Interoperability:

Interoperability is the ability to make information and functionality available across a variety of computing devices. Apple has always realized the importance of interoperability and has been an industry leader in developing the products and tools to allow Apple users to access and share a variety of features and services.

The iCloud services are a key component and most commonly used interoperability function for Apple users. It allows users to access and coordinate email, calendars, contacts, notes, pictures, and multimedia via any of their Apple devices. Make an update on the iPhone, it will be immediately available on their iPad and Mac computer.

[Tech Assist](#) has assisted numerous residents with setting up and reviewing the many interoperability features and functions on their Apple devices and iCloud accounts.

Internet

The Internet is a ubiquitous network that facilitates connectivity between billions of users and/or businesses worldwide. It works (most of the time) and that is basically all that most people care about. See the Internet section of the Networks tab for additional information regarding the Internet.

Internet Security:

Unlike Windows “open” operating systems, Apple OS X and IOS are “closed” operating systems, which make it very difficult for hackers to create viruses and trojans to directly attack Apple devices. Although there are numerous Internet security products available in the marketplace for Apple devices, the Apple OS X and IOS operating systems are, by design, already providing Internet security.

Browser Highjacking:

All operating systems (i.e. Apple, Microsoft, Android, Linux, etc.) are susceptible to browser hacking and/or hijacking. This occurs when connecting to a website that has questionable scripts (webpage programs) that are designed to exploit security vulnerabilities in the browser applications. The majority of these scripts make the browser expend excessive computer processing power, which keeps the user from being able to do anything else on the device. The script typically demands the user click to continue, which allows a deeper penetration into the device. Continued compliance with the script demands can lead to corruption of any device, including Apple and Linux.

**DO NOT acquiesce to the demands of the browser hijacker
as it is only your browser that has been corrupted at this point.**

Most times, the problem can be easily resolved by just closing the browser, if feasible. The browser hijack script is design to prevent you from closing the browser by normal means. Turning the computer off then back on again will work, but if you open the browser, the hijack script, by design, will be started up again.

For Apple OS X, the “Force Quit” utility is the best method to use to close the hijacked browser. This is available when you select the apple icon in the upper left corner or start the “Activity Monitor” utility, double left click on the browser app, then select the “Force Quit” option. This closes the browser and resets it back to its previous startup sequence without the browser highjack script. It is recommended to clear the browser cache and history after fixing the browser highjack problem to eliminate any remaining hijack software left on your system .

iTunes:

The original iTunes was released 2001 and continues to the present. Initially conceived as a simple music player, over time iTunes developed into a sophisticated multimedia content manager, hardware synchronization manager and e-commerce platform. The current version of iTunes enables users to manage media content, create playlists, synchronize media content with handheld devices including the iPod, iPhone and iPad, re-image and update handheld devices, stream Internet radio and purchase music, films, television shows, audiobooks and applications via the iTunes Store.

iTunes is available for both Apple and MS Window based computers to manage all of your multimedia as well as 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.

Due to copyright laws, Apple restricts how multimedia is managed on Apple IOS devices. All multimedia must be first added to an iTunes library before it can be loaded onto any Apple IOS device. Each Apple IOS device is linked specifically to only one (1) iTunes library, which eliminates the ability to share multimedia between devices and preserve copyrights.

Unfortunately, iTunes libraries can become lost, corrupted, or inaccessible for a variety of reasons, which isolates an Apple IOS device and all the multimedia it contains. The Apple IOS device will continue to work just fine, but no additional multimedia can be loaded. Purchased multimedia can always be downloaded at any time from your iTunes Store account, but all multimedia that was added directly to the iTunes library and loaded onto the Apple IOS device may be lost.

[Tech Assist](#) can assist with extracting your multimedia from your Apple IOS devices, repair or rebuild your iTunes library, and relink your Apple IOS devices back to the new iTunes library.

Email & Apple Mail,

Refer to the NETWORKS section for specifics on email.