



# Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for APPLE IMAC 27 INCH. You'll find the answers to all your questions on the APPLE IMAC 27 INCH in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

**User manual APPLE IMAC 27 INCH**  
**User guide APPLE IMAC 27 INCH**  
**Operating instructions APPLE IMAC 27 INCH**  
**Instructions for use APPLE IMAC 27 INCH**  
**Instruction manual APPLE IMAC 27 INCH**

Congratulations, you and your iMac  
were made for each other.



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**Manual abstract:**

@@@If you are an experienced user, you may already know enough to get started. Make sure you look over the information in Chapter 2, "Life with Your iMac," to find out about the new features of your iMac. Answers to many questions can be found on your iMac in Mac Help. For information about Mac Help, see "Getting Answers" on page 32. Before you set up your iMac, remove any protective film from the outside of your computer. 8 Chapter 1 Ready, Set Up, Go What's in the Box Your iMac comes with an Apple Wireless Keyboard, a wireless Apple Magic Mouse, and an AC power cord. Apple Wireless Keyboard Apple Magic Mouse AC power cord Chapter 1 Ready, Set Up, Go 9 Setting Up Your iMac Follow these steps to set up your iMac. Wait until Step 4 to turn on your iMac. Step 1: Pass the power cord through the hole in the stand, plug it into the power port on the back of your iMac, and then plug it into a power outlet. 10 Chapter 1 Ready, Set Up, Go Step 2: To access the Internet or a network, connect one end of an Ethernet cable to the Ethernet port on your iMac.

Connect the other end to a cable modem, a DSL modem, or a network. Your iMac comes with AirPort Extreme technology for wireless networking. For information about setting up a wireless connection, choose Help > Mac Help, and search for "AirPort." To use a dial-up connection, you need an external USB modem. Plug the modem into a USB port on your iMac, and then use a phone cord to connect the modem to a phone jack.

Chapter 1 Ready, Set Up, Go 11 Step 3: Turn on your wireless keyboard and mouse. Press the power button on the right side of your Apple Wireless Keyboard, and slide the switch on the bottom of your Apple Magic Mouse to turn them on and use them with your iMac. Your wireless keyboard and mouse come with AA batteries installed, and they're already paired with your iMac. Pairing allows them to communicate wirelessly with your iMac. On/off button Indicator light Indicator light On/off switch When you first turn on your keyboard or mouse, the indicator light glows steadily for 5 seconds, indicating the batteries are good.

Then the indicator light blinks until you turn on your iMac and a connection is established. If your keyboard or mouse don't turn on, make sure batteries are installed properly and charged (see page 47). Note: If you purchased a USB keyboard or a USB mouse, connect the cable to a USB (d) port on the back of your iMac. 12 Chapter 1 Ready, Set Up, Go Step 4: Press the power (⌘) button on the back to turn on your iMac. You hear a tone when you turn on your iMac. Click your mouse to connect it with your iMac. ⌘ ⌘ ⌘ Important: If your keyboard and mouse aren't paired, follow the onscreen instructions to pair them with your iMac. You may have to click the mouse once to establish a connection. For more information about pairing, see page 28. Chapter 1 Ready, Set Up, Go 13 Step 5: Use Setup Assistant to configure your iMac.

The first time you turn on your iMac, Setup Assistant starts. Setup Assistant helps you enter your Internet and email information and set up a user account on your iMac. If you already have a Mac, Setup Assistant can help you automatically transfer files, applications, and other information from your previous Mac to your new iMac. If you don't intend to keep or use your other Mac, it's best to deauthorize it from playing music, videos, or audiobooks that you've purchased from the iTunes Store. Deauthorizing a computer prevents any songs, videos, or audiobooks you've purchased from being played by someone else and frees up another authorization for use. For information about deauthorizing, choose iTunes Help from the Help menu in iTunes. If you don't use Setup Assistant to transfer information when you first start up, you can do it later using Migration Assistant. Go to the Applications folder, open Utilities, and double-click Migration Assistant. After you're set up, check for updated software. Choose Apple ( ) > Software Update from the menu bar and follow the onscreen instructions.

Step 6: Customize your desktop and set your preferences. You can easily make your desktop look the way you want using System Preferences, your command center for most settings on your iMac. Choose Apple ( ) > System Preferences from the menu bar, or click the System Preferences icon in the Dock. For more information, open Mac Help and search for "System Preferences" or for the specific preference you want to change. 14 Chapter 1 Ready, Set Up, Go Putting Your iMac to Sleep or Shutting It Down When you finish working with your iMac, you can put it to sleep or shut it down.

Putting Your iMac to Sleep If you will be away from your iMac for less than a few days, put it to sleep. When your iMac is in sleep, its screen is dark. You can quickly wake your iMac and bypass the startup process. To put your iMac to sleep, do one of the following: • Choose Apple ( ) > Sleep from the menu bar. • Press the power (⌘) button on the back of your iMac.

• Choose Apple ( ) > System Preferences, click Energy Saver, and set a sleep timer. • Hold down the Play/Pause (') button on the optional Apple Remote for 3 seconds. To wake your iMac from sleep, do one of the following: • Press any key on the keyboard. • Click the mouse. • Press the power (⌘) button on the back of your iMac. • Press any button on the optional Apple Remote. When your iMac wakes from sleep, your applications, documents, and computer settings are exactly as you left them. Chapter 1 Ready, Set Up, Go 15 Shutting Down Your iMac If you won't be using your iMac for more than a few days, shut it down. Choose Apple ( ) > Shut Down. To turn your iMac on again, press the power (⌘) button.

NOTICE: Shut down your iMac before moving it. Moving your iMac while the hard disk is spinning can damage the hard disk, causing loss of data or an inability to start up from the hard disk. 16 Chapter 1 Ready, Set Up, Go 2 2 Life with Your iMac [www.apple.com/macosx](http://www.apple.com/macosx) Mac Help iLife Read on for an overview of the features and ports of your iMac. The Apple website at [www.apple.com](http://www.apple.com) links you to the latest Apple news, free downloads, and online catalogs of software and hardware for your iMac. You can also find the manuals for many Apple products and technical support for all Apple products on the Apple Support website at [www.apple.com/support](http://www.apple.com/support).

Chapter 2 Life with Your iMac 19 Basic Features of Your iMac Built-in microphone Camera indicator light Built-in iSight camera Slot-loading SuperDrive SD card slot Built-in stereo speakers Built-in infrared receiver 20 Chapter 2 Life with Your iMac Built-in microphone Capture sounds directly on your iMac or talk with friends live over broadband using the included iChat application. Camera indicator light The camera indicator light glows when the iSight camera is operating.



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Built-in iSight camera Videoconference with friends and family over broadband using iChat, snap pictures with Photo Booth, or capture video with iMovie. Slot-loading SuperDrive The slot-loading SuperDrive reads and writes to standard-size CDs and DVDs.

SD card slot Easily transfer photos, videos, and data to and from your iMac with an SD card. Built-in stereo speakers Listen to music, movies, games, and other multimedia files. Built-in infrared (IR) receiver Use an optional Apple Remote (available separately) with the IR receiver to control Front Row and Keynote on your iMac from up to 30 feet (9.1 meters) away. Chapter 2 Life with Your iMac 21 Ports on Your iMac G Ethernet port (10/100/1000 Base-T) Mini DisplayPort d, USB 2.

0 ports (4) Audio in/optical digital audio in port Headphone out/optical digital audio out port f H FireWire 800 port 22 Chapter 2 Life with Your iMac G Ethernet port (10/100/1000Base-T) Connect to a high-speed 10/100/1000Base-T Ethernet network, connect a DSL or cable modem, or connect to another computer and transfer files. The Ethernet port automatically detects other Ethernet devices. Mini DisplayPort Output port with support for DVI, VGA, and dual-link DVI. The 27-inch model also supports input from external DisplayPort sources. Required cables and adapters are available separately. Four high-speed USB (Universal Serial Bus) 2.0 ports Connect an iPod, iPhone, mouse, keyboard, printer, disk drive, digital camera, joystick, external USB modem, and more. You can also connect USB 1.1 devices. Audio in/optical digital audio in port Connect an external powered microphone or digital audio equipment.

This port is also a S/PDIF stereo 3.5 mini-phono jack. Headphone out/optical digital audio out port Connect headphones, external powered speakers, or digital audio equipment. This port is also a S/PDIF stereo 3.5 mini-phono jack. FireWire 800 port Connect high-speed external devices, such as digital video cameras and storage devices. The port provides up to 7 watts of power. d, f H Chapter 2 Life with Your iMac 23 Other Components of Your iMac Power port Security slot Power button Memory access (underneath) 24 Chapter 2 Life with Your iMac Power port Connect the power cord to your iMac.

Security slot Attach a lock and cable to discourage theft (available separately). Power button Press to turn on your iMac or put it to sleep.

Hold down to restart your iMac during troubleshooting. Memory access Your iMac comes with at least 4 GB of memory installed as two 2 GB memory modules. Z AirPort Extreme wireless technology (inside) Connect to a wireless network using built-in AirPort Extreme technology. Bluetooth 2.1+EDR wireless technology (inside) Connect wireless devices, such as the Apple Wireless Keyboard and Apple Magic Mouse, Bluetooth mobile phones, light doesn't illuminate, you may need to replace the batteries.

See "Replacing the Batteries" on page 47. Indicator light On/off switch 30 Chapter 2 Life with Your iMac Pairing Your Apple Magic Mouse with Your iMac If your Apple Magic Mouse isn't paired with your iMac, the indicator light begins to blink, indicating your mouse is in discovery mode and ready to pair. To pair your mouse: 1 Slide the On/off switch on the bottom of your mouse to turn it on. 2 Choose Apple () > System Preferences, and then click Mouse. 3 Click "Set Up Bluetooth Mouse .

..." in the lower-right corner. 4 Select your wireless mouse, and then follow the onscreen instructions. If you don't pair your mouse with your iMac within 3 minutes, the indicator light and mouse turn off to preserve battery life. Slide the On/off switch to turn your mouse on again, allowing you to pair it with your iMac. Once you successfully pair your mouse with your iMac, the indicator light glows steadily. Using Your Apple Magic Mouse To learn about the Multi-Touch gestures you can use with your Apple Magic Mouse or to change the way it works, use Mouse preferences. Choose Apple () > System Preferences, and then click Mouse. Chapter 2 Life with Your iMac 31 Getting Answers Much more information about using your iMac is available in Mac Help and on the Internet at [www.apple.com/support/imac](http://www.apple.com/support/imac).

To open Mac Help: 1 Click the Finder icon in the Dock (the bar of icons along the edge of the screen). 2 Choose Help > Mac Help (click the Help menu in the menu bar and choose Mac Help). 3 Click in the search field, type a question, and press Return on your keyboard. More Information For more information about using your iMac, see the following: To learn about Installing memory Troubleshooting your iMac if you have a problem Finding service and support for your iMac Using Mac OS X Moving from a PC to a Mac Using iLife applications See Chapter 3, "Boost Your Memory," on page 35. Chapter 4, "Problem, Meet Solution," on page 43. "Learning More, Service, and Support" on page 57. Or see the Apple Support website at [www.apple.com/support](http://www.apple.com/support).

The Mac OS X website at [www.apple.com/macosx](http://www.apple.com/macosx). Or search for "Mac OS X" in Mac Help.

"Why you'll love a Mac" at [www.apple.com/getamac/whymac](http://www.apple.com/getamac/whymac). The iLife website at [www.apple.com/ilife](http://www.apple.com/ilife).

Or open an iLife application, open Help for the application, and then type a question in the search field. System Preferences by choosing Apple (K) > System Preferences. Or search for "system preferences" in Mac Help. Changing System Preferences 32 Chapter 2 Life with Your iMac To learn about Using the iSight camera Using your keyboard or mouse Using AirPort Extreme wireless technology Using Bluetooth wireless technology Connecting a printer FireWire and USB connections Connecting to the Internet External display Apple Remote Front Row Using the SuperDrive Specifications See Mac Help and search for "iSight." System Preferences and choose Keyboard or Mouse. Or open Mac Help and search for "keyboard" or "mouse." The AirPort Support page at [www.apple.com/support/airport](http://www.apple.com/support/airport).

Or open Mac Help and search for "AirPort." Open Mac Help and search for "Bluetooth." Or go to the Bluetooth Support page at [www.apple.com/support/bluetooth](http://www.apple.com/support/bluetooth). Mac Help and search for "printing." Mac Help and search for "FireWire" or "USB." Mac Help and search for "Internet."

Mac Help and search for "display port" or "target display mode." Mac Help and search for "remote."

Mac Help and search for "Front Row." Mac Help and search for "optical drive." The Specifications page at [www.apple.com/support/specs](http://www.apple.com/support/specs) for standard technical specifications.

Or open System Profiler by choosing Apple (K) > About This Mac from the menu bar and then clicking More Info. The Apple website at [www.apple.com](http://www.apple.com).

Apple news, free downloads, and online catalogs of software and hardware Instructions, technical support, and manuals for Apple products The Apple Support website at [www.apple.com/support](http://www.apple.com/support).



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[apple.com/support](http://apple.com/support). Chapter 2 Life with Your iMac 33 3 3 Boost Your Memory [www.apple.com/store](http://www.apple.com/store) Mac Help RAM Your iMac comes with at least 4 gigabytes (GB) of Double Data Rate 3 (DDR3) Dynamic Random Access memory (DRAM) installed as two 2 GB memory modules. You can replace or install additional 2 GB or 4 GB memory modules for up to a maximum of 16 GB. Memory modules must meet the following specifications: A Small Outline Dual Inline Memory Module (SO-DIMM) format A 1066 MHz, PC3-8500, DDR3 compliant (also referred to as DDR3 1066) A Unbuffered and unregistered

WARNING: Apple recommends that you have an Apple-certified technician install memory. Consult the service and support information that came with your iMac for information about how to contact Apple for service. If you attempt to install memory and damage your equipment, that damage isn't covered by the limited warranty on your iMac. 36 Chapter 3 Boost Your Memory Installing Memory Your iMac has four memory slots.

Two are filled with at least a 2 GB memory module. You can install additional memory in the free slots or replace the memory in the filled slots with 2 GB or 4 GB memory modules, for up to 16 GB of memory. You can purchase additional Apple memory from an Apple Authorized Reseller, an Apple Store retail location, or the online Apple Store at [www.apple.com/store](http://www.apple.com/store) or your local Apple Store. WARNING: Always shut down your iMac and remove the power cord before installing memory. Do not attempt to install memory while your iMac is plugged in. To install memory: 1 Turn your iMac off by choosing Apple () > Shut Down. 2 Disconnect all cables and the power cord from your iMac. 3 Place a soft, clean towel or cloth on your work surface.

Hold the sides of your iMac and lay it down so that the screen rests on the surface and the bottom faces you. Chapter 3 Boost Your Memory 37 4 Raise the stand and use a Phillips #2 screwdriver to loosen the three captive screws on the memory access door. Turn them counterclockwise. Raise stand Memory access door ® Phillips screwdriver 5 Remove the memory access door and set it aside. 38 Chapter 3 Boost Your Memory 6 Untuck the tabs in the memory compartment.

7 To replace memory modules, pull the tab to eject the installed memory modules. Remove the memory modules you want to replace. Untuck the tabs ® Pull the tab Chapter 3 Boost Your Memory 39 8 Insert the new memory modules in the slots with the notches facing right, as shown in the illustration. A If you install additional memory modules, insert them in the open slots. A If you replace the installed memory modules, insert a new memory module in each of the front slots closest to the display.

9 Press each memory module firmly and evenly into its slot. You'll hear a slight click when the memory module is seated correctly. 10 Tuck the tabs into the memory compartment. ® Memory modules Tuck the tab 40 Chapter 3 Boost Your Memory 11 Replace the memory access door and tighten the three captive screws with a Phillips #2 screwdriver. WARNING: Remember to replace the memory access door after you install memory. Your iMac won't function properly without the memory access door. Raise stand Memory access door ® Phillips screwdriver 12 Hold your iMac by its sides and return it to a standing position. Then reconnect the cables and power cord. 13 Press the power (®) button on the back of your iMac to turn it on. Chapter 3 Boost Your Memory 41 Making Sure Your iMac Recognizes the New Memory After installing memory, make sure the computer recognizes the new memory.

To check the memory installed in your iMac: 1 Start up your iMac. 2 When you see the Mac OS desktop, choose Apple () > About This Mac. You'll see the total amount of memory installed in your iMac. For a detailed view of the amount of memory installed, open System Profiler by clicking More Info. If the memory you installed does not meet specifications (see page 36), your iMac will sound three tones every five seconds. If this happens, shut down your iMac and check the installation instructions again to make sure that the memory is compatible with your iMac and that it's installed correctly. If you still have problems, remove the memory and consult the support information that came with the memory or contact the vendor who provided the memory. 42 Chapter 3 Boost Your Memory 4 4 Problem, Meet Solution [www.apple.com/support](http://www.apple.com/support) Mac Help help Occasionally you may have problems while working with your iMac. Read on for troubleshooting tips to try when you have a problem. You can also find more troubleshooting information in Mac Help or on the iMac Service & Support website at [www.apple.com/support/imac](http://www.apple.com/support/imac). If you experience a problem working with your iMac, there's usually a simple and quick solution.

If you encounter a problem, try to make a note of what you did before the problem occurred. This can help you narrow down the possible causes of the problem and then find the answers you need. Things to note: A The applications you were using when the problem occurred. Problems that occur only with a specific application may indicate that the application isn't compatible with the version of Mac OS X installed on your computer. A Any software that you recently installed.

A Any new hardware (such as additional memory or a peripheral) that you connected or installed. WARNING: Do not attempt to open your iMac, except to install memory. If your iMac needs service, see "Learning More, Service, and Support" on page 57 for information about how to contact Apple or an Apple Authorized Service Provider for service. Your iMac doesn't have any user-serviceable parts, except the memory. 44 Chapter 4 Problem, Meet Solution Problems That Prevent You from Using Your iMac If your iMac won't respond or the pointer won't move A Make sure your Apple Wireless Keyboard or Apple Magic Mouse are turned on and the batteries are charged. (See "Replacing the Batteries" on page 47.) If you're using a USB keyboard or mouse, make sure they're connected. Unplug and then plug in the connectors and make sure they are secure. A Try to force problem applications to quit. Hold down the Option and Command (x) keys and press the Esc key.

If a dialog appears, select the application and click Force Quit. Then save your work in any open applications and restart your iMac to be sure the problem is entirely cleared up. A If you're unable to force the application to quit, hold down the power (®) button on the back of your iMac for five seconds to shut down the computer. Unplug the power cord from the iMac. Then plug the power cord back in and press the power (®) button on your iMac to turn it on. If the problem reoccurs when you use a particular application, check with the application's manufacturer to see if the application is compatible with your computer.



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For support and contact information about the software that came with your computer, go to [www.apple.com/guide](http://www.apple.com/guide) or to the manufacturer's website. If the problem occurs frequently, try reinstalling your system software (see "Reinstalling the Software That Came with Your iMac" on page 54).

**Chapter 4 Problem, Meet Solution 45** If your iMac freezes during startup or you see a flashing question mark  Wait a few seconds. If your iMac doesn't start up after a delay, shut down your iMac by pressing and holding the power () button for about 5 seconds, until it shuts down. Then hold down the Option key and press the power () button again to start up your computer. Keep holding down the Option key until your iMac starts up, then click the arrow under the icon of the startup disk you want to use.  After your iMac starts up, open System Preferences and click Startup Disk.

Select a local Mac OS X System folder.  If the problem occurs frequently, you may need to reinstall your system software (see "Reinstalling the Software That Came with Your iMac" on page 54). If your iMac won't turn on or start up  Make sure the power cord is plugged into your iMac and a functioning power outlet.  Press the power () button and immediately hold down the Command (x), Option, P, and R keys until you hear the startup sound a second time. This resets the parameter RAM (PRAM).

 If you recently installed memory, and your iMac sounds tones every five seconds, make sure that the memory is correctly installed and that it is compatible with your iMac. Check whether removing the memory you installed allows your iMac to start up (see page 42).  Unplug the power cord and wait at least 30 seconds. Plug the power cord in again and press the power () button to start up your iMac.  If you still can't start up your iMac, see "Learning More, Service, and Support" on page 57 for information about contacting Apple for service. **46 Chapter 4 Problem, Meet Solution Replacing the Batteries** Your Apple Wireless Keyboard and Apple Magic Mouse each come with two AA batteries installed. You can replace them with alkaline, lithium, or rechargeable AA batteries. Keep the battery compartment cover and batteries out of the reach of small children. **WARNING:** When you replace the batteries, replace them all at the same time. Don't mix old batteries with new batteries or mix battery types (for example, don't mix alkaline and lithium batteries).

Don't open or puncture the batteries, install them backwards, or expose them to fire, high temperatures, or water. Keep batteries out of the reach of children. To replace the batteries in the wireless keyboard: 1 Press the On/off () button to turn off your keyboard. 2 Use a coin to remove the battery compartment cover. Battery compartment cover **Chapter 4 Problem, Meet Solution 47** 3 Slide two AA batteries into the battery compartment, as shown below. Insert batteries 4 Replace the battery compartment cover. To check the battery status, press the On/off () button. If the indicator light doesn't illuminate, you may need to change the batteries. You can check the battery level in Keyboard Preferences. Choose Apple () > System Preferences and click Keyboard.

The battery level is in the lower-left corner. To replace the batteries in the Apple Magic Mouse: 1 Slide the On/off () switch on the bottom of your mouse to turn it off. 2 Slide the latch down and remove the battery cover. Latch Batteries **48 Chapter 4 Problem, Meet Solution 3** Insert the batteries with the positive ends facing up, as shown above. 4 Replace the cover and turn on your mouse.

You may have to click your Apple Magic Mouse once to reconnect it to your iMac. To check the battery status, slide the On/off () switch to turn on the mouse. If the indicator light doesn't glow, you may need to change the batteries. You can check the battery level in Mouse Preferences. Choose Apple () > System Preferences and click Mouse.

The battery level is in the lower-left corner. Using Apple Hardware Test If you suspect a problem with your iMac hardware, use the Apple Hardware Test application to help determine if there's a problem with one of the computer's components, such as the memory or processor. To use Apple Hardware Test: 1 Disconnect all external devices from your iMac, except a USB keyboard and mouse, if you use them. If you have an Ethernet cable connected, disconnect it. 2 Restart your iMac while holding down the D key. 3 When the Apple Hardware Test language chooser screen appears, select the language you want to use. 4 Press the Return key or click the right arrow button. 5 When the Apple Hardware Test main screen appears (after about 45 seconds), follow the onscreen instructions. **Chapter 4 Problem, Meet Solution 49** 6 If Apple Hardware Test detects a problem, it displays an error code. Make a note of the error code before pursuing support options.

If Apple Hardware Test doesn't detect a hardware failure, the problem may be software-related. If this procedure doesn't work, you can insert the Applications Install DVD that came with your iMac to use Apple Hardware Test. For more information, see the Apple Hardware Test Read Me file on the Applications Install DVD. Problems with Your Internet Connection Your iMac has the Network Setup Assistant application to help walk you through setting up an Internet connection. Open System Preferences and click Network. Click the "Assist me" button to open Network Setup Assistant. If you have trouble with your Internet connection, you can try the steps in this section for your type of connection or you can use Network Diagnostics. To use Network Diagnostics: 1 Choose Apple () > System Preferences. 2 Click Network and then click "Assist me." 3 Click Diagnostics to open Network Diagnostics.

4 Follow the onscreen instructions. If Network Diagnostics can't resolve the problem, there may be a problem with the Internet service provider (ISP) you are trying to connect to, with an external device you are using to connect to your ISP, or with the server you are trying to access. You can try the steps in the following sections. **50 Chapter 4 Problem, Meet Solution Cable Modem, DSL Modem, and LAN Internet Connections** Make sure all modem cables are firmly plugged in, including the modem power cord, the cable from the modem to the computer, and the cable from the modem to the wall jack. Also check the cables and power supplies to any Ethernet hubs or routers.

Turn the modem off and on and reset the modem hardware Turn off your DSL or cable modem for a few minutes, and then turn it back on. Some ISPs recommend that you unplug the modem's power cord. If your modem has a reset button, you can press it either before or after you turn the power off and on.

*Important: Instructions that refer to modems do not apply to LAN users.*



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LAN users might have hubs, switches, routers, or connection pods that cable and DSL modem users do not have.

@@@To enter PPPoE settings: 1 Choose Apple () > System Preferences. 2 Click Network. @@@@6 Click Apply to make the settings active.

@@@@@@@@@@@@@@@@@@@@@Repositioning or rotating the computer might improve reception. Â Check the AirPort (Z) status menu in the menu bar. Up to four bars appear, indicating signal strength. If the signal strength is weak, try changing your location. @@@@@@@@@@@@@@@@@@Â For the latest information about Mac OS X, go to [www.apple.com/macosex](http://www.apple.com/macosex).

Chapter 4 Problem, Meet Solution 53 When an Application Doesn't Respond On rare occasion, an application may "freeze." Mac OS X provides a way to quit an application that's not responding, without restarting your iMac. Quitting a frozen application may allow you to save your work in other open applications.

To force an application to quit: 1 Press Command (x)-Option-Esc or choose Apple () > Force Quit. The Force Quit Applications dialog appears with the application selected. 2 Click Force Quit. The application quits, leaving all other applications open. Reinstalling the Software That Came with Your iMac Use the software installation discs that came with your iMac to reinstall Mac OS X and any applications that came with your computer. You can choose "Archive and Install," which saves your existing files and settings, or "Erase and Install," which erases all your data. Important: Apple recommends that you back up the data on your hard disk before restoring software.

Because the "Erase and Install" option erases your hard disk, you should back up your essential files before installing Mac OS X and other applications. Apple is not responsible for any lost data. Installing Mac OS X To install Mac OS X: 1 Back up your important files. 2 Insert the Mac OS X Install DVD that came with your computer. 54 Chapter 4 Problem, Meet Solution 3 Double-click Install Mac OS X.

4 Follow the onscreen instructions. Note: To restore Mac OS X on your computer to the original factory settings, click Options in the "Select a Destination" pane of the Installer, and then select "Erase and Install." If you choose "Erase and Install," you'll see a message reminding you to use the Applications Install DVD to reinstall the bundled applications that came with your computer. 5 When the installation is complete, click Restart to restart your computer. 6 Follow the prompts in the Setup Assistant to set up your user account.

Installing Applications If you reinstall Mac OS X on your computer and select the "Erase and Install" option, you must reinstall the applications that came with your computer, such as the iLife applications. To install the applications that came with your computer: 1 Back up your important files. 2 Insert the Applications Install DVD that came with your computer. 3 Double-click Install Bundled Software. 4 Follow the onscreen instructions. 5 When the installation is complete, click Close. Chapter 4 Problem, Meet Solution 55 Other Problems For a problem with software from a manufacturer other than Apple, contact the manufacturer. Software manufacturers often provide software updates on their website. You can check for and install the latest Apple software using the Software Update pane of System Preferences. Your iMac is set to check automatically once a week, but you can set it to check daily or monthly.

You can also check for updates manually. For more information, choose Help > Mac Help and search for "software update." If you have trouble inserting a disc Â Using a continuous motion, push the disc into the drive until your fingers touch the edge of your iMac. Â Use only a standard-size disc. If you have trouble ejecting a disc Â Quit any applications that may be using the disc, and then press the Media Eject (C) key on your keyboard. Â Open a Finder window and click the eject icon next to the disc icon in the sidebar, or drag the disc icon from the desktop to the Trash. Â Log out from your user account by choosing Apple menu > Log Out "User" (your account name appears in the menu), and then press the Media Eject (C) key on your keyboard. Â Restart your iMac while holding down the mouse button. 56 Chapter 4 Problem, Meet Solution If you have trouble scrolling with your mouse Â If you have a mouse with a scroll ball and the scrolling feels rough or the scroll ball isn't scrolling up, down, or side-to-side, hold the mouse upside-down and roll the ball vigorously while cleaning. Â See "Cleaning Your Mouse" on page 68 for more information.

If you have a problem using your iMac or working with Mac OS X Â If the answer to your question isn't in this manual, look in Mac Help for instructions and troubleshooting information. In the Finder, choose Help > Mac Help. Â Check the Apple Support website at [www.apple.com/support](http://www.apple.com/support) for the latest troubleshooting information and software updates.

If your date and time settings get lost repeatedly Â You may need to have the internal backup battery replaced. See "Learning More, Service, and Support" on page 57 for information about contacting Apple for service. Learning More, Service, and Support Your iMac does not have any user-serviceable parts, except the keyboard, mouse, and memory. If you need service, contact Apple or take your iMac to an Apple Authorized Service Provider. You can find more information about your iMac through online resources, onscreen help, System Profiler, or Apple Hardware Test.

Online Resources For online service and support information, go to [www.apple.com/support](http://www.apple.com/support). Choose your country from the pop-up menu. You can search the AppleCare Knowledge Base, check for software updates, or get help on Apple's discussion forums. Chapter 4 Problem, Meet Solution 57 Onscreen Help You can often find answers to your questions, as well as instructions and troubleshooting information, in Mac Help. Choose Help > Mac Help. System Profiler To get information about your iMac, use System Profiler. It shows you what hardware and software is installed, the serial number and operating system version, how much memory is installed, and more. To open System Profiler, choose Apple () > About This Mac from the menu bar and then click More Info.

AppleCare Service and Support Your iMac comes with 90 days of technical support and one year of hardware repair warranty coverage at an Apple Store retail location or an Apple-authorized repair center, such as an Apple Authorized Service Provider. You can extend your coverage by purchasing the AppleCare Protection Plan. For information, visit [www.apple.com/support/products](http://www.apple.com/support/products) or visit the website address for your country listed below. If you need assistance, AppleCare telephone support representatives can help you with installing and opening applications, and basic troubleshooting.



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Call the support center number nearest you (the first 90 days are complimentary). Have the purchase date and your iMac serial number ready when you call.  
58 Chapter 4 Problem, Meet Solution Note: Your 90 days of complimentary telephone support begins on the date of purchase and telephone fees may apply.  
Country United States Australia Canada (English) (French) Ireland New Zealand United Kingdom Phone 1-800-275-2273 (61) 1-300-321-456  
1-800-263-3394 (353) 1850 946 191 00800-7666-7666 (44) 0844 209 0611 Website [www.apple.com/support](http://www.apple.com/support) [www.apple.com/au/support](http://www.apple.com/au/support) [www.apple.com/ca/support](http://www.apple.com/ca/support) [www.apple.com/ca/fr/support](http://www.apple.com/ca/fr/support) [www.apple.com/ie/support](http://www.apple.com/ie/support) [www.apple.com/nz/support](http://www.apple.com/nz/support) [www.apple.com/uk/support](http://www.apple.com/uk/support) Telephone numbers are subject to change, and local and national telephone rates may apply. A complete list is available on the web: [www.apple.com/contact/phone\\_contacts.html](http://www.apple.com/contact/phone_contacts.html) Chapter 4 Problem, Meet Solution 59 Locating Your Product Serial Number Use any of these methods to find the serial number of your iMac: Â Choose Apple ( ) from the menu bar and then choose About This Mac. Click the version number beneath the words "Mac OS X" to cycle through the Mac OS X version number, the build version, and the serial number. Â Click the Finder icon and open /Applications/Utilities/System Profiler.

Click Hardware in the Contents pane. Â Look on the bottom of the iMac stand. 60 Chapter 4 Problem, Meet Solution 5 5 Last, but Not Least  
[www.apple.com/environment](http://www.apple.com/environment) Mac Help ergonomics For your safety and that of your equipment, follow these rules for handling and cleaning your iMac and for working more comfortably. Keep these instructions handy for reference by you and others. NOTICE: Incorrect storage or use of your computer may void the manufacturer's warranty. Important Safety Information WARNING: Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage. Proper handling Set up your iMac on a stable work surface. Never push objects into the ventilation openings. Water and wet locations Keep your iMac away from sources of liquid, such as drinks, washbasins, bathtubs, shower stalls, and so on. Protect your iMac from dampness or wet weather, such as rain, snow, and fog. Power The only way to disconnect power completely is to unplug the power cord. Make sure you pull the plug, not the cord. Always unplug the power cord before opening the computer to install memory.

62 Chapter 5 Last, but Not Least Unplug the power cord (by pulling the plug, not the cord) and disconnect the ethernet cable or phone cord if any of the following conditions exist: Â You want to add memory Â The power cord or plug becomes frayed or otherwise damaged Â You spill something into the case Â Your iMac is exposed to rain or excess moisture Â Your iMac has been dropped or the case has been damaged Â You suspect that your iMac needs service or repair Â You want to clean the case (use only the recommended procedure described later) Important: The only way to turn off power completely is to unplug the power cord. Make sure at least one end of the power cord is within easy reach so that you can unplug your iMac when you need to. WARNING: Your AC cord has a three-wire grounding plug (a plug that has a third, grounding pin). This plug fits only a grounded AC outlet. If you are unable to insert the plug into an outlet because the outlet isn't grounded, contact a licensed electrician to replace the outlet with a properly grounded outlet.

Do not defeat the purpose of the grounding plug. Chapter 5 Last, but Not Least 63 Power specifications: Â Voltage: 100 to 240 V AC Â Current: 3 A, maximum Â Frequency: 50 to 60 Hz Hearing damage Permanent hearing loss may occur if earbuds or headphones are used at high volume. Set the volume to a safe level. You can adapt over time to a higher volume of sound that may sound normal but can be damaging to your hearing. If you experience ringing in your ears or muffled speech, stop listening and have your hearing checked. The louder the volume, the less time is required before your hearing could be affected. Hearing experts suggest that to protect your hearing: Â Limit the amount of time you use earbuds or headphones at high volume. Â Avoid turning up the volume to block out noisy surroundings. Â Turn the volume down if you can't hear people speaking near you. High-risk activities This computer system is not intended for use in the operation of nuclear facilities, aircraft navigation or communications systems, air traffic control systems, or for any other uses where the failure of the computer system could lead to death, personal injury, or severe environmental damage.

64 Chapter 5 Last, but Not Least Laser Information for Optical Disc Drives WARNING: Making adjustments or performing procedures other than those specified in your equipment's manual may result in hazardous radiation exposure. The optical disc drive in your iMac contains a laser that is safe in normal use but that may be harmful to your eyes if disassembled. For your safety, have this equipment serviced only by an Apple Authorized Service Provider. Important: Electrical equipment may be hazardous if misused. Operation of this product, or similar products, must always be supervised by an adult. Do not allow children access to the interior of any electrical product and do not permit them to handle any cables. WARNING: Never push objects of any kind into this product through the ventilation openings in the case. Doing so may be dangerous and damage your computer. Do Not Make Repairs Yourself Your iMac has no user-serviceable parts, except the keyboard, mouse, and memory (see "Installing Memory" on page 37). Do not attempt to open your iMac.

If your iMac needs service, consult the service and support information that came with your computer for instructions about how to contact an Apple Authorized Service Provider or Apple for service. If you open your iMac or install items other than memory, you risk damaging your equipment. Such damage isn't covered by the limited warranty on your iMac. Chapter 5 Last, but Not Least 65 Important Handling Information NOTICE: Failure to follow these handling instructions could result in damage to your iMac or other property. Operating environment Operating your iMac outside these ranges may affect performance: Â Operating temperature: 50° to 95° F (10° to 35° C) Â Storage temperature: -4° to 116° F (-20° to 47° C) Â Relative humidity: 5% to 95% (noncondensing) Â Maximum operating altitude: 10,000 feet (3048 meters) Turning on your iMac Never turn on your iMac unless all of its internal and external parts are in place.

Operating the computer when parts are missing may be dangerous and may damage your computer. Carrying your iMac Before you lift or reposition your iMac, shut it down and disconnect all cables and cords connected to it.



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To lift or move your iMac, hold its sides. Using connectors and ports Never force a connector into a port. When connecting a device, make sure the port is free of debris, that the connector matches the port, and that you have positioned the connector correctly in relation to the port.

66 Chapter 5 Last, but Not Least Using the optical drive The SuperDrive in your iMac supports standard 12 cm (4.7 inch) discs. Irregularly shaped discs or discs smaller than 12 cm (4.7 inches) are not supported. Storing your iMac If you are going to store your iMac for an extended period of time, keep it in a cool location (ideally, 71° F or 22° C). Cleaning Your iMac Follow these guidelines when cleaning the outside of your iMac and its components: • Shut down your iMac and disconnect all cables. • Use a damp, soft, lint-free cloth to clean the exterior of your iMac. Avoid getting moisture in any openings. Do not spray liquid directly on your iMac. • Don't use aerosol sprays, solvents, or abrasives.

Cleaning Your iMac Display Use the cloth that came with your iMac to clean the display. To clean your iMac display, do the following: • Shut down your iMac and disconnect all cables. • Dampen the cloth that came with your iMac--or another clean, soft, lint-free cloth-- with water only, and then wipe the screen. Do not spray liquid directly on the screen. Chapter 5 Last, but Not Least 67 Cleaning Your Mouse You may need to clean your mouse from time to time to remove dirt and dust that has accumulated. Use a lint-free cloth that's been lightly moistened with water. Don't get moisture in any openings or use aerosol sprays, solvents, or abrasives. If you ordered an Apple USB mouse with your iMac, hold the mouse upside-down and roll the scroll ball vigorously with the cloth that came with your iMac, or another clean, soft, lint-free cloth, to help dislodge any particles that may interfere with proper scrolling.

Understanding Ergonomics Here are some tips for setting up a healthy work environment. Keyboard When you use the keyboard, your shoulders should be relaxed.

Your upper arm and forearm should form an approximate right angle, with your wrist and hand in roughly a straight line. Change hand positions often to avoid fatigue. Some computer users might develop discomfort in their hands, wrists, or arms after intensive work without breaks. If you begin to develop chronic pain or discomfort in your hands, wrists, or arms, consult a qualified health specialist. Mouse Position the mouse at the same height as the keyboard and within a comfortable reach.

68 Chapter 5 Last, but Not Least Display Arrange the display so that the top of the screen is slightly below eye level when you're sitting at the keyboard. The best distance from your eyes to the screen is up to you, although most people seem to prefer 18 to 28 inches (45 to 70 cm). Position the display to minimize glare and reflections on the screen from overhead lights and nearby windows. The stand lets you set the display at the best angle for viewing, helping to reduce or eliminate glare from lighting sources you can't move. Shoulders relaxed Forearms and hands in a straight line Forearms level or tilted slightly Lower back supported Clearance under work surface 1828 in.

(4570 cm) Top of the screen at or slightly below eye level Screen positioned to avoid reflected glare Thighs tilted slightly Feet flat on the floor or on a footrest Chapter 5 Last, but Not Least 69 Chair An adjustable chair that provides firm, comfortable support is best. Adjust the height of the chair so your thighs are horizontal and your feet are flat on the floor. The back of the chair should support your lower back (lumbar region). Follow the manufacturer's instructions for adjusting the backrest to fit your body properly. You might have to raise your chair so that your forearms and hands are at the proper angle to the keyboard. If this makes it impossible to rest your feet flat on the floor, use a footrest with adjustable height and tilt to make up for any gap between the floor and your feet. Or you can lower the desktop to eliminate the need for a footrest. Another option is to use a desk with a keyboard tray that's lower than the regular work surface. More information about ergonomics is available on the web: [www.apple.com/about/ergonomics](http://www.apple.com/about/ergonomics)

Apple and the Environment Apple Inc. recognizes its responsibility to minimize the environmental impact of its operations and products. More information is available on the web: [www.apple.com/environment](http://www.apple.com/environment) 70 Chapter 5 Last, but Not Least Regulatory Compliance Information Compliance Statement This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See instructions if interference to radio or television reception is suspected. L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes : (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif. Radio and Television Interference This computer equipment generates, uses, and can radiate radio-frequency energy. If it is not installed and used properly--that is, in strict accordance with Apple's instructions--it may cause interference with radio and television reception.

This equipment has been tested and found to comply with the limits for a Class B digital device in accordance with the specifications in Part 15 of FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. You can determine whether your computer system is causing interference by turning it off. If the interference stops, it was probably caused by the computer or one of the peripheral devices.

If your computer system does cause interference to radio or television reception, try to correct the interference by using one or more of the following measures: • Turn the television or radio antenna until the interference stops. • Move the computer to one side or the other of the television or radio. • Move the computer farther away from the television or radio. • Plug the computer into an outlet that is on a different circuit from the television or radio. (That is, make certain the computer and the television or radio are on circuits controlled by different circuit breakers or fuses.

) If necessary, consult an Apple Authorized Service Provider or Apple. See the service and support information that came with your Apple product.



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Or, consult an experienced radio/television technician for additional suggestions. Important: Changes or modifications to this product not authorized by Apple Inc. could void the EMC compliance and negate your authority to operate the product. This product has demonstrated EMC compliance under conditions that included the use of compliant peripheral devices and shielded cables between system components. It is important that you use compliant peripheral devices and shielded cables (including Ethernet network cables) between system components to reduce the possibility of causing interference to radios, television sets, and other electronic devices. 71 Responsible party (contact for FCC matters only): Apple Inc. Corporate Compliance 1 Infinite Loop, MS 26-A Cupertino, CA 95014 Bluetooth Europe--EU Declaration of Conformity This wireless device complies with the R&TTE Directive. Europe--EU Declaration of Conformity See [www.apple.com/euro/compliance](http://www.apple.com/euro/compliance).

Wireless Radio Use This device is restricted to indoor use when operating in the 5.15 to 5.25 GHz frequency band. Cet appareil doit être utilisé à l'intérieur. Korea Warning Statements Exposure to Radio Frequency Energy The radiated output power of this device is well below the FCC and EU radio frequency exposure limits. However, this device should be operated with a minimum distance of at least 20 cm between its antennas and a person's body and the antennas used with this transmitter must not be co-located or operated in conjunction with any other antenna or transmitter subject to the conditions of the FCC Grant. Singapore Wireless Certification FCC Bluetooth Wireless Compliance The antenna used with this transmitter must not be co-located or operated in conjunction with any other antenna or transmitter subject to the conditions of the FCC Grant. Taiwan Wireless Statements Bluetooth Industry Canada Statement This Class B device meets all requirements of the Canadian interference-causing equipment regulations.

Cet appareil numérique de la Class B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada. Industry Canada Statement Complies with the Canadian ICES-003 Class B specifications. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada. This device complies with RSS 210 of Industry Canada. 72 Taiwan Class B Statement ENERGY STAR® Compliance VCCI Class B Statement Russia As an ENERGY STAR® partner, Apple has determined that standard configurations of this product meet the ENERGY STAR® guidelines for energy efficiency.

The ENERGY STAR® program is a partnership with electronic equipment manufacturers to promote energy-efficient products. Reducing energy consumption of products saves money and helps conserve valuable resources. This computer is shipped with power management enabled with the computer set to sleep after 10 minutes of user inactivity. To wake your computer, click the mouse or press any key on the keyboard. Mouse Class 1 Laser Information The Apple Magic Mouse is a Class 1 laser product in accordance with IEC60825-1 A1 A2 and 21 CFR 1040.

10 and 1040.11 except for deviations pursuant to Laser Notice No. 50, dated July 26, 2001. Caution: Modification of this device may result in hazardous radiation exposure. For your safety, have this equipment serviced only by an Apple Authorized Service Provider. A Class 1 laser is safe under reasonably foreseeable conditions per the requirements in IEC 60825-1 AND 21 CFR 1040. However, it is recommended that you do not direct the laser beam at anyone's eyes. For more information about ENERGY STAR®, visit: [www.energystar.gov](http://www.energystar.gov) Turkey External USB Modem Information When connecting your iMac to the phone line using an external USB modem, refer to the telecommunications agency information in the documentation that came with your modem.

73 Disposal and Recycling Information This symbol indicates that your product must be disposed of properly according to local laws and regulations.

@@@ California: The coin cell battery in the optional Apple Remote contains perchlorates. Special handling and disposal may apply. Refer to: [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate) Deutschland: Dieses Gerät enthält Batterien. Bitte nicht in den Hausmüll werfen. Entsorgen Sie dieses Gerätes am Ende seines Lebenszyklus entsprechend der maßgeblichen gesetzlichen Regelungen. 74 Nederlands: Gebruikte batterijen kunnen worden ingeleverd bij de chemokar of in een speciale batterijcontainer voor klein chemisch afval (kca) worden gedeponeerd.

Taiwan: European Union--Disposal Information: The symbol above means that according to local laws and regulations your product should be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. Some collection points accept products for free. The separate collection and recycling of your product at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. 75 Looking for Something? Index A AirPort Extreme overview 25 problems 52 using 33 AppleCare 58 Apple Hardware Test 49 Apple Magic Mouse 27, 30, 48 Apple Remote 33 Apple Wireless Keyboard 27, 28, 47 applications Force Quit 45 freezing 54 Front Row 33 iLife 32, 55 installing 55 stopping 54 transferring 14 assistants Migration Assistant 14 Network Setup Assistant 50 Setup Assistant 14 audio in/optical digital audio in port 23 B batteries disposal 74 wireless keyboard 47 wireless mouse 48 Bluetooth technology overview 25 brightness keys 27 built-in iSight camera 21 microphone 21 speakers 21 button, power 13 C cable modem 11 camera indicator light 21 iSight 21 carrying your computer 66 chair 70 changing the desktop 14 System Preferences 14 cleaning the display 67 the mouse 68 your iMac 67 computer.

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