



# Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for APPLE MACBOOK PRO 15 INCH. You'll find the answers to all your questions on the APPLE MACBOOK PRO 15 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 MACBOOK PRO 15 INCH**  
**User guide APPLE MACBOOK PRO 15 INCH**  
**Operating instructions APPLE MACBOOK PRO 15 INCH**  
**Instructions for use APPLE MACBOOK PRO 15 INCH**  
**Instruction manual APPLE MACBOOK PRO 15 INCH**

Congratulations, you and your MacBook Pro  
were made for each other.



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**Manual abstract:**

Many answers to questions can be found on your computer in Mac Help. For information about getting Mac Help, see "Getting Answers" on page 30. Apple may release new versions and updates to its system software, so the images shown in this book may be slightly different from what you see onscreen. 8

Chapter 1 Ready, Set Up, Go What's in the Box 85W MagSafe Power Adapter AC power cord Setting Up Your MacBook Pro Your MacBook Pro is designed so that you can set it up quickly and start using it right away. The following pages take you through the setup process, including these tasks: 8 Plugging in the 85W MagSafe Power Adapter 8 Connecting cables and accessing a network 8 Turning on your MacBook Pro and using the trackpad 8 Configuring a user account and other settings using Setup Assistant 8 Setting up the Mac OS X desktop and preferences Chapter 1 Ready, Set Up, Go 9 Important: Remove the protective film around the 85W MagSafe Power Adapter before setting up your MacBook Pro. 8 8 8 8 8 8 8 First pull the AC plug up to remove it from the adapter, and then attach the included AC power cord to the adapter, making sure it is seated firmly. When disconnecting the power adapter from an outlet or from the computer, pull the plug, not the cord. 10 Chapter 1 Ready, Set Up, Go Note: When you first connect the power adapter to your MacBook Pro, an indicator light on the MagSafe connector starts to glow. An amber light indicates the battery is charging. A green light indicates that the battery is fully charged.

If you don't see a light, make sure the connector is seated properly and the power adapter is plugged in. Step 2: Connect to a wireless or wired network. 8 To use a wireless network with the built-in AirPort Extreme technology, make sure the wireless base station is turned on and that you know the name of the network. After you turn on your MacBook Pro, Setup Assistant guides you through the connection process. For troubleshooting tips, see page 60.

8 To use a wired connection, connect one end of an Ethernet cable to your MacBook Pro and the other end to a cable modem, DSL modem, or network. 8 Gigabit Ethernet port (10/100/1000Base-T) 8 Ethernet cable Chapter 1 Ready, Set Up, Go 11 8 To use a dial-up connection, you need the external Apple USB Modem, available from the online Apple Store at [www.apple.com/store](http://www.apple.com/store) or from an Apple Authorized Reseller. Plug the Apple USB Modem into a USB port on your MacBook Pro, and then connect a phone cord (not included) from the modem into a phone wall jack.

Step 3: Press the power (⏻) button briefly to turn on your MacBook Pro. You hear a tone when you turn on the computer. 8 Power button 8 It takes the MacBook Pro a few moments to start up. After it starts up, Setup Assistant opens automatically. If your MacBook Pro doesn't turn on, see "If your MacBook Pro doesn't turn on or start up" on page 55. 12 Chapter 1 Ready, Set Up, Go Step 4: Configure your MacBook Pro with Setup Assistant. The first time you turn on your MacBook Pro, Setup Assistant starts. Setup Assistant helps you enter your Internet and email information and set up a user account on your MacBook Pro. If you already have a Mac, Setup Assistant can help you automatically transfer files, applications, and other information from your previous Mac. 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. Chapter 1 Ready, Set Up, Go 13 Step 5: Customize the Mac OS X desktop and set preferences. Menu bar Help menu Spotlight search icon Finder icon Dock System Preferences icon 14 Chapter 1 Ready, Set Up, Go You can quickly customize the desktop using System Preferences. Choose Apple () > System Preferences from the menu bar or click the System Preferences icon in the Dock. System Preferences is your command center for most settings on your MacBook Pro. For more information, open Mac Help and search for "System Preferences" or for the specific preference you want to change. Putting Your MacBook Pro to Sleep or Shutting It Down When you finish working with your MacBook Pro, you can put it to sleep or shut it down.

Putting Your MacBook Pro to Sleep If you'll be away from your MacBook Pro for only a short time, put it to sleep. When the computer is in sleep, you can quickly wake it and bypass the startup process. To put your MacBook Pro to sleep, do one of the following: 8 Close the display. 8 Choose Apple () > Sleep from the menu bar. 8 Press the power (⏻) button and click Sleep in the dialog that appears.

8 Choose Apple () > System Preferences, click Energy Saver, and set a sleep timer. NOTICE: Wait a few seconds until the sleep indicator light starts pulsing (indicating that the computer is in sleep and the hard disk has stopped spinning) before moving your MacBook Pro. Moving your computer while the disk is spinning can damage the hard disk, causing loss of data or the inability to start up from the hard disk. Chapter 1 Ready, Set Up, Go 15 To wake your MacBook Pro: 8 If the display is closed, simply open it to wake up your MacBook Pro. 8 If the display is already open, press the power (⏻) button or any key on the keyboard.

When your MacBook Pro wakes from sleep, your applications, documents, and computer settings are exactly as you left them. Shutting Down Your MacBook Pro If you aren't going to use your MacBook Pro for a couple of days or longer, it's best to shut it down. The sleep indicator light goes on briefly during the shutdown process. To shut down your MacBook Pro, do one of the following: m Choose Apple () > Shut Down from the menu bar. m Press the power (⏻) button and click Shut Down in the dialog that appears. If you plan to store your MacBook Pro for an extended period of time, see "Important Handling Information" on page 71 for information about how to prevent the battery from draining completely. 16 Chapter 1 Ready, Set Up, Go 2 2 Life with Your MacBook Pro [www.apple.com/macosx](http://www.apple.com/macosx) Mac Help Mac OS X Basic Features of Your MacBook Pro iSight camera Camera indicator light Microphone Built-in stereo speakers Battery indicator lights (side) 8 Battery (underneath) Trackpad Sleep indicator light 8 Power button Infrared (IR) receiver Security slot Slot-loading SuperDrive 18 Chapter 2 Life with Your MacBook Pro Built-in iSight camera and indicator light Videoconference using the iChat application, take pictures with Photo Booth, or capture video with iMovie.



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The indicator light glows when the camera is operating.

*Built-in stereo speakers Listen to music, movies, games, and other multimedia files. Built-in microphone Capture sounds with the microphone (located above the Esc key on your keyboard) or talk with friends live over broadband using the included iChat application. Battery and battery indicator lights Use battery power when you are away from a power outlet. Press the battery button to activate indicator lights that show the remaining battery charge. Trackpad Click or double-click anywhere on the trackpad. Touch the trackpad with one or more fingers to move the pointer and use Multi-Touch gestures (described on page 20). Sleep indicator light A white light pulses when the MacBook Pro is in sleep. Infrared (IR) receiver Use an optional Apple Remote (available separately) with the IR receiver to control Front Row and Keynote on your MacBook Pro from up to 30 feet (9.1 meters) away. Security slot Attach a lock and cable (available separately) to prevent theft.*

*Slot-loading SuperDrive This optical drive reads and writes to standard-size CDs and DVDs. ® Power button Turn your MacBook Pro on and off, or put it to sleep. Chapter 2 Life with Your MacBook Pro 19 Keyboard Features of Your MacBook Pro ® Function (fn) key Exposé Dashboard ' Media keys C Media F9 F10 F11 Eject key F12 esc F1 F2 F3 F4 F5 F6 F7 F8 Brightness keys Keyboard illumination keys -- Mute key - Volume keys 20 Chapter 2 Life with Your MacBook Pro Function (fn) key Press and hold this key to activate customized actions assigned to the function keys (F1 to F12). To learn how to customize function keys, choose Help > Mac Help from the menu bar and search for "function keys." ⌘ Brightness keys (F1, F2) Increase ( ) or decrease ( ) information, see Trackpad preferences or choose Help > Mac Help and search for "trackpad."*

*" ⌘ Two-finger pinching lets you zoom in or out on PDFs, images, photos, and more. ⌘ Two-finger rotating lets you rotate photos, pages, and more. 26 Chapter 2 Life with Your MacBook Pro ⌘ Three-finger swipe lets you rapidly page through documents, move to the previous or next photo, and more. ⌘ Four-finger swipe works in the Finder and all applications. Swiping four fingers to the left or right activates Application Switcher so you can cycle through open applications.*

*Swiping four fingers up or down causes Exposé to show the desktop or display all open windows. Chapter 2 Life with Your MacBook Pro 27 Using the MacBook Pro Battery When the MagSafe power adapter isn't connected, your MacBook Pro draws power from its battery. The length of time that you can run your MacBook Pro varies, depending on the applications you use and the external devices connected to your MacBook Pro. Turning off features such as AirPort Extreme or Bluetooth® wireless technology and reducing screen brightness can help conserve battery charge, for example, when you're traveling by air. Many of your system preferences are automatically set to optimize battery life. Your MacBook Pro comes with two graphics processors, one for better battery life and the other for higher performance. To switch between processors, open System Preferences, click Energy Saver, select "Better battery life" or "Higher performance," and then follow the onscreen instructions. You can determine the charge remaining in the battery by looking at the eight battery level indicator lights on the left side of your MacBook Pro. Press the button next to the lights, and the lights glow briefly to show how much charge remains in the battery. Important: If only one indicator light is on, very little charge is left.*

*If no lights illuminate, the battery is completely drained and the MacBook Pro won't start up unless the power adapter is connected. Plug in the power adapter to let the battery recharge, or replace the drained battery with a fully charged battery (see page 34). For more information about battery indicator lights, see page 56. 28 Chapter 2 Life with Your MacBook Pro You can also check the amount of battery charge remaining by viewing the Battery ( ) status icon in the menu bar. The battery charge level displayed is based on the amount of power left in the battery with the applications, peripheral devices, and system settings you are currently using. To conserve battery power, close applications and disconnect peripheral devices not in use, and adjust your Energy Saver settings. For more information about battery conservation and performance tips, go to [www.apple.com/batteries/notebooks.html](http://www.apple.com/batteries/notebooks.html).*

*Charging the Battery When the power adapter that came with your MacBoo computer for information about how to contact Apple for service. If you attempt to install a replacement drive or memory and damage your equipment, such damage is not covered by the limited warranty on your computer. Removing and Replacing the Battery You can replace your battery if you need a new one. You also need to know how to remove the battery if you want to replace the hard disk drive or install memory. To remove and replace the battery: 1 Shut down your MacBook Pro.*

*Disconnect the power adapter, Ethernet cable, security lock, and any other cords connected to the MacBook Pro to prevent damaging the computer.*

*WARNING: The internal components of your MacBook Pro can be warm. If you have been using your MacBook Pro, wait 10 minutes after shutting down to let the internal components cool before continuing. Use care when handling the battery. See the battery safety information on page 70.*

*34 Chapter 3 Boost Your MacBook Pro 2 Turn over your MacBook Pro and locate the latch. Push down to release the latch, and remove the access door that covers the battery and hard disk drive. Note: The latch must be in its released, open position to remove and replace the battery and access door. Chapter 3 Boost Your MacBook Pro 35 3 With the latch still in its open position, gently pull up on the tab to remove the battery. You now have access to the serial number, the hard disk drive, and other components of your MacBook Pro. 4 To replace the battery, make sure the latch is in its open position. Hold the battery at an angle and slide the lipped edge of the battery below the brackets on the outside edge of the battery bay. Gently press the battery down. 36 Chapter 3 Boost Your MacBook Pro 5 Replace the access door, making sure it is level with the bottom case of your MacBook Pro, and press the latch into place. Reconnect the power adapter and any other cables that were attached.*

*Chapter 3 Boost Your MacBook Pro 37 Replacing the Hard Disk Drive You can upgrade the hard disk drive in your MacBook Pro. The hard disk drive is located to the left of the battery when you open the back of your MacBook Pro. The replacement drive must be a 2.*



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5-inch drive with a Serial ATA (SATA) connector. To replace the hard disk drive in your MacBook Pro: 1 Follow the instructions for removing the battery on page 34. 2 Touch a metal surface inside the computer to discharge any static electricity from your body. 38 Chapter 3 Boost Your MacBook Pro 3 Locate the bracket at the top of the drive. Use a Phillips-head screwdriver to loosen the captive screw that holds the bracket in place. 4 Using the pull tab, gently lift the drive out of the bay. Bracket Pull tab The bracket detaches from the drive.

Put it aside in a safe place. Chapter 3 Boost Your MacBook Pro 39 5 Hold the drive by its sides while you gently pull the connector on the left side of the drive to disconnect it. The connector is attached to a cable and remains in the hard disk drive bay. Important: There are four (4) mounting screws on the sides of your hard disk drive. If your replacement drive doesn't include these mounting screws, remove the ones from your old drive and mount them on the replacement drive before you install it.

Mounting screws 6 Attach the connector to the left side of the replacement drive. 40 Chapter 3 Boost Your MacBook Pro 7 Insert the replacement drive at an angle, making sure the mounting screws are seated properly. 8 Replace the bracket and tighten the screw. 9 Follow the instructions for replacing the battery on page 36. For information about installing Mac OS X and bundled applications, see "Reinstalling the Software That Came with Your MacBook Pro" on page 62.

Chapter 3 Boost Your MacBook Pro 41 Installing Additional Memory Your computer has two memory slots that you access by removing the battery and bottom case. Your MacBook Pro comes with a minimum of 2 gigabytes (GB) of 1066 MHz Double Data Rate (DDR3) Synchronous Dynamic Random-Access Memory (SDRAM) installed. Each memory slot can accept an SDRAM module that meets the following specifications: • Double Data Rate Small Outline Dual Inline Memory Module (DDR3) format • 1.25 inch (3.18 cm) • 1 GB or 2 GB • 200-pin • PC3-8500 DDR3 1066 MHz Type RAM You can add two 2 GB memory modules for a maximum of 4 GB of memory. For best performance, fill both memory slots and install an identical memory module in each slot. To install memory in your MacBook Pro: 1 Follow the instructions for removing the battery on page 34. 2 Remove the eight (8) screws that secure the bottom case of your MacBook Pro, and then remove the bottom case. 42 Chapter 3 Boost Your MacBook Pro Important: Because the screws are different lengths, note the screw lengths and locations so you can replace the screws correctly. Put them aside in a safe place.

Long Short Chapter 3 Boost Your MacBook Pro 43 Important: When you remove the bottom case, you expose sensitive internal components. Avoid touching anything other than the memory assembly when you remove or add memory. 3 Touch a metal surface inside the computer to discharge any static electricity from your body. 44 Chapter 3 Boost Your MacBook Pro 4 Push the ejection levers on the sides of the memory module in an outward direction to release the module from the memory card slot. The memory pops up at an angle. Before removing it, make sure you see the half-circle notches. If you don't, try pressing the ejection levers outward again. 5 Hold the memory module by its notches and remove it from the slot. 6 Remove the other memory module. Important: Hold the memory modules by their edges, and do not touch the gold connectors.

Chapter 3 Boost Your MacBook Pro 45 7 Insert the new memory module in the slot: a Align the notch on the gold edge of the module with the notch in the lower memory slot. b Tilt the card and push the memory into the slot. c Use two fingers with firm, even pressure to push down on the memory module. You should hear a click when the memory is inserted correctly. d Repeat to install an additional memory module in the top slot.

Press down on the module to make sure it is level. 46 Chapter 3 Boost Your MacBook Pro Notches Chapter 3 Boost Your MacBook Pro 47 8 Replace the bottom case. Replace and tighten the eight screws, making sure to put the different length screws in their proper locations. Long Short 9 Follow the instructions for replacing the battery on page 36. 48 Chapter 3 Boost Your MacBook Pro Making Sure Your MacBook Pro Recognizes the New Memory After installing additional memory in your MacBook Pro, check whether the computer recognizes the new memory.

To check the computer's memory: 1 Start up your MacBook Pro. 2 When you see the Mac OS X desktop, choose Apple () from the menu bar and then choose About This Mac. The total memory includes the amount of memory that originally came with the computer plus the new memory you added. For a detailed breakdown of the amount of memory installed in your computer, open System Profiler by clicking More Info and then Memory. If your MacBook Pro doesn't recognize the memory or doesn't start up correctly, confirm that the memory you installed is compatible with your MacBook Pro and that it is installed correctly by reseating the memory. Chapter 3 Boost Your MacBook Pro 49 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 MacBook Pro. Read on for troubleshooting tips to try when you have a problem. You can also find more troubleshooting information in Mac Help and on the MacBook Pro Support website at [www.apple.com/support/macbookpro](http://www.apple.com/support/macbookpro).

apple.com/support/macbookpro. When you experience a problem working with your MacBook Pro, there is usually a simple and quick solution. Think about the conditions that led up to the problem. Making a note of things you did before the problem occurred will help you narrow down possible causes and find the answers you need. Things to note include: • The applications you were using when the problem occurred. Problems that occur only with a specific application might indicate that the application is not compatible with the version of the Mac OS installed on your computer. • Any new software that you installed, especially software that added items to the System folder. • Any new hardware that you installed, such as additional memory or a peripheral. 52 Chapter 4 Problem, Meet Solution Problems That Prevent You from Using Your MacBook Pro If your MacBook Pro doesn't respond or the pointer doesn't move On rare occasions, an application may "freeze" on the screen.

Mac OS X provides a way to quit a frozen application without restarting your computer. To force an application to quit: 1 Press Command (x)-Option-Esc or choose Apple () > Force Quit from the menu bar. The Force Quit Applications dialog appears with the application selected. 2 Click Force Quit. The application quits, leaving all other applications open.

If you need to, you can also restart the Finder from this dialog.



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Next, save your work in any open applications and restart the computer to make sure the problem is entirely cleared up. If the problem occurs frequently, choose Help > Mac Help from the menu bar at the top of the screen. Search for the word "freeze" to get help for times when the computer freezes or doesn't respond. If the problem occurs only when you use a particular application, check with the application's manufacturer to see if it is compatible with your computer.

To get support and contact information for the software that comes with your MacBook Pro, go to [www.apple.com/guide](http://www.apple.com/guide). If you know an application is compatible, you might need to reinstall your computer's system software. See "Reinstalling the Software That Came with Your MacBook Pro" on page 62.

**Chapter 4 Problem, Meet Solution 53** If your MacBook Pro freezes during startup, or you see a flashing question mark, or the display is dark and the sleep indicator light is glowing steadily (not in sleep) The flashing question mark usually means that the computer can't find the system software on the hard disk or any disks attached to the computer. • Wait a few seconds. If the computer doesn't soon start up, shut it down by pressing and holding the power (⏻) button for about 8 to 10 seconds. Disconnect all external peripherals and try restarting by pressing the power (⏻) button while holding down the Option key. When your computer starts up, click the hard disk icon, and then click the right arrow.

After the computer starts up, open System Preferences and click Startup Disk. Select a local Mac OS X System folder. • If that doesn't work, try using Disk Utility to repair the disk: • Insert the Mac OS X Install DVD into your computer. • Restart your computer and hold down the C key as it starts up. • Choose Installer from the menu bar, and then choose Open Disk Utility. When Disk Utility opens, follow the instructions in the First Aid pane to see if Disk Utility can repair the disk. If using Disk Utility doesn't help, you might need to reinstall your computer's system software. See "Reinstalling the Software That Came with Your MacBook Pro" on page 62. **54 Chapter 4 Problem, Meet Solution** If your MacBook Pro doesn't turn on or start up Try the following suggestions in order until your computer turns on: • Make sure the power adapter is plugged into the computer and into a functioning power outlet. Be sure to use the 85W MagSafe Power Adapter that came with your MacBook Pro.

If the power adapter stops charging and you don't see the indicator light on the MagSafe connector turn on when you plug in the power cord, try unplugging and replugging the power cord to reseal it, or try another power outlet. • Check whether the battery needs to be recharged. Press the small button on the left side of your computer. You should see one to eight lights indicating the battery's level of charge. If a single indicator light is on, connect your power adapter to recharge.

For more information about battery indicator lights, see page 56. • If the problem persists, reset the MacBook Pro power manager by disconnecting the power adapter, removing the battery, and holding down the power (⏻) button for at least 5 seconds. • If you recently installed additional memory, make sure that it is correctly installed and is compatible with your computer. See whether removing and reinstalling the old memory allows the computer to start up (see page 42). • Press the power (⏻) button to restart the system.

• Check that your battery is installed properly in your computer. • Insert the Mac OS X Install DVD. • If you have trouble ejecting a disc Quit any applications that might be using the disc and try again. If that doesn't work, restart the computer and then immediately press and hold the trackpad button. Using Apple Hardware Test If you suspect a problem with the MacBook Pro hardware, you can use the Apple Hardware Test application to help determine if there is 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 computer except the power adapter. If you have an Ethernet cable connected, disconnect it. 2 Restart your computer and hold down the D key as it starts up. 4 Press the Return key or click the right arrow button. • Make a note of the error code before pursuing support options.

• Open System Preferences and click Network. • Follow the onscreen instructions. • You can try the following steps.

• Some ISPs recommend that you unplug the modem's power cord. • Click Network. • Click Apply to make the settings active. **Chapter 4 Problem, Meet Solution 59 Network Connections** Make sure the Ethernet cable is plugged into your MacBook Pro and into the network. Check the cables and power supplies to your Ethernet hubs and routers. If you have two or more computers attempting to share an Internet connection, be sure that your network is set up properly. You need to know whether your ISP provides only one IP address or multiple IP addresses, one for each computer.

If only one IP address is provided, then you must have a router capable of sharing the connection, also known as network address translation (NAT) or "IP masquerading." For setup information, check the documentation provided with your router or ask the person who set up your network. The AirPort Base Station can be used to share one IP address among multiple computers. For information about using an AirPort Base Station, check Mac Help or go to the AirPort Extreme website at [www.apple.com/support/airport](http://www.apple.com/support/airport).

If you can't resolve the issue using these steps, contact your ISP or network administrator. Problems with AirPort Extreme Wireless Communication If you have trouble using AirPort Extreme wireless communication • Make sure the computer or network you are trying to connect to is running and has a wireless access point. • Make sure you have properly configured the software according to the instructions that came with your base station or access point. **60 Chapter 4 Problem, Meet Solution** • Make sure you are within antenna range of the other computer or the network's access point. Nearby electronic devices or metal structures can interfere with wireless communication and reduce this range. Repositioning or rotating the computer might improve reception. • Check the AirPort (Z) status icon in the menu bar. Up to four bars appear, indicating signal strength. If you don't see the bars, try changing your location. • See AirPort Help (choose Help > Mac Help, and then choose Library > AirPort Help from the menu bar). Also see the instructions that came with the wireless device for more information. Keeping Your Software Up to Date You can connect to the Internet and automatically download and install the latest free software versions, drivers, and other enhancements from Apple.



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When you are connected to the Internet, Software Update checks to see if any updates are available for your computer. You can set your MacBook Pro to check for updates periodically, and then you can download and install updated software.

To check for updated software: 1 Choose Apple ( ) > System Preferences. 2 Click the Software Update icon and follow the instructions on the screen. <sup>^</sup> For more information, search for "Software Update" in Mac Help. <sup>^</sup> For the latest information about Mac OS X, go to [www.apple.com/macosx](http://www.apple.com/macosx). Chapter 4 Problem, Meet Solution 61 Reinstalling the Software That Came with Your MacBook Pro Use the software installation discs that came with your computer 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. @@@@2 Make sure your power adapter is connected and plugged in. 3 Insert the Mac OS X Install DVD that came with your computer.

4 Double-click Install Mac OS X. 5 Follow the onscreen instructions. @@@@2 Insert the Applications Install DVD that came with your computer. 3 Double-click Install Bundled Software. 4 Follow the onscreen instructions.

@@@@Choose your country from the pop-up menu. You can search the AppleCare Knowledge Base, check for software updates, or get help from Apple's discussion forums. Onscreen Help You can look for answers to your questions, as well as instructions and troubleshooting information, in Mac Help.

Choose Help > Mac Help. Chapter 4 Problem, Meet Solution 63 System Profiler To get information about your MacBook Pro, 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 MacBook Pro 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 (AASP). You can extend your coverage by purchasing the AppleCare Protection Plan. For information, go to [www.apple.com/support/products](http://www.apple.com/support/products) or the website for your country listed below. If you need assistance, AppleCare telephone support representatives can help you with installing and opening applications, and basic troubleshooting. Call the support center number nearest you (the first 90 days are complimentary). Have the purchase date and your MacBook Pro serial number ready when you call.

Note: Your 90 days of complimentary telephone support begins on the date of purchase. Telephone fees may apply. Country United States Australia Canada (English) (French) Ireland Phone 1-800-275-2273 (61) 1-300-321-456 1-800-263-3394 (353) 1850 946 191 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) 64 Chapter 4 Problem, Meet Solution Country New Zealand United Kingdom Phone 00800-7666-7666 (44) 0870 876 0753 Website [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](http://www.apple.com/contact/phone_contacts).

64 Chapter 4 Problem, Meet Solution Country New Zealand United Kingdom Phone 00800-7666-7666 (44) 0870 876 0753 Website [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](http://www.apple.com/contact/phone_contacts).

html Locating Your Product Serial Number Use one of these methods to find your computer's serial number: <sup>^</sup> 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. <sup>^</sup> Click the Finder icon and open /Applications/Utilities/System Profiler. Click Hardware in the Contents panel. <sup>^</sup> Remove the battery and view the serial number for your MacBook Pro on the front wall of the battery bay. For information about removing the battery, see page 34. Chapter 4 Problem, Meet Solution 65 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 MacBook Pro and for working more comfortably. Keep these instructions handy for reference by you and others.

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 MacBook Pro on a stable work surface that allows for adequate air circulation under and around the computer. Do not operate your MacBook Pro on a pillow or other soft material, as the material can block the airflow vents. Never place anything over the keyboard when operating your MacBook Pro. Never push objects into the ventilation openings. The bottom of your MacBook Pro may become very warm during normal use. If your MacBook Pro is on your lap and gets uncomfortably warm, remove it from your lap and place it on a stable work surface. Water and wet locations Keep your MacBook Pro away from sources of liquid, such as drinks, washbasins, bathtubs, shower stalls, and so on. Protect your MacBook Pro from dampness or wet weather, such as rain, snow, and fog. 68 Chapter 5 Last, but Not Least 85W MagSafe Power Adapter Make sure the AC plug or AC power cord is fully inserted into the power adapter before plugging the adapter into a power outlet.

Use only the power adapter that came with your MacBook Pro, or an Apple-authorized power adapter that is compatible with this product. The power adapter may become very warm during normal use. Always plug the power adapter directly into a power outlet, or place it on the floor in a well-ventilated location. Disconnect the power adapter, remove the battery, and disconnect any other cables if any of the following conditions exists: <sup>^</sup> You want to add memory or upgrade the hard disk drive. <sup>^</sup> You want to clean the case (use only the recommended procedure described on page 72).

<sup>^</sup> The power cord or plug becomes frayed or otherwise damaged. <sup>^</sup> Your MacBook Pro or power adapter is exposed to rain, excessive moisture, or liquid spilled into the case. <sup>^</sup> Your MacBook Pro or power adapter has been dropped, the case has been damaged, or you suspect that service or repair is required. The MagSafe power port contains a magnet that can erase data on a credit card, iPod, or other device. To preserve your data, do not place these or other magnetically sensitive material or devices within 1 inch (25 mm) of this port.

If debris gets into the MagSafe power port, remove it gently with a dry cotton swab. Chapter 5 Last, but Not Least 69 Battery Do not disassemble, drop, crush, or expose the battery to fire or temperatures above 212° F (100° C). Stop using the battery if it appears damaged in any way. Replace the battery only with an Apple-authorized battery for this product.



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Dispose of used batteries promptly according to your local environmental guidelines. Hearing damage Permanent hearing loss may occur if earbuds or headphones are used at high volume. 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: **Limit the amount of time you use earbuds or headphones at high volume.**

**Avoid turning up the volume to block out noisy surroundings.** **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. **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 computer 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 Handling Information** **NOTICE: Failure to follow these handling instructions could result in damage to your MacBook Pro or other property. Turning on your MacBook Pro** Never turn on your MacBook Pro 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 MacBook Pro** If you carry your MacBook Pro in a bag or briefcase, make sure that there are no loose items (such as paper clips or coins) that could accidentally get inside the computer through vent openings or the optical drive slot or get stuck inside a port.

Also, keep magnetically sensitive items away from the MagSafe power port. 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.

**Chapter 5 Last, but Not Least 71 Using the optical drive** The SuperDrive in your MacBook Pro supports standard 12 cm (4.7 inch) discs.

**Irregularly shaped discs or discs smaller than 12 cm (4.7 inches) are not supported.** Handling glass parts Your MacBook Pro contains glass components, including the display and trackpad. If they are damaged, don't use your MacBook Pro until it has been repaired by an Apple Authorized Service Provider. **Storing your MacBook Pro** If you are going to store your MacBook Pro for an extended period of time, keep it in a cool location (ideally, 71° F or 22° C) and discharge the battery to 50 percent.

When storing your MacBook Pro for longer than five months, discharge the battery to approximately 50 percent and then remove it from your MacBook Pro. To maintain the capacity of the battery, recharge the battery to 50 percent every six months or so. **Cleaning your MacBook Pro** When cleaning the outside of your MacBook Pro and its components, first shut down your MacBook Pro, unplug the power adapter, and remove the battery. Then use a damp, soft, lint-free cloth to clean the computer's exterior. Avoid getting moisture in any openings. Do not spray liquid directly on the computer. Do not use aerosol sprays, solvents, or abrasives that might damage the finish. **Cleaning your MacBook Pro screen** To clean your MacBook Pro screen, first shut down your MacBook Pro, unplug the power adapter, and remove the battery. Then dampen the included cleaning cloth with just water and wipe the screen. Do not spray liquid directly on the screen.

**72 Chapter 5 Last, but Not Least Understanding Ergonomics** Here are some tips for setting up a healthy work environment. **Keyboard and Trackpad** When you use the keyboard and trackpad, your shoulders should be relaxed. Your upper arm and forearm should form an angle that is slightly greater than a right angle, with your wrist and hand in roughly a straight line. **This Not this Chapter 5 Last, but Not Least 73 Use a light touch when typing or using the trackpad and keep your hands and fingers relaxed. Avoid rolling your thumbs under your palms. This Not this 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. External Mouse** If you use an external mouse, position the mouse at the same height as the keyboard and within a comfortable reach. **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. **74 Chapter 5 Last, but Not Least 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, you can 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. **Built-in Display** Adjust the angle of the display to minimize glare and reflections from overhead lights and windows. Do not force the display if you meet resistance. The display is not meant to open past 130 degrees.

You can adjust the brightness of the screen when you take the computer from one work location to another, or if the lighting in your work area changes. 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 impacts of its operations and products. More information is available on the web: [www.apple.com/environment](http://www.apple.com/environment) **Chapter 5 Last, but Not Least 75 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.



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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.

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 (including Ethernet network cables) between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of causing interference to radios, television sets, and other electronic devices.

76 Responsible party (contact for FCC matters only): Apple Inc. Corporate Compliance 1 Infinite Loop, M/S 26-A Cupertino, CA 95014-2084 Europe--EU Declaration of Conformity The equipment complies with the RF Exposure Requirement 1999/519/EC, Council Recommendation of 12 July 1999 on the limitation of exposure of the general public to electromagnetic fields (0 Hz to 300 GHz). Hereby, Apple Inc. declares that this 802.11a/b/g/n Mini-PCle card is in compliance with the R&TTE Directive. Complies with European Low Voltage and EMC Directives. 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. Exposure to Radio Frequency Energy The radiated output power of the AirPort Extreme technology is below the FCC radio frequency exposure limits. Nevertheless, it is advised to use the wireless equipment in such a manner that the potential for human contact during normal operation is minimized. Korea Warning Statements FCC Bluetooth Wireless Compliance The antenna used with this transmitter must not be colocated or operated in conjunction with any other antenna or transmitter subject to the conditions of the FCC Grant. 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. Singapore Wireless Certification Taiwan Wireless Statements 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.

Bluetooth Europe--EU Declaration of Conformity This wireless device complies with the R&TTE Directive. 77 ENERGY STAR® Compliance Taiwan Class B Statement 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 trackpad button or press any key on the keyboard. @@@@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: Das Gerät enthält Batterien. Diese gehören nicht in den Hausmüll. Sie können verbrauchte Batterien beim Handel oder bei den Kommunen unentgeltlich abgeben. Um Kurzschlüsse zu vermeiden, kleben Sie die Pole der Batterien vorsorglich mit einem Klebestreifen ab. @@@@Some collection points accept products for free. @@@@See keys cord, power 10 D Dashboard 21 desktop, customizing 15 discs ejecting 57 software installation 62 supported types 72 display external 23 See also screen disposing of batteries 79 disposing of your computer 79 Dock 30 downloading software 61 drive, optical 19 DSL modem 11 C cable modem 11 camera. See iSight carrying your computer 71 changing the desktop 15 password 56 System Preferences 15 checking memory 49 cleaning the screen 72 your computer 72 computer disposal 79 freezes 54 B battery disposal 79 general information 28 82 Looking for Something? E ejecting a disc 57 Energy Saver preferences conserving battery power 29 graphics processors 28 environmental impact 75 ergonomics 73 Ethernet connecting to 11 port 23 Exposé All Windows key 21 ExpressCard slot 23 external display port 23 external modem 12 G graphics processors 28 H hand positions 73 headphone port 23 Help, finding answers 30 higher performance graphics 28 high-speed USB 23 I iChat application 19 iLife applications 31 infrared (IR) receiver 19 installation instructions memory 42 overview 8 Internet connecting to 11 connection problems 58 inventory of items 9 IP address, sharing 60 IP masquerading 60 iSight video camera 19 See also keys Keynote application 19 keys brightness 21 Dashboard 21 Exposé 21 function (fn) 21 keyboard illumination 21 media 21 Media Eject 21 mute 21 volume 21 L lights battery 28, 56 sleep indicator 19 F F1 to F12 function keys 21 factory settings 62 Fast-forward key 21 FireWire connections 32 port 23 flashing question mark 54 Force Quit 53 forward delete 25 four-finger swiping 27 Front Row application 19, 32 frozen application 53 function (fn) key 21 M Mac Help 30 Mac OS X reinstalling 62 website 31 MagSafe power adapter.



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