



# X

Welcome to Mac OS X

# X

Welcome to Mac OS X,  
the world's most advanced  
operating system.

This book helps you start  
using Mac OS X.

First install the software,  
then discover how easy  
it is to use.

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# Installing Mac OS X

## Step 1: Upgrade to Mac OS 9.1 using the CD included with Mac OS X



If your computer already has Mac OS 9.1 installed, you can skip this step.

## Step 2: Get information you need to set up

To use your current iTools account, have your member name and password available. To use your current network settings, look in these Mac OS 9.1 control panels.

Settings	In Mac OS 9
TCP/IP	TCP/IP control panel
Internet and mail	Internet control panel
Dial-up connection (PPP)	Remote Access and Modem control panels

If you can't find this information, look in the applications you use to get email or browse the Web. If you don't know the information, contact your Internet service provider or system administrator.

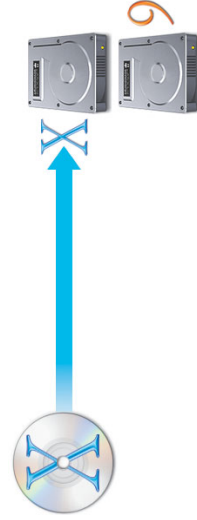
## Step 3: Decide where you want to install Mac OS X



### On the same disk

Install Mac OS X on the same disk or disk partition as Mac OS 9.

▲ Do not format the disk.



### Or a different disk

Install Mac OS X on a different disk or disk partition from Mac OS 9.

## Step 4: Insert the Mac OS X CD, then double-click Install Mac OS X



## Step 5: Set up and register Mac OS X

When you set up Mac OS X, you create a user account. This user is an administrator. As an administrator, you can add user accounts, set up Mac OS X for multiple users, change certain system settings, and have greater access to the computer.

If you set up Mac OS X for several users, you need to type a user name and password to gain access to Mac OS X. To administer your computer you need to *log in* as the user you created when you set up Mac OS X, so you should remember this user name and password.

**Create Your Account**

With Mac OS X, everyone who uses the computer can have an account with their own settings, and a place to keep their documents.

Let's set up your account now. You can add accounts for others later.

Name:  Example: Mary Jones

Short Name:  Example: maryjones. For your account, use 8 or more lowercase letters, 8 or more characters or fewer, with no spaces.

Password:  The password for this account.

Verify:  Enter your password again, exactly as you typed it.

Password Hint:  Enter something that will help you remember your password.

You need to type this name and password exactly the same way if you set up Mac OS X for multiple users.



## Installation tips

### Why you need Mac OS 9.1 installed

Mac OS X provides Classic so that you can use your Classic Mac OS applications. When you open a Classic Mac OS application, Classic starts using an available Mac OS 9.1 system.

### Read before you install

Be sure to open the READ BEFORE YOU INSTALL document on the Mac OS X CD. If you are using Mac OS 9, you can open this document using Acrobat™ Reader, available on the CD. If you are using Mac OS X, you can open the document using Preview.

### If you have trouble

If you have trouble installing Mac OS X, setting it up, or logging in, see "Troubleshooting" at the end of this book. You will also find information about installing Mac OS X if you already use Mac OS X.

### Starting up with Mac OS 9 again

See "Troubleshooting" to learn how to start up with Mac OS 9 after you start up in Mac OS X.

### Installing developer software

The Developer Tools CD contains software and documentation for developing applications on Mac OS X. For information about installing and using this software, see the document "About Developer Tools" on the CD. Only install this software if you are a programmer or intend to develop applications.

### Getting more information

For more information about Mac OS X, visit the Mac OS X Web site:  
[www.apple.com/macosx](http://www.apple.com/macosx)

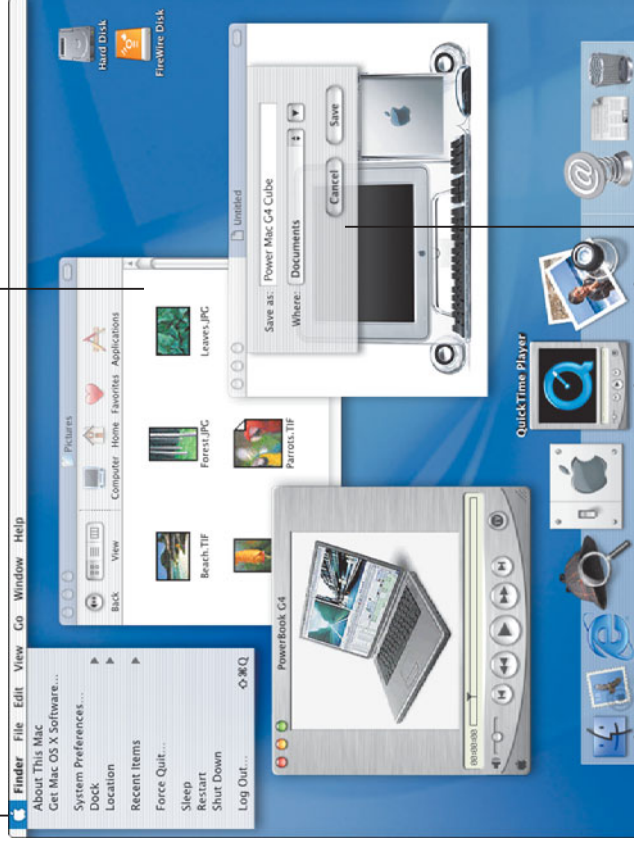
# X Aqua

Aqua makes using your Mac easier than ever. Its color, depth, and motion guide you through your tasks, while the Finder and Dock provide easy access to your computer and network.

Use the Apple menu to change settings, get Mac OS X software, open recent items, and restart or shut down your computer.



The Finder shows document icons in several ways, including large, detailed icons that preview document contents.

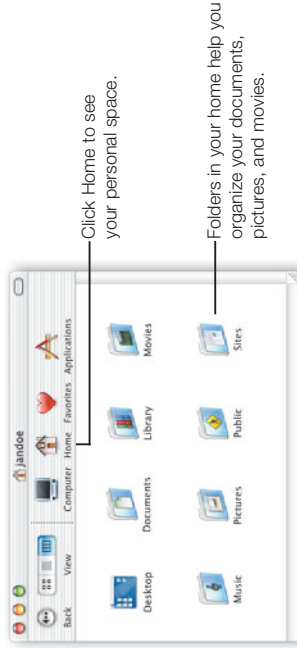


The Dock keeps handy your disks, folders, applications, documents, minimized windows, QuickTime movies, digital images, links to Web sites, or just about anything else.

Sheets for saving and printing attach to windows making these tasks even simpler.

## Finder windows

When you first start Mac OS X, the Finder window shows your “home,” your personal space on your computer for documents, applications, fonts, and other software.



If you set up several users, each user has a home for a secure place to keep their documents.

## Buttons

Colorful, animated buttons make it clear what to do.



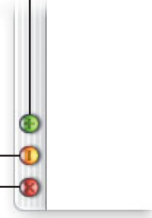
If a button pulses, you can press the Enter or Return key instead of clicking it.

Here's how to use the three window buttons.

Click to close the window.

Click to minimize the window, which puts it in the Dock.

Click to enlarge or reduce the window.



## 9 For the experienced Mac OS user

### What is my “home?”

Your home is a secure place to keep your documents if your computer is connected to a network or you set up several users.

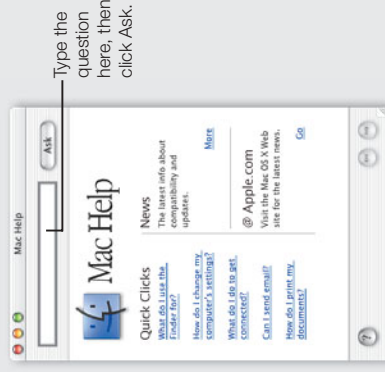
### Changing computer settings

Choose System Preferences from the Apple menu to change settings for your computer, instead of using control panels.

## X Mac OS X tips

### Getting help

Throughout this book, you'll see questions like the one below. To get answers to these questions, choose Mac Help from the Help menu, type the question, and click Ask. Then click an answer.

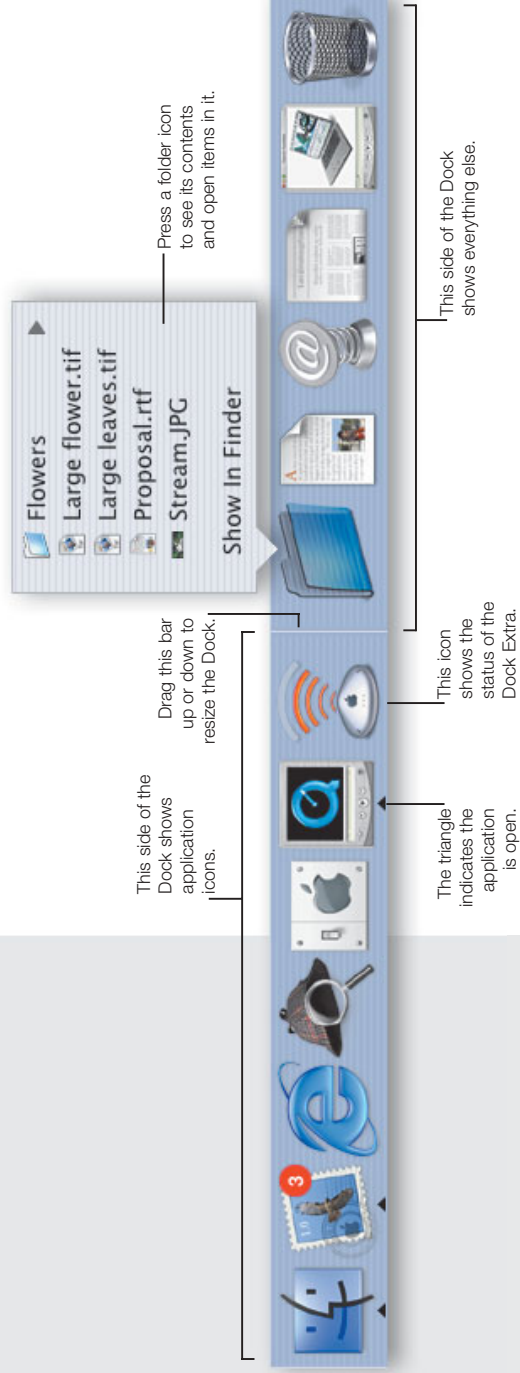


Searching Mac Help  
How do I use Help?

# X

## The Dock

The Dock makes it easy to open applications, documents, and other items you use frequently. To open an item in the Dock or make it active, click its icon. To see a pop-up menu, press the icon.



## What's in the Dock



### Finder

Click to see a Finder window and menus.



### Mail

One of the applications included in the Dock. The number shows how many messages you have to read.



### Dock Extra

Press the icon to change settings.



### Document

A document added to the Dock. Click to open it.



### Folder

Press the icon to see the contents of the folder and choose items to open them.



### Web site

A Web site added to the Dock. Click to open the Web site in your browser.



### Minimized window

You can put any window in the Dock. Click to open the window.



### Late-Breaking News

Click this icon to get up-to-date information about Mac OS X.



### Trash

Drag files here to throw them away.

## 9 For the experienced Mac OS user

### What's the Dock for?

Instead of using the Apple menu, keep items you use regularly in the Dock. Click items in the Dock to make them active, rather than the application switcher.

### Opening a document

Drag the document's icon to the application's icon in the Dock.

### Ejecting disks

To eject a disk, drag its icon to the Trash.

## X Mac OS X tips

### Adding icons to the Dock

To add an item to the Dock, drag its icon to the Dock. To remove an item, drag its icon from the Dock. (This does not change the item.)

### Adding disk icons to the Dock

Add disk icons to the Dock, then press the icon to see the contents. Choose items from the pop-up menu to open them.

### Changing how the Dock works

To change the way the Dock looks and works, choose Dock from the Apple menu, then choose Dock Preferences.

### Switching between applications

Press the Apple key, then press the Tab key until you select the application you want to use. Release both keys to make the application active.



Searching Mac Help

How do I use the Dock?





# The Finder

The Finder is the gateway to your computer and network. Use the Finder to access disks, connect to servers, and open your documents.

Use the Finder application menu to set preferences.

Press here to choose toolbar items that are hidden.

Click toolbar buttons to open your home and other places.

Click here to show or hide the toolbar.

Your home contains your documents. Turn on file sharing to let others access your Public folder.

## How your Mac OS X disk is organized



The Applications folder contains the Mac OS X applications available to all users of your computer. The Utilities folder in it contains utility applications. Library contains fonts, plug-ins, Internet search sites, and other items available to all users of your computer. Users contains your home.

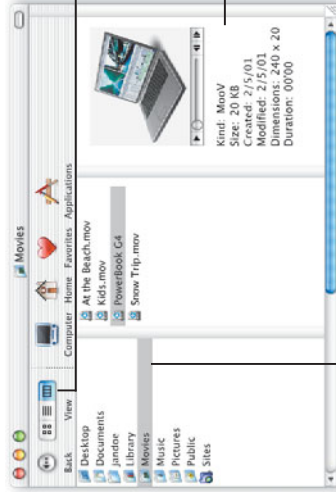
System contains the Mac OS X software. You cannot change it.

You'll see Applications (Mac OS 9) and System Folder if you install Mac OS X on the same disk with Mac OS 9.

If you set up Mac OS X for several users, you need to log in as an administrator, such as the one you created when you set up Mac OS X, to add items to the Applications and Library folders.

## Finder views

View Finder windows in icon, list, or column view. Column view lets you quickly see where items are located.



Click here to change the view.

This area shows information about the item. If it's a picture, you see a preview. If it's a movie, you can play it.

Click a folder to see its contents.

## For the experienced Mac OS user

### Using Library folders

Put fonts, Internet plug-ins, and other items in the Library folder. Items in the main Library folder are available to all users. Keep items for your personal use in the Library folder in your home. The Library also stores your preferences.

### Opening recent items

To open recent applications and documents, use the Recent Items command in the Apple menu. To open recent folders, use the Go menu. You can also open recent items using the pop-up menu in the Open, Save, and Connect To Server dialogs.

### Opening folders

If the toolbar is showing and you double-click a folder, the folder opens in the same window. If you press the Apple key or the toolbar is hidden, a separate window opens.

## X Mac OS X tips

### Opening another Finder window

To open another Finder window, choose New Finder Window from the File menu.

### Finding anything on your computer

To find anything on your computer, choose Find from the File menu to open Sherlock.

### Using favorites

To add an item to your Favorites, select it and choose Add To Favorites from the File menu.



Searching Mac Help

**How is my hard disk organized?**



## Customization

Mac OS X gives you many ways to customize the way it looks and works so that it's best for you. Here are some ways you can customize the Finder.

To select a picture for the desktop, choose Preferences from the Finder menu and click Select Picture.

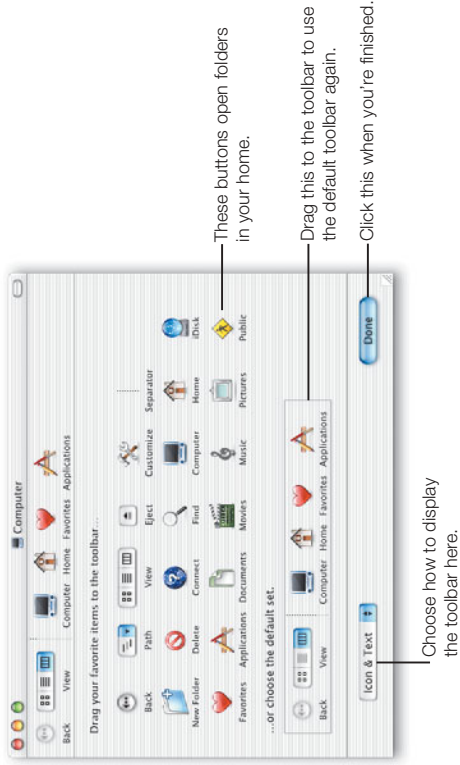
Change the toolbar to make it look the way you want it.

To use a picture or color for a folder background, choose Show View Options from the View menu in the Finder.



## Changing the Finder window toolbar

To set up the toolbar the way you want it, choose Customize Toolbar from the View menu.



Here are some other things you can do to customize the toolbar:

- To add a disk, server, or folder to the toolbar, drag its icon from a Finder window or desktop to the toolbar.
- Drag items in the toolbar to arrange them.
- To remove an icon, press the Apple key and drag it from the toolbar.

## 9 For the experienced Mac OS user

### What's the Finder toolbar for?

Put folders, servers, and disks that you want to open frequently in the Finder toolbar.

### Changing appearance settings

To change the colors used by Mac OS X and the highlight color, open the General preferences pane.

### Changing the size of icons

To change the size of icons in icon view, open the View Options window and drag the slider.

## X Mac OS X tips

### Changing global view options

By default, Finder windows use global view options. To change these, choose Show View Options and click Global.

### Changing view options for a window

If you want to set view options for a window that are different from the global view options, choose Show View Options, click Window, and uncheck Use Global View Preferences.

### Seeing the path to a folder

Add the Path pop-up menu to the toolbar to see the folders that contain the current folder. You can also press the Apple key and click the name of the folder in the window title bar.

### Seeing a folder's status

To see the number of items in a folder and your privileges to change the folder, choose Show Status Bar from the View menu.



Searching Mac Help

How do I use Finder windows?

Here are some of the specially designed applications included with Mac OS X that you will use most frequently.



**Finder**

Open your applications and documents, connect to servers, and access disks and servers.



**Microsoft Internet Explorer 5.1 Preview**

Use Microsoft Internet Explorer to browse the Web.



**Mail**

Send and receive email messages that include pictures and movies. Set up to get your Mac.com mail automatically.



**Sherlock**

Find what you're looking for on your disks, your network, or the Internet.



**System Preferences**

Change computer settings such as Internet preferences.



**QuickTime Player**

Play movies, view pictures, listen to music, watch QuickTime TV.



# Applications

## More applications

Here are some other applications you'll find in the Applications and Utilities folders.



### Internet Connect

Use Internet Connect to connect to the Internet using a modem or AirPort.



### Address Book

Keep all your email addresses and other information about people in one place.



### Preview

Open PDF and graphics files, preview documents before you print them, and save them in PDF format.



### TextEdit

Create documents with formatted text and pictures.



### Disk Utility

Erase disks, test and repair disks, and partition disks.

## Built for Mac OS X

Look for this symbol to purchase software specially designed for Mac OS X.



## 9 For the experienced Mac OS user

### Using the Applications folder

Applications in the Applications folder are available to all users of your computer. Keep applications for your personal use in your home.

### Installing applications

If you set up several users, you must log in as an administrator user to install software in the Applications or Library folder. The user you created when you set up Mac OS X is an administrator.

### The application menu

Each application has an application menu next to the Apple menu that contains commands such as Preferences and Quit.

## X Mac OS X tips

### Updating your software

To update your software, open System Preferences and click Software Update.

### Checking the iDisk Applications folder

Check the Applications folder on your iDisk for new Apple applications, updates to current applications, and demonstrations of applications from other developers.

### Forcing an application to quit

If you can't quit an application, choose Force Quit from the Apple menu. You can also press the Option key, click the application's icon in the Dock, then choose Force Quit from the pop-up menu.



Searching Mac Help

**How do I use my applications?**



## Classic

Mac OS X includes Classic so you can continue to use your Classic Mac OS 9 applications. To use a Classic application, just double-click it. Classic starts automatically.

Commands, such as Quit and Preferences, remain in the Classic menus.

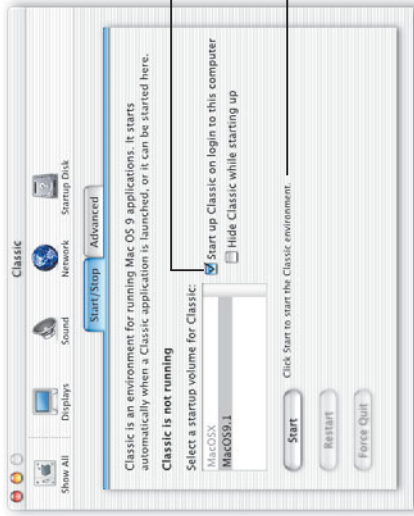
Windows and dialogs have the Classic Mac OS appearance.



When it starts, which takes some time, a Classic icon appears in the Dock, then disappears when it's ready.

## Starting Classic applications

When Classic starts it uses an available Mac OS 9.1 system. If you have Mac OS 9.1 installed on more than one disk, use Classic preferences to choose the one Classic uses. You can also start Classic or have it start automatically when Mac OS X starts.



Select this checkbox to start Classic automatically when Mac OS X starts.

Click here to start Classic immediately.

## For the experienced Mac OS user

### Classic requires Mac OS 9.1

To use Classic, you must have Mac OS 9.1 installed on your computer. Use the Mac OS 9.1 CD provided with Mac OS X to upgrade.

### Setting memory for a Classic application

To set the memory used by a Classic application, choose Show Info from the File menu, then choose Memory from the Show pop-up menu.

### Printing from Classic applications

To print from a Classic application, you select printers to use the same way you do in Mac OS 9, for example by using the Chooser.

## X Mac OS X tips

### Forcing Classic applications to quit

If you can't quit a Classic application, choose Force Quit from the Apple menu. Select the application and click Force Quit.

### Restarting Classic

If you need to restart Classic, click Restart in the Classic preferences pane. You will be able to save changes to documents before Classic restarts.

### Forcing Classic to quit

In some cases you may need to force Classic to quit. Open the Classic preferences pane and click Force Quit. This also quits Classic applications without saving changes to your documents.



Searching Mac Help  
How do I use Classic applications?



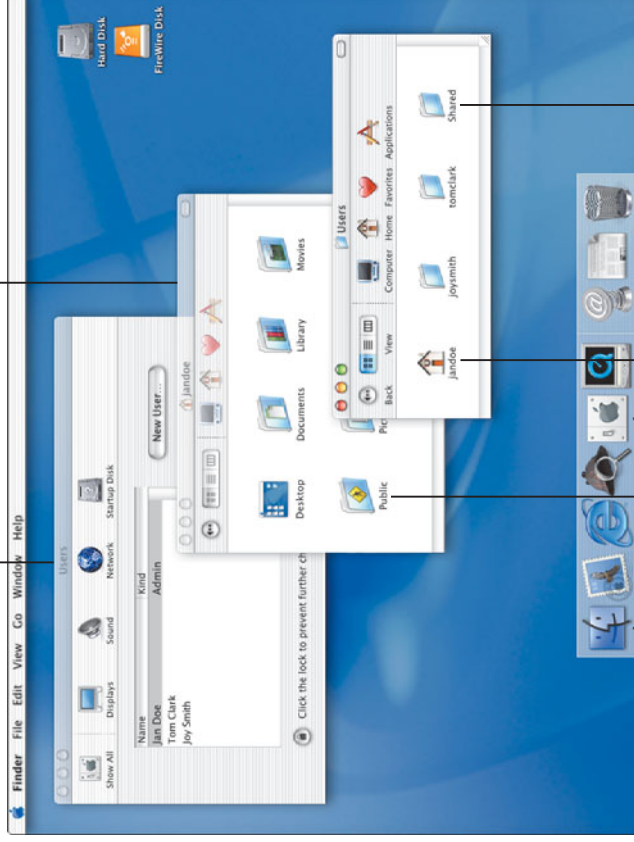


## Users

Mac OS X lets several people use the computer so that their documents and software are secure. You can easily set up your computer for several people by adding user accounts and requiring users to log in.

Finder, Dock, iTools, Mail and other preferences are kept for each user in the user's home, so users can customize Mac OS X the way they want it.

Use the Users pane in System Preferences to add user accounts.



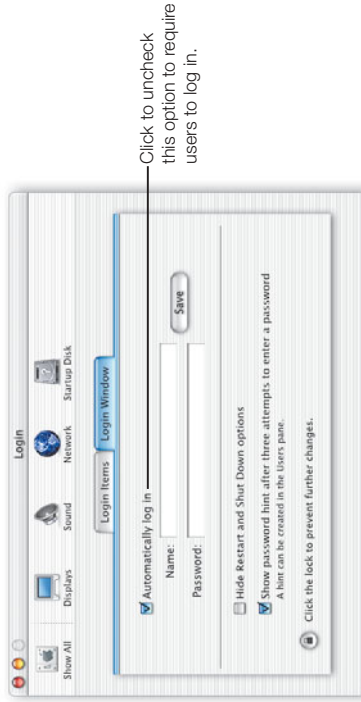
To give access to the Public folder, a user can turn on file sharing in Sharing preferences.

Each user has access to the Shared folder.

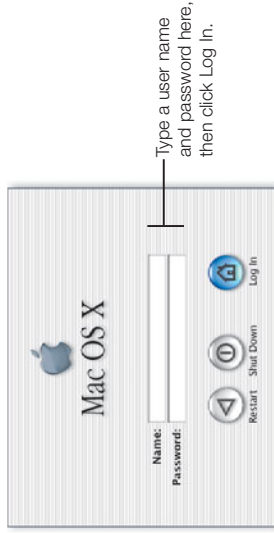
Each user has a home with the name of the user.

## Requiring users to log in

To require users to enter their user name and password to log in, you must turn off automatic login. You can do so when you create a new user or use the Login Window preferences.



If you turn off automatic login, you see the login window when you start your computer.



## Setting up iTools accounts for new users

When you create a new user, go to the iTools Web site to create an iTools account for the user. Give the user the iTools member name and password to enter in the Internet preferences pane. This will set up Mail to get the user's Mac.com email automatically.

## 9 For the experienced Mac OS user

### Multiple users

As with Multiple Users in Mac OS 9, you can require Mac OS X users to log in; users who are not administrators will have restricted access to the computer.

## X Mac OS X tips

### Administrator users

The user you created when you set up Mac OS X is an administrator. You can create other administrators. An administrator can create other users, change settings, and install software in the Applications and Library folders.

### Keeping your computer secure

When you log in as an administrator you have greater access to the computer, so you may not want to leave your computer unattended. To secure your computer, set Screen Saver preferences to require a password. For the most security, log in as a user who is not an administrator.

### Logging in from a Mac OS X network

If you use a Mac OS X network, your home is on a server. Log in from any computer on the network to see your home and use your settings. If you have questions, see your system administrator.



Searching Mac Help  
**How do I work as an administrator?**

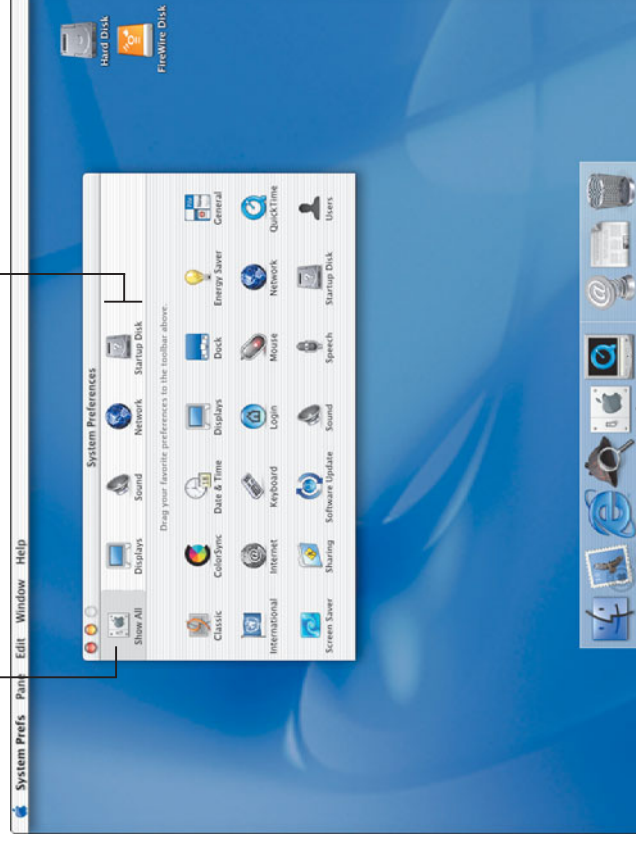


## Changing Settings

Use the System Preferences application to change your computer settings. Choose System Preferences from the Apple menu, then click a button.

Click here to see all the preferences.

Drag buttons for preferences you use frequently to the toolbar, then click them to change the settings.



## Important settings panes



### Internet

Enter settings for your iTools account, email and Web browser. You can also sign up for your iTools account here.



### Network

Enter settings to connect to your network. Set up multiple network connections and create “locations” — collections of network settings.



### Sharing

Turn on file sharing so that other people on the network can access your Public folder. Turn on Web sharing to publish your personal Web site.



### Software Update

Get updates to your Mac OS X applications and software.



### Startup Disk

Select a startup disk for your computer. You can start up using Mac OS 9 or Mac OS X.



### Screen Saver

Select the screen saver you want to use and if you want to require a password to wake the screen saver.

## 9 For the experienced Mac OS user

### Where are the control panels?

Use System Preferences to change computer settings instead of the control panels in Mac OS 9.

### Changing the alert sound

Use the Sound preferences pane to select a different alert sound and set the volume.

### Setting QuickTime preferences

Use QuickTime preferences to register for QuickTime Pro and select your QuickTime connection speed.

## X Mac OS X tips

### Adding items to the toolbar

To add an item to the System Preferences toolbar, click Show All and drag the icon to the toolbar. To remove an item, drag it from the toolbar.

### Using a different language

To work in a different language, open International preferences and drag the language you want to use to the top of the list. If you use a special keyboard for your language, click the Keyboard Menu tab and select it from the list. Log in again to see menus and dialogs in the language you chose. Choose your keyboard from the Keyboard menu (the one with the flag).

### Gaining access to settings

If the settings in a pane are dimmed and the lock icon is locked, click the lock and enter a name and password for an administrator to change the settings.



Searching Mac Help

How do I change computer settings?

Mac OS X provides integrated Internet and network access, which you set up when you set up Mac OS X. You can set up other network connections, turn on Web and file sharing, and access network servers.

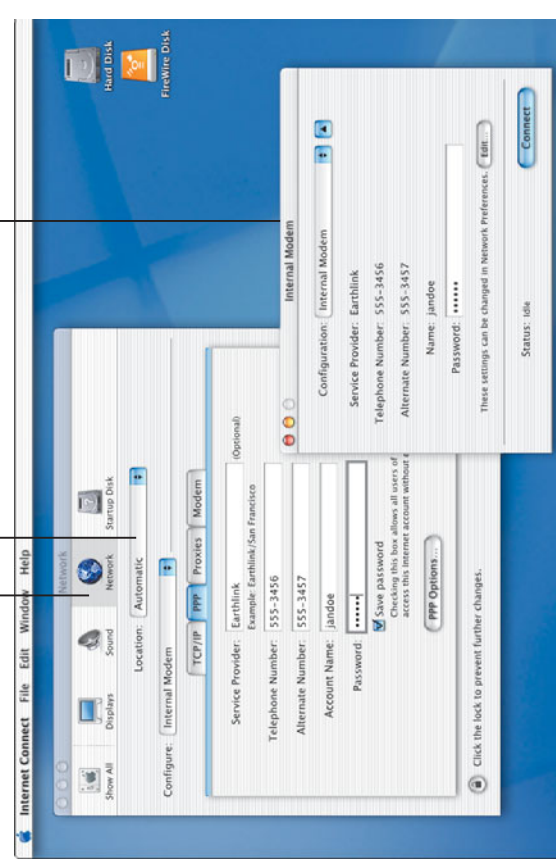


## Getting Connected

Use Network preferences to set up each of the network connections you use.

Choose New Location here to name a collection of network settings. To choose the settings, choose Location from the Apple menu.

Use Internet Connect to connect to the Internet using AirPort or a modem.



The screenshot shows the 'Internet Connect' window with the 'PPP' tab selected. The configuration includes:
 

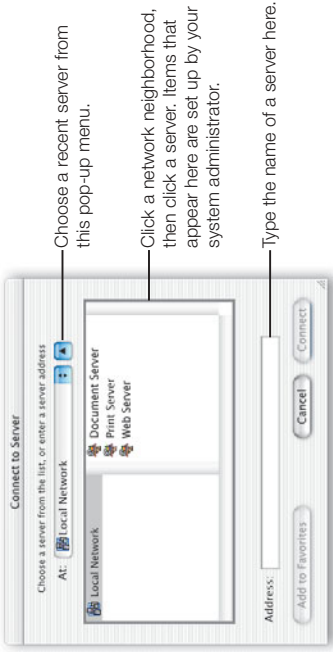
- Service Provider: Earthlink (Example: Earthlink/San Francisco)
- Telephone Number: 555-3456
- Alternate Number: 555-3457
- Account Name: jandoe
- Password: \*\*\*\*\*
- Save password:  (Checking this box allows all users of access this Internet account without a PPP Options... dialog box.)

 The status bar at the bottom indicates 'Status: Idle' and a 'Connect' button is visible.

This indicates that you are connected.

## Accessing network servers

When you choose Connect To Server from the Go menu (in the Finder), this dialog appears.



Mac OS X lets you connect to many types of servers:

- Mac OS X shared Public folders
- Your iDisk (type “iDisk.mac.com”)
- Web-based file sharing servers ( WebDAV)
- Mac OS X Servers
- Any file server that supports AFP over TCP/IP
- Mac OS 9 Web Sharing sites
- Mac OS 9 file sharing folders over TCP/IP

After you connect to a server, an icon for the server appears on the desktop and a Finder window opens. You can also see servers when you click the Computer button in a Finder window toolbar.

## 9 For the experienced Mac OS user

### Connecting to servers

To connect to servers in Mac OS X, you use Connect To Server rather than the Chooser or Network Browser.

### Creating and using locations

You can create collections of network settings for different places you use your computer. To create a location, open Network preferences and choose New Location from the Location pop-up menu.

To use a location, choose Location from the Apple menu.

### Turning on Web and file sharing

To turn on Web sharing and file sharing, open System Preferences and click Sharing.

## X Mac OS X tips

### Using multiple network connections

Mac OS X lets you use several network connections simultaneously.

### Disconnecting servers

To disconnect from a server, select it in the Finder and choose Eject from the File menu.



Searching Mac Help  
How do I connect to  
the Internet?

From setup to email to publishing on the Web, Mac OS X makes it easy to communicate with your friends, family, and colleagues using iTools.



#### **iDisk**

Now your iDisk is just a click away. Store movies, pictures, and documents on your iDisk, then share them with others.



#### **Mac.com**

Provides complete email service that works with your favorite email program. If you use Mail, it's set up to use your Mac.com account.



#### **iCards**

Create personalized iCards using photos on your iDisk. Send notices to colleagues or pictures of the kids to the folks.



#### **HomePage**

Build a personal Web site in three easy steps. Create a photo album, publish an iMovie, post your résumé, and share your iDisk Public folder.

## Setting up a new iTools account

When you set up Mac OS X, your iTools account is set up automatically. If you set up other users for your computer, go to the iTools Web site to set up iTools accounts for them, then give each user a member name and password to enter in the iTools pane of the Internet preferences. New users can also sign up for their iTools accounts using the iTools preferences pane.



## Using iDisk to share your files with others

Other members who know your iTools member name can easily view and copy anything in your Public folder. However, no one but you can add or change anything in this folder. If you prefer, you can publish your photos, movies, and documents on the Web so that anyone can access them, regardless of the computer they are using.

## 9 For the experienced Mac OS user

### Accessing your iDisk

Your iDisk is permanently available so you don't have to go to the iTools Web site to open it. Just click the iDisk icon in a Finder window toolbar or choose iDisk when you open or save a document.

### Mac.com stores your mail

Mac.com now stores your email on the Apple server so it's always available to you and you can access it from different computers. If you need mail when you are offline, save it in a local folder.

## X Mac OS X tips

### Using Mail to get your Mac.com mail

The Mail application is set up to check your Mac.com mail account automatically.

### Learning more about iTools

Visit the iTools Web site and click Help to learn more about using iTools.



Searching Mac Help  
**How do I use my iDisk?**



Use Mail to send and receive email. Your email can include pictures, sounds, and movies as well as text. And, Mail is set up to check your Mac.com mail automatically.



## Using Mail

To change the toolbar, choose Customize Toolbar from the View menu.

Use the Address Book to store information about friends and colleagues.



Click Mailbox to see this drawer.

Click here to search an address directory for an email address.

## Sending email

To send email, click the Compose button, type the address, and write your message.



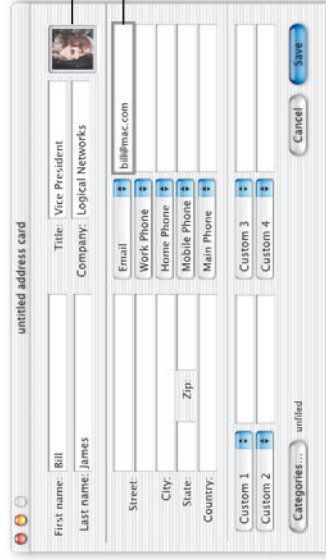
To change the toolbar, choose  
Customize Toolbar from the View menu.

As you type, Mail selects matching  
addresses from your address book.  
To select one, press the Tab key.

To add a picture, sound, or movie  
to your message, drag it from the  
Finder to your message.

## Using the Address Book

Click New in the Address Book toolbar to add information about someone.



To see a picture in email you  
receive from this person, drag  
the picture here.

Mail will enter this email address  
when you type the person's name  
in the To or Cc fields of a message.

## 9 For the experienced Mac OS user

### Using Mail for your email

Mail works with your Internet preferences and the Address Book application. If your iTools member name and password are in the iTools preferences pane, Mail gets your Mac.com mail automatically.

## X Mac OS X tips

### Setting up mail

When you set up Mac OS X, you also set up how to send and receive your email. To change settings or add other accounts, choose Preferences from the Mail menu.

### Setting up for a new user

If you create a new user, the first time you log in as that user and open Mail a dialog appears to set up Mail. If you put an iTools member name and password in the iTools preferences pane, Mail automatically checks for Mac.com mail.

### Using several Mac.com accounts

If you have several iTools accounts, you can use Mail to check Mac.com for each one. Choose Mac.com from the Account Type pop-up menu when you create the mail account.



Searching Mac Help

How do I send and receive email?

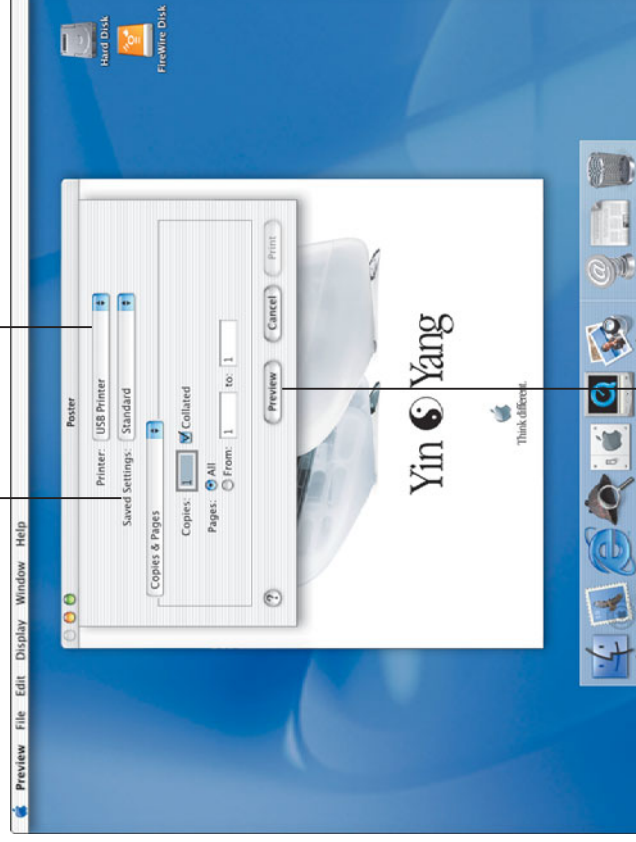
Choose Print from the File menu to print a document. If you use a USB printer, it's already selected. Use the Print Center to select network printers you want to use.



## Printing

Printers and applications can add settings to the Print sheet.

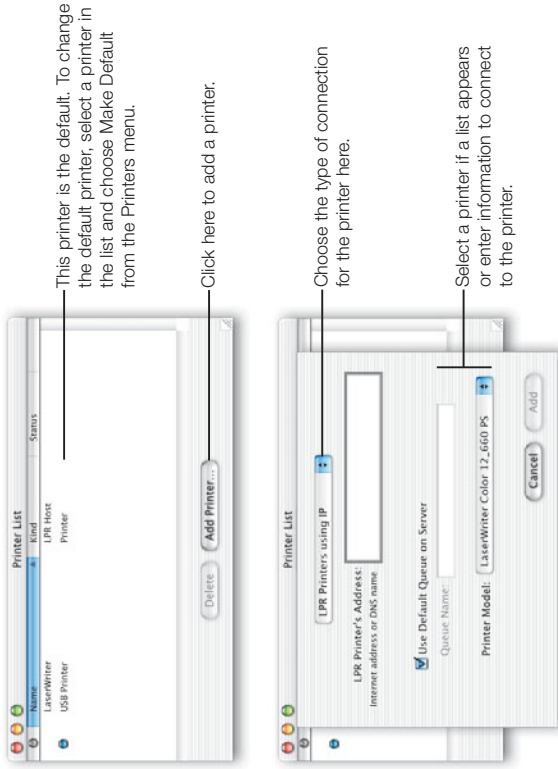
Use the default printer or choose a different printer here.



Click here to see how the document will look before you print it.

## Selecting printers using Print Center

Mac OS X provides built-in support for some of the most popular USB printers so that they are set up automatically. Before you print a document to a network printer, use Print Center to add it to the Printer List.



## Creating a PDF

To create a PDF of a document, choose Print, then choose Output Options from the pop-up menu and select the “Save as PDF File” checkbox, then click Save. You can also click Preview, then save the document as a PDF from the Preview application.

## For the experienced Mac OS user

### Where is the Chooser?

You use Print Center to select and set up printers (rather than the Chooser). Mac OS X does not have desktop printers; you can select a printer right in the Print dialog.

### Printing a Finder window

If you want to print a Finder window or the desktop, first set it up the way you want. Use Grab to take a screen shot of the window, then print the screen shot.

## X Mac OS X tips

### Selecting a default printer

When you print a document, your default printer is selected automatically. To change the default printer, select a printer in Print Center and choose Make Default from the Printers menu.

### Setting up a document to print

Before you print a document, choose Page Setup from the File menu to select page options.



Searching Mac Help

How do I print my documents?



## Troubleshooting

### Installing Mac OS X

#### You want to install Mac OS X and you are using Mac OS X.

If you already have Mac OS X installed, you cannot start the installation by double-clicking the Install Mac OS X icon on the CD. Instead, insert the Mac OS X CD and restart your computer while pressing the C key.

#### The Installer doesn't appear.

If you double-click Install Mac OS X and the Installer doesn't appear, insert the CD and restart your computer while pressing the C key. If the Installer still doesn't appear, select the Mac OS X CD as your startup disk. If you are using Mac OS X, use Startup Disk preferences. If you are using Mac OS 9, copy the Startup Disk control panel on the Mac OS X CD to the System Folder and use it to select the CD.

#### You see a message about updating your computer's firmware.

If you see a message that you need to update your computer's firmware, do so before you install Mac OS X. Updates are available on your Mac OS X CD. You can also check the Apple software updates Web site ([asu.info.apple.com](http://asu.info.apple.com)).

#### The Installer cannot repair your hard disk.

If you see a message that the Installer cannot repair the disk, you may need to reformat it. Restart using the Mac OS X CD and click "Prepare My Hard Disk for Installation" when the Installer appears.

**The Installer cannot update the hard disk driver.**

The Installer cannot update non-Apple hard disks. Use the disk utility recommended by the manufacturer of your hard disk to update your drivers before installing Mac OS X. Make sure to use a version of the utility that is compatible with Mac OS X.

**Installing Mac OS X was interrupted and now you can't restart your computer.**

If this happens and you have Mac OS 9.1 installed on your computer, try restarting your computer while pressing the Option key to start up using Mac OS 9.1. If you cannot start up this way, insert the Mac OS 9.1 CD in your computer and press the C key while restarting your computer. Open the Startup Disk control panel and select your Mac OS 9.1 disk.

**Logging in to Mac OS X**

**You can't log in to your computer.**

First, make sure you are entering your password with the same capitalization and punctuation that you used originally. If you still can't log in, log in as an administrator, open the Multiple Users application, and change your name or password.

If you cannot log in to your NetInfo account, you can log in to your computer as the local user "Administrator." Use your NetInfo account password.

**You forgot your password.**

If you forget the password for your computer, insert the Mac OS X CD and restart your computer while pressing the C key. When the Installer appears, choose Reset Password from the Installer menu and follow the onscreen instructions.



Troubleshooting X tips

**Getting support**

For information about the support available for this product see the Apple Software Services and Support Guide included with Mac OS X.

**Getting help**

To search for solutions to problems you are having with Mac OS X, open Mac Help, type a question, and click Ask.

**Getting news about Mac OS X**

Click the Late-Breaking News icon in the Dock to get the latest information about Mac OS X, Mac OS X applications, hardware and Classic compatibility.



Searching Mac Help  
**What's the latest news  
about Mac OS X?**

## Using Mac OS X

### **Network services don't seem to be working.**

If network services aren't available, make sure your computer is connected to the network and that your network settings are correct (in System Preferences). See your system administrator to make sure the service is available or if you have questions about the settings you should be using.

### **You can't quit an application.**

If you can't quit an application, choose Force Quit from the Apple menu, select the program in the list, and click Force Quit. (You do not need to restart your computer.)

**Important** When you force an application to quit, any unsaved changes to documents are lost.

### **You need to start up your computer using Mac OS 9.**

To start up using Mac OS 9, open System Preferences and click Startup Disk. Select your Mac OS 9 disk and restart your computer.

### **You want to start up in Mac OS X after starting up in Mac OS 9.**

If you start up your computer with Mac OS 9.1, then want to start up with Mac OS X, use the Startup Disk control panel to select your Mac OS X disk. If you are using Mac OS 9, use the Startup Disk control panel provided on the Mac OS X CD. To use the control panel, drag it to the System Folder on your Mac OS 9.1 disk.

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