

## Frequently Asked Questions

### How do I convert a file from XXX to XXX?

Use MacLink Translators for most Mac and PC word processing formats and some bitmap graphics formats to Pict. MacLink includes a copy of Apple's PC Exchange to mount DOS disk on the Mac desktop. MacLink/PC should be used for larger file transfers using a serial cable to connect to the PC.

deBabeliser will convert almost all computer bitmap formats and has a batch mode for processing large numbers of files. Mapo converts DXF and HPGL to editable EPSF and CADMover converts most CAD formats.

### How do I Connect a PC and a Mac?

The Coactive Connector has an external localtalk connector and software for file sharing for DOS and Windows. PhoneNet PC cards provide an internal localtalk card and support AppleShare PC software.

### How do I share files between a PC and a Mac?

Disk – Apple PC Exchange will mount DOS floppy disks on the Mac. DOS Mounter and Access PC will mount most removeable PC disks on the Mac and can also format PC disks. Formatter Five can create a hybrid removeable disk with a Mac and a PC partition.

Remote – Run PC controls a PC from a Mac by serial cable or localtalk network.

Timbuktu can be used to control a PC running Timbuktu Windows.

Soft – Appleshare PC provides file sharing for PC's connected to Mac networks.

MacLAN Personal creates an Appleshare file server on a Windows PC connected to a Mac network. DOS Mounter can access files on Netware servers.

### How do I connect PC printer to Mac?

PowerPrint provides a localtalk to parallel cable and drivers for most PC printers. The network version includes a localtalk interface instead of the cable.

Epson Connect has a range of drivers for most Epson printers.

### How do I setup my modem?

The software that comes with your modem usually contains an appropriate modem initialisation string. If you can't find one then try 'AT&F'.

### Why can't I receive Faxes?

Faxmodems have been the biggest source of support calls over the past year. Most faxmodems will send faxes but some can have a range of problems receiving faxes.

There is a standard approach to solving these problems but it seems as though some systems will not achieve a satisfactory level of performance. This can be due to the type

of fax machine sending faxes or problems with the fax software. Faxstf 3.0 is likely to address many of these problems.

We have noticed that Faxmodems connected to file servers seem work better than faxmodems connected to personal Macs - indicating that Fax software is sensitive to the system environment.

## How do I turn on my Mac by Modem?

Remote Powerup Cables are available for any Mac that can be restarted from the keyboard. The PowerKey device from Sophisticated Circuits cannot be used in Australia as it doesn't support 240v operation.

## How do I share FaxModem and Phone on same line?

The Banksia Phaxswitch and Diamond Easy Connect support modem, phone and answering machine on one line. Both units expect phone must be answered before the line will switch to the modem. A new software utility called LineShare can be used with Level 2 Faxmodems to share an active data and fax modem on the one line.

## Who can I dial with my modem?

There are hundreds of BBS systems in Australia. The following list has most of the publically available Mac BBS systems in Australia. Lists of other BBS systems that may be of interest are available on these systems.

Mac BBS's use either a Text based, Telefinder or First Class program. These programs all support connections using any communications program. The shareware program, Zterm is popular with first time users.

TeleFinder and First Class also have special client programs that display a graphic interface to the BBS. These client programs are available on the appropriate BBS.

BBS programs require you to register when you first connect to the system. Some systems are operated as a public service or by contribution, others require a fee for full access. Most systems also offer vistor access either by registering or by using the user name 'Guest' and password 'Guest'. In the following list the term 'LVA' means that restricted access is available to visitors. 'VA' means that visitors have access to most features and 'A' means that visitors can access all features.

Adelaide

AVMUG (08) 232 5634 - TeleFinder - A

Brisbane

MAQ Nexus (07) 847 2066 - TeleFinder - LVA

Canberra

ACT AUG BBS (06) 257 1551 - TeleFinder - LVA

Lismore

MacCoast (066) 28 5354 - TeleFinder - A

#### Melbourne

AUSOM Mac (03) 587 4360 - Text - LVA

MacInsanity (03) 802 1195 - Text - A

Skynet Australia (03) 562 2624 - First Class - VA

The Gateway (03) 349 2288 - TeleFinder - LVA

The Pit (03) 321 3295 - Text - A

#### Perth

Adams Apple (09) 321 6070 - Text - VA

Pegasus (09) 402 1998 - First Class - VA

#### Sydney

AAPDA (02) 313 7151 - First Class - LVA

AUG\*Mac (02) 983 0622 - First Class - LVA

Club Mac (02) 314 1322 - TeleFinder - LVA

MacCity (02) 660 2027 - TeleFinder - A

MacConnection (02) 907 9198 - TeleFinder - LVA

MacinTouch (02) 584 2522 - TeleFinder - VA

Khazad-Dum (02) 834 4689 - First Class - A

#### Auckland NZ

Deep Thought 0011 64 9 443 7636 - First Class - LVA

#### Support BBS

Banksia (02) 418 7693

Finite State (03) 458 4302

Infomagic (02) 930 3920

Maestro (06) 299 2189

Microsoft (02) 870 2348

Netcomm (02) 888 6909

Symantec (02) 879 6322

## What is the latest version of ATM?

There are currently 3 versions of ATM that are compatible with all Mac OS. ATM 2.03 is supposed to work, ATM 3.0 is required for use with multiple master format fonts and ATM 3.5 is required for SuperATM.

Our experience is that ATM 3.5 always works and there are problems with ATM 2.03 on some systems.

## Can I buy an Education version?

Most major programs are available at a special education price. Many of these programs are available to any student, teacher or education institution. You will be

asked to provide some proof - usually an identification card or order form to order an education product.

Other products are only available to education institutions at special education prices. See the second last chapter in our catalog for a list of education prices.

## Will this game run on my Mac?

Most recent game releases require a display with 256 colours and a 1.4M floppy drive. Always ask whether a game will run on your Mac before ordering.

## Where can I buy a book about....?

The best Sydney computer bookshops are Hotline Books, 693 George Street and Dymocks, 424 George Street. In Melbourne try McGills, 187 Elizabeth Street and Technical Bookshop, 295 Swanston Street.

Hotline Books - (02) 212 6077, McGills - (03) 602 5566 and Technical Books - (03) 663 3951 will supply books by mail order.

## My Mac has just crashed?

Most of the problems with System 7 are related to system extensions. After any crash, restart and hold the shift key down until the Mac starts to load the Mac OS. This will restart the Mac without loading any additional extensions.

If your Mac restarts then you have an extension conflict. If your Mac doesn't work then try reinstalling your System software.

Remember to turn any virus protection utilities off before installing new software.

## One of my Program Installation Disks is Damaged?

We have had a number of calls from users who cannot install products because of damaged disks. Installation programs copy the contents of a series of disks and when one of the disks is damaged the installation process cannot finish.

The installation can often be completed by copying the contents of the disk - only one of the files will usually be corrupt.

All manufacturers will replace the faulty disk set. Call before returning the disks as some manufacturers want the whole package returned and others the disks.

## Where can I get System 7.1?

System 7.1 can be purchased as a disk upgrade kit, in a box with a small manual or as a group edition from MacDirect.

## Where can I get the Laserwriter 8.0 PPD file for my laser printer?

PPD files are available from printer manufacturers. We have a large collection of files for most laserprinters that we can provide if you send us a disk.

## I have just been asked to pay for support?

Microsoft and InfoMagic have started to charge users for support. Several other large distributors have indicated that they will either not offer support or will also charge for support. Both of these companies offer support for first time installation of their products and advice on upgrades. You will be charged for any other levels of support or directed to your reseller or the product manufacturer. Neither of these companies charge their resellers for support, so we are able to obtain answers to technical problems.

## Which compression program should I use?

Most Mac users use file disk compression at some time. Popular programs are DiskDoubler, Stuffit, Now Compress and Compactor.

Disk compression is usually used on systems with small hard disks. Popular programs are AutoDoubler, SpaceSaver, Now Compress, Times Two and Stacker. AutoDoubler, Spacesaver and Now Compress compress files when the Mac is not being used. Times Two and Stacker use disk drivers to compress files as they are written to disk.

Everyone can use file compression and many users can use automatic disk compression. At present disk driver level compression is not a popular option.

We recommend Now Compress, a second generation compression program that can convert most other formats and offers easy control over file and disk compression. A crossgrade from any commercial or public domain compression program is currently available from MacDirect for \$99.

## How can I backup my files?

Usually backup is of little concern until disaster strikes.

Effective backup requires an organised desktop and an organised schedule.

The Backup utility in Norton Utilities offers simple backup to floppy disk. DiskFit Direct and FastBack Xpress support backup to any device that can be mounted on the desktop. DiskFit Pro and FastBack Plus add support for scheduled backup. Use Retorspect to backup to tape and for network backup.

## I am looking for a program that....?

We have Australia's largest collection of material on Macintosh software and peripherals. If a Mac program is still available we can usually find the manufacturer and either source the program or provide contact details.

We also offer an import service for those hard to find or new releases that are not available from local distributors.

## Do you have a demo of....?

We have a large collection of demo programs. Please send a blank formatted disk with each request for a demo program.

## Where can I get an upgrade for....?

Major upgrades are available from local distributors. Minor upgrades are also available from distributors and are also available on public BBS systems.

## I need a faster Mac?

Many options are available to improve your Mac's performance. Usually the best option is a processor upgrade. However, upgrading memory, drives or display cards can offer better performance for specific applications.

Always consider the option of trading in your Mac on a new model.

## I want a fast hard drive?

There doesn't seem to be a lot of difference between drives up to 1G. Generally, Segate and Fujitsu drives are faster than Quantum drives and the Maxtor MXT540 is the fastest. Above 1G there are significant differences in drive performance.

Performance is based on access time, cache and disk rotation speed. As drives have various combinations of these features, performance will differ from application to application. Choose high rotation speed for Quicktime, large cache for Photoshop and fast access time for file servers.

We like the Maxtor MXT1240, Segate Barracuda and Digital DSP drives for best performance.

## Are inkjet refills any good?

Inkjet refills are like Laser toner refills - some people like them, some don't. If you print a lot of pages then refills are worthwhile.