Solve the 5 Most Common Mac and iPhone Issues Yourself

Five of the most common solutions to Mac, iPhone, and iPad problems from a certified professional.

BY DANIEL MONGE | MACITPROS.COM

About the Author

Daniel Monge | MacITPros.com

Married, father of two, from Lindenhurst, IL

Your Apple Certified Support Professional Daniel has been troubleshooting, training, upgrading, and using Macs for over 18 years. He started out on the Apple II in grade school, through System 7 after high school, and now, OS X. He has watched the Mac evolve from a niche computer to the truly great platform it is today. Customers benefit daily from his knowledge. As a Mac, iPhone®, iPad® and Apple TV® owner himself, you can count on Daniel's advice to get you where you need to be.

About This Guide

All directions and screen shots are for Mac OS X 10.10.5 (Yosemite), iPhone and iPads running iOS 8.4.1.

Please note: Nothing in this guide should cause harm to your Mac, iPhone, or iPad; however, you are responsible for your data. Be sure to have a complete backup of your devices before attempting any steps.

# The Top 3 Steps to Perform, Before You Try Anything Else.

1. **Restart.** You'd be surprised how many times this can fix an issue.

2. **Run Disk Utilities.** Located in the Utilities folder in the Applications' folder. Run both *Repair Permissions* and *Verify Disk*.

3. **Startup in Safe Boot.** Hold down the Shift key on your keyboard as you start up. Login, then reboot normally. (Note: If your keyboard is wireless, press the Shift key after you hear your Mac chime.)
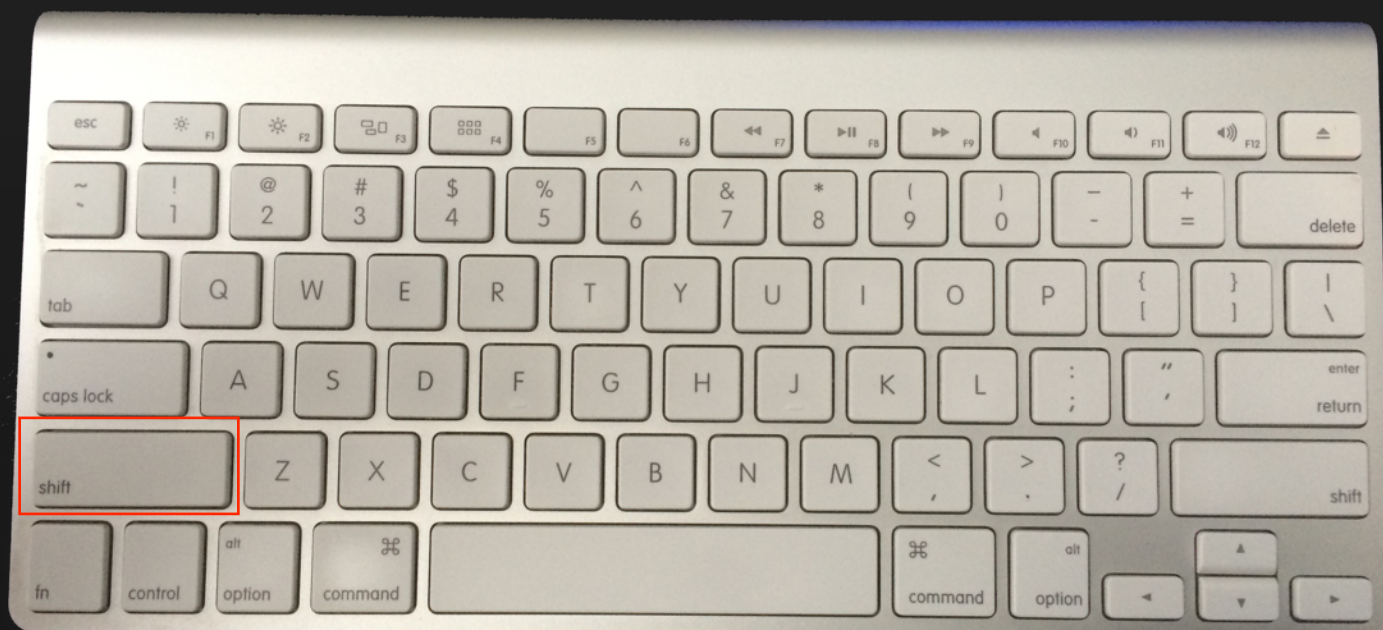
I Can't Print!

Printing comes in two flavors: wired (network, USB) or wireless (WiFi, Bluetooth). For purposes of this example, I'm going to cover the most common setup—wireless.
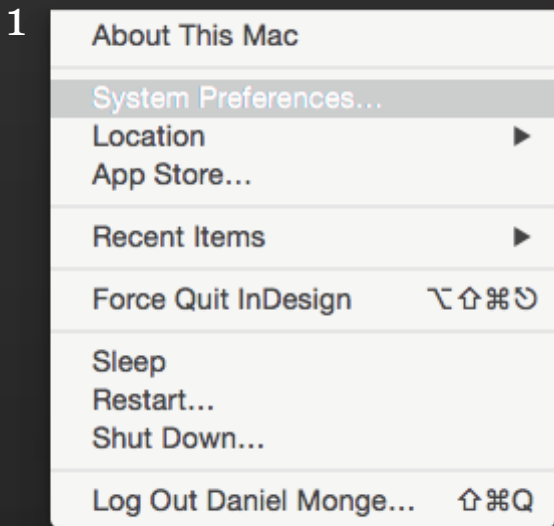
Mac Steps

First stop is System Preferences.

1. *Click the Apple Menu, then System Preferences.*

2. *Click on Printers & Scanners.*

3. You'll see your printer(s) listed in the left column

4. Is there an exclamation point on your printer? Double-click the icon for your printer. Most likely the printer is paused. Click the resume button and your print should start coming out.
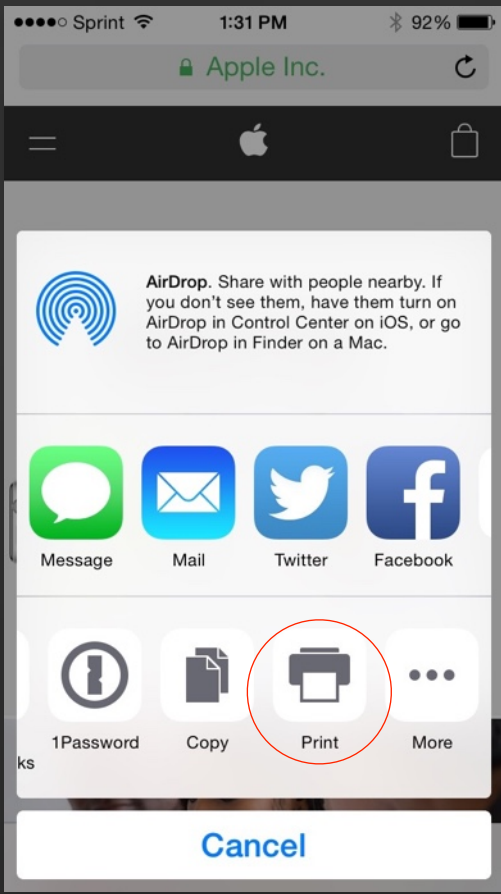
If it doesn't start printing, try to restart the printer and make sure the printer and your Mac are on the same wireless network.
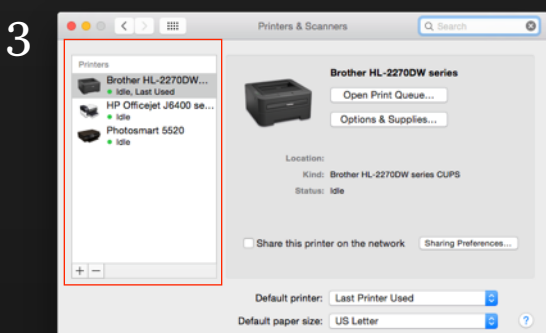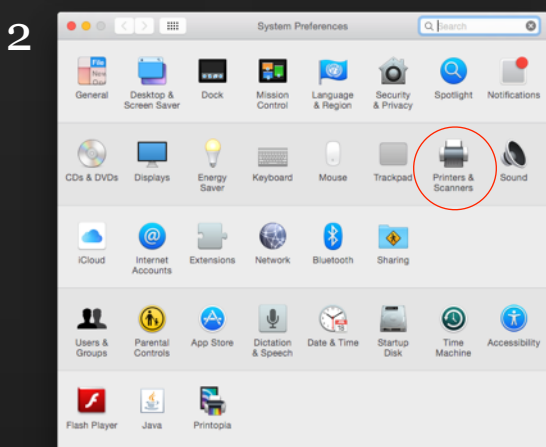
Another, more extreme step is to reset the printing system. This will delete the printers and clear the print queue. You'll have to add the printers back after this.
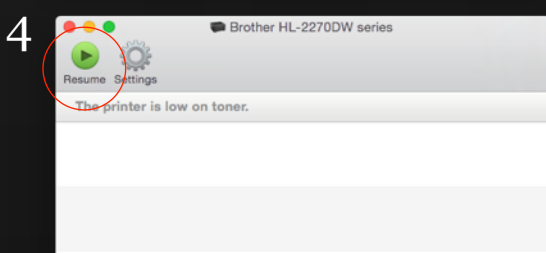
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iPhone/iPad steps

If you're unable to print to your printer from your iPhone or iPad there are a few items to check for first:

1. Is your printer AirPrint compatible?

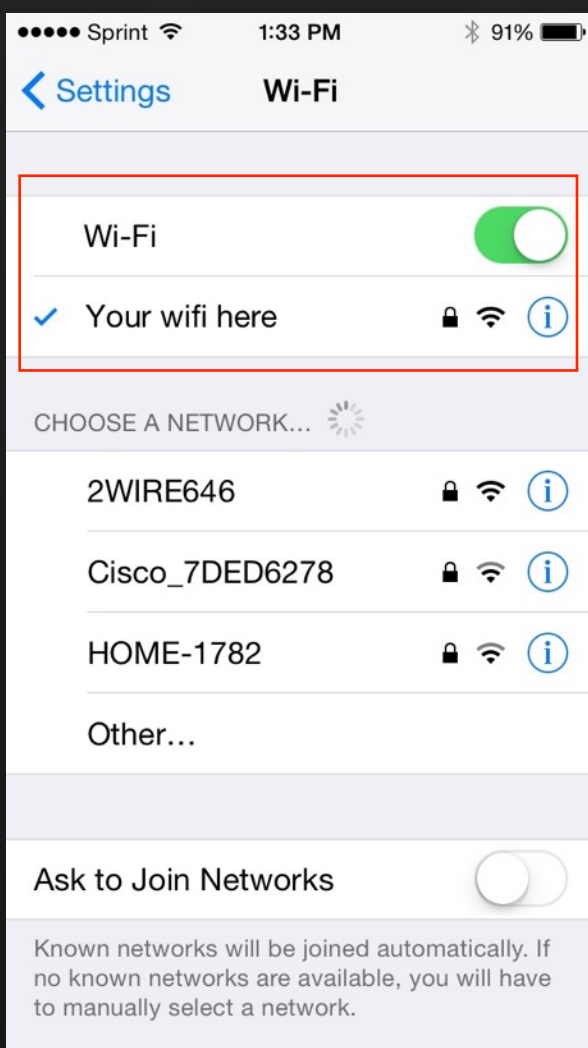 a. See this list of compatible printers to start.

  b. If your printer isn't listed above, check the manufacturer of the printer for AirPrint compatibility.

2. Are both your printer and iOS device on the same network?

  a. See this support note about getting your iOS device on a network.

  b. Check the documentation that came with your printer on how to set it up on your network.

2

If the above is all set and checks out, then the first item to check is to make sure WiFi is active on your iOS device. Click Settings--> WiFi, then make sure WiFi is on. While you're in the same area, check to be sure you're on the correct WiFi network. If you're still having trouble connecting to the printer, try to restart your iOS device by pressing and holding the Hold button until the "slide to power off" message appears. Then power off your device and restart it. Try printing again.

I Can't Send/Receive Email

For these next steps, we're going to just use an IMAP email account as our example. If you have a POP email account, the steps are similar, but POP stores emails on your Mac.

1

2

Mac Steps.

First check to make sure you can get on the internet by opening Safari and navigating to a web page (Apple.com, Google.com, etc.). If you've confirmed you can get on the internet, then you'll need to double check your mail settings.

1. In Mail.app click *Mail* then *Preferences*.... Then click the *Accounts* tab.

2. Main items to check here are: Is your *User Name* correct? Is there something in the *Password* field? If you're having trouble receiving your email, these are the main settings you'll look at. Depending on your email provider (Gmail is used in this example) you'll need to verify the incoming mail server settings.

Try to re-enter your correct password. This subtle trick works more than enough times to warrant an attempt.
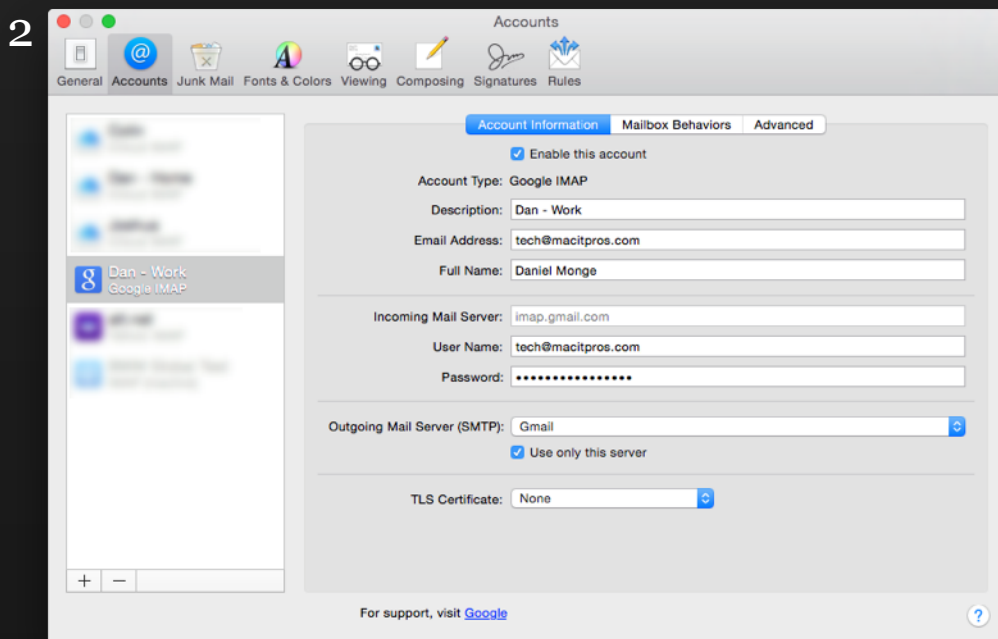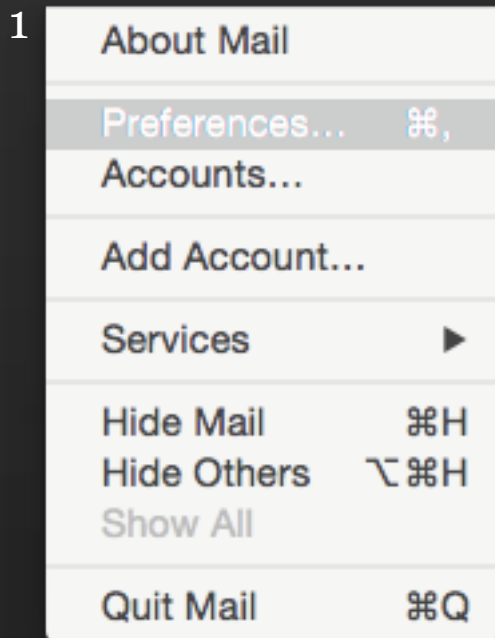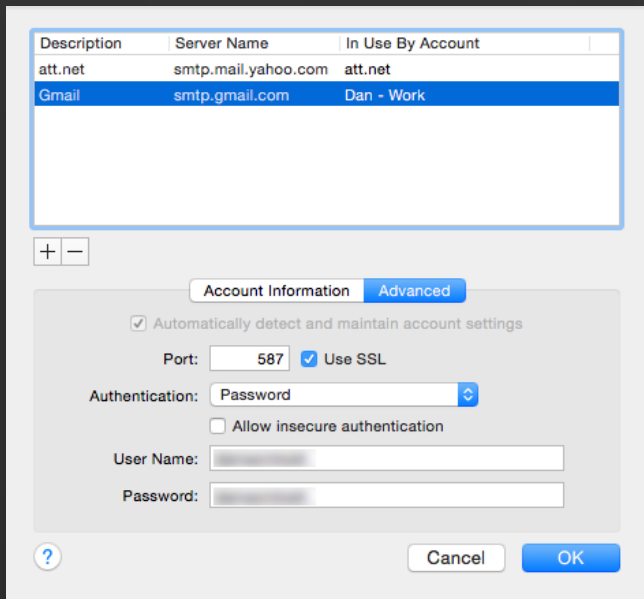
Issues with sending email require a trip to the *Outgoing Mail Server (SMTP)* settings. Click the *Outgoing Mail Server (SMTP)* drop-down menu and choose *Edit SMTP Server List…* This will open a new window. These settings control how your email is sent and to which server it is sent through. Click the Advanced tab and make sure your *User Name* and *Password* are filled in. Again, try to retype your password to make sure it is correct. (Side Note: Port Settings and Authentication are determined by your email provider.)

<u>iPhone/iPad Steps</u>

If you recently changed your email password (good for you), then most likely you were prompted to enter your new password on your iPhone or iPad after the change. You enter your password when requested and all should be right with the world. Well, maybe…
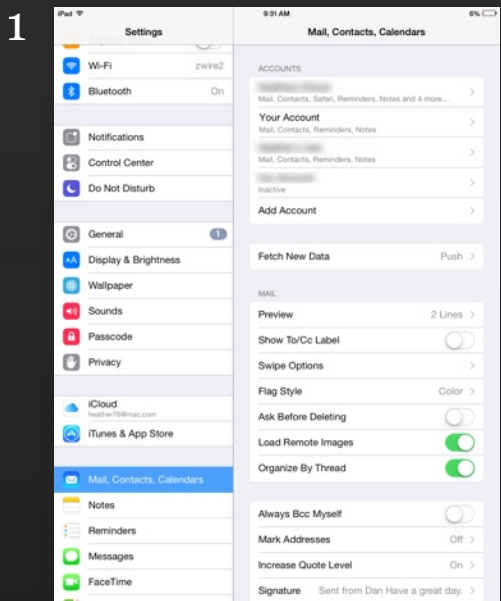
1. If you have trouble after this kind of change, head over to **Settings--> Mail, Contact, Calendars** and touch the problem email account, then touch **Account + *your email*** (your email address will be listed).
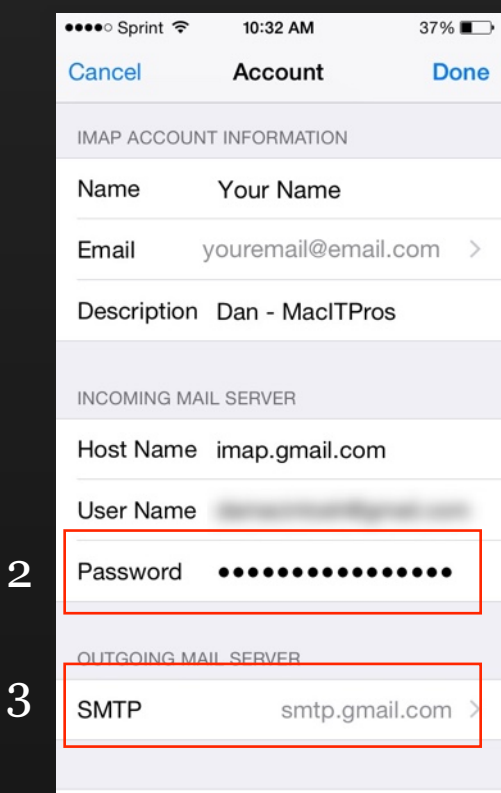
2. Look under the *Incoming Mail Server* password field. Enter your new password if you can't get email.

3. Trouble with sending email, then touch **SMTP** under *Outgoing Mail Server*. Touch the Primary Server
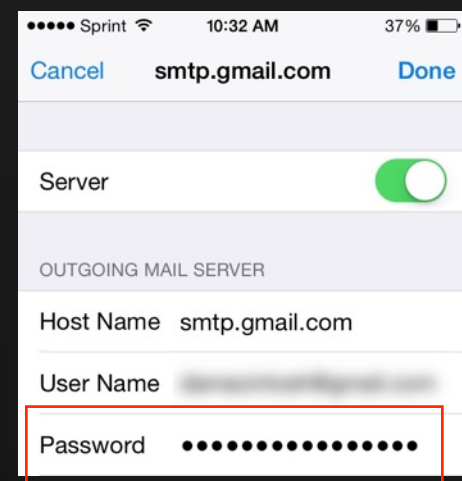
4. Enter your password in the appropriate field.

I Can't Get Online!

Ahh, the internet...the information super-highway. Wait, what the heck; why can't I connect? Why am I not able to get to Facebook or Twitter!?

Mac Steps

If you're having trouble connecting to your home or business WiFi Mac, follow these steps to correct the most common reason for this.

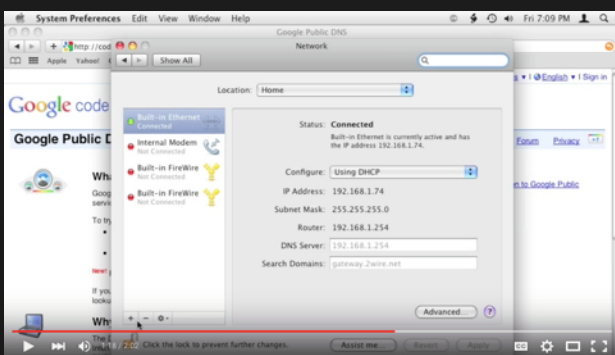1. Be sure you're reconnecting to the right WiFi router.

    a. Click the AirPort menu and check the name. Is this the one for your home or business? The most popular culprit is one called "xfinityWiFi". Since this is an open network, your Mac may try to connect automatically to it. Switch it to your WiFi.

2. Check your other devices—are they able to connect?
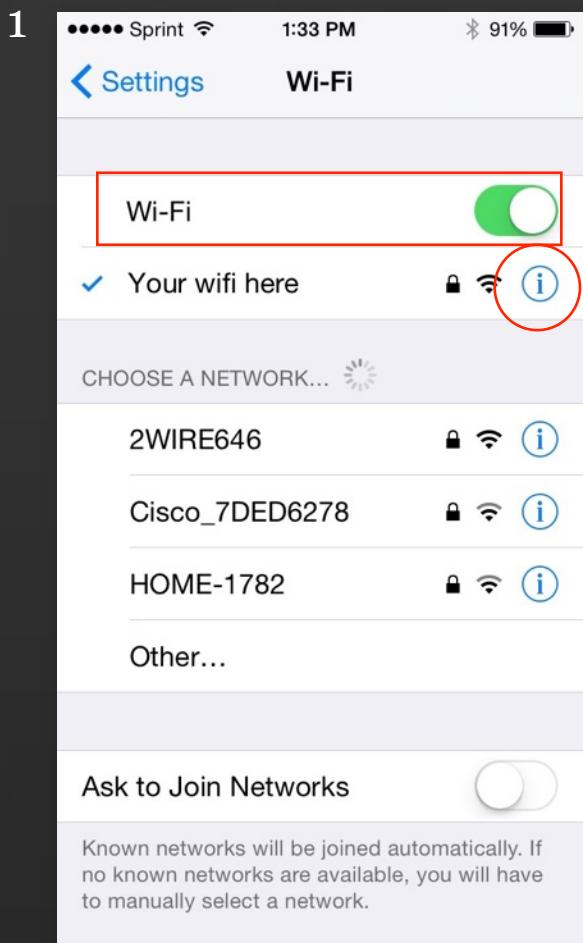
    a. If your other devices cannot connect, try restarting your router. Most of the time, this consists of simply unplugging it. Wait 1 minute, then plug it back in.

3. If you're sure you are on the correct WiFi, but you're still unable to load a webpage:

    a. You may want to attempt to change your DNS settings. This is lengthy enough that I created a video tutorial you can watch.

1

Sprint 1:33 PM 91%

‹ Settings **Wi-Fi**

Wi-Fi ⬤

✓ Your wifi here 🔒 📶 ⓘ

CHOOSE A NETWORK...

2WIRE646 🔒 📶 ⓘ

Cisco_7DED6278 🔒 📶 ⓘ

HOME-1782 🔒 📶 ⓘ

Other...

Ask to Join Networks ⬤

Known networks will be joined automatically. If no known networks are available, you will have to manually select a network.

2

3

Sprint 2:14 PM 55%

‹ Wi-Fi **Your wifi here**

Forget This Network

IP ADDRESS

| DHCP | BootP | Static |

IP Address 192.168.1.94

Subnet Mask 255.255.255.0

Router 192.168.1.254

DNS 8.8.8.8

Search Domains attlocal.net

Client ID

Renew Lease

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iPhone/iPad Steps

While simple and a great tool, even an iPad or iPhone can have trouble connecting to WiFi on occasion. Check the following before you seek additional help:

Make sure WiFi is turned on. Simple as this sounds it is often the most overlooked.

1. Touch Settings--> Wi-Fi. Slide it and make it green.

(Bonus hint: If Wi-Fi is on, and it looks like your iDevice is trying to connect–spinning wheel next to WiFi name–try turning Wi-Fi off then on again).

2. Touch the i with a circle around it.

3. Touch *Forget this Network*. This will forget the network and the stored password. Don't worry, if everything on the router is working properly, then you'll see the network again when you go back to the list of available networks (unless it was hidden in the first place).
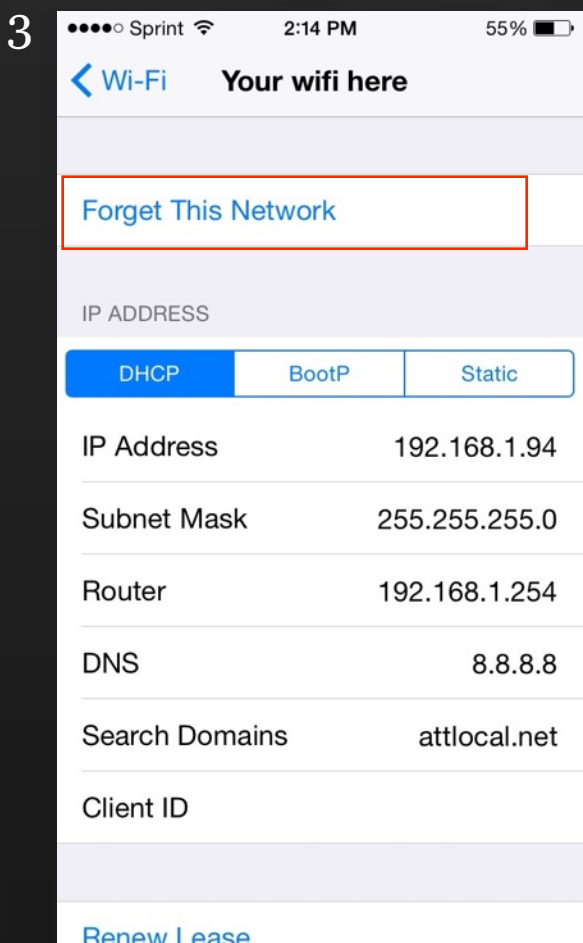
If you're still having trouble connecting, then try restarting your iPhone or iPad, and restart your Wi-Fi router. Wait 1-2 minutes and try connecting again.

My Stuff Isn't Syncing

You won't need to look on your iPhone for a phone number and your Mac for an email address. When iCloud works, all of this and more is possible. See what to do if it doesn't work.

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2

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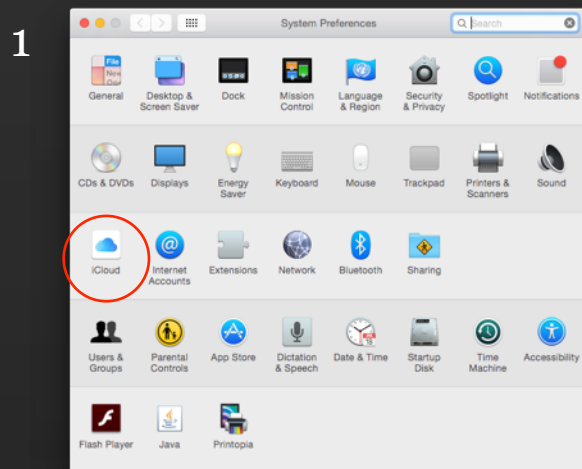
Mac Steps

First, make sure you're running the latest version of OS X (Yosemite as of this writing). This will give you the greatest compatibility with iCloud. The reason syncing may not be working is your Apple ID. Check to make sure your Mac has an Apple ID associated with the same Apple ID as on your iOS device (see next page).

To check your Mac's Apple ID, click the Apple Menu, then System Preferences.

1. Click iCloud

2. Your name, picture and email address is listed.

3. If this does not match your iOS device, syncing will not work. To remedy the syncing issue, click the *Sign Out* button, then click the *Sign In* button and enter the correct Apple ID.

4. Also, be sure you have checked all of the items you'd like to sync. If *Contacts* is off they won't sync.

(Bonus hint: Sometimes just signing out of iCloud then signing back in can fix sync issues).

You'll need to scroll down to see all of these choices.

iPhone/iPad Steps

As with the Mac, make sure you have the latest iOS installed on your iPhone or iPad (8.4.1 as of this writing). As with the Mac, the reason syncing may not be working is your Apple ID. Check to make sure your iOS device has an Apple ID associated with the same Apple ID as on your Mac device (see previous page).
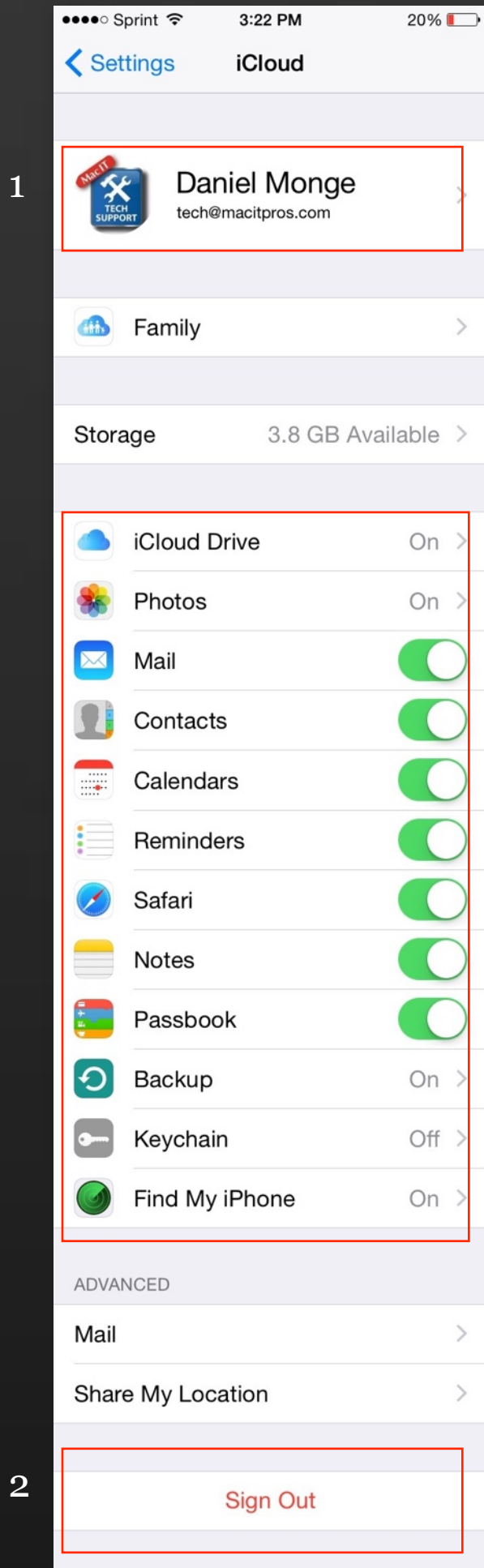
To check your Apple ID on your iPhone or iPad, touch Settings, then iCloud.

1. You should see your name, picture and email address.

2. If this doesn't match your Mac, then click the *Sign Out* button and then click *Sign In* with the Apple ID you'd like to use.

3. As with the Mac, you'll want to slide on and items you'd like to sync with your Mac.
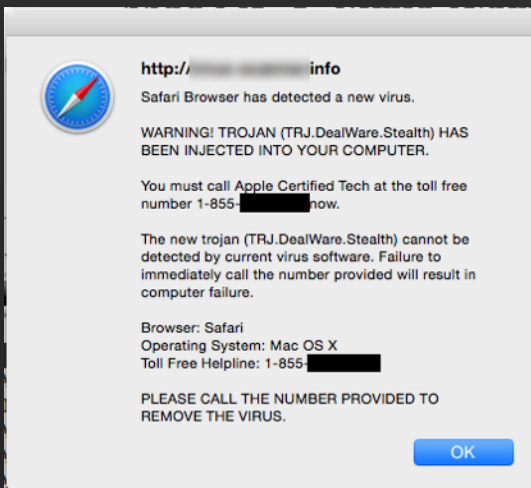
(Bonus hint: As with the Mac, just signing out of iCloud, then signing back in can fix sync issues).

How Do I Unlock Safari!?

While it may not have happened to you yet, the number of scareware websites is growing. If you're using Safari and you're presented with a number to call, DON'T!

Mac Steps

Most of the time this happens when your just surfing and all of a sudden a special type of popup window opens that is really (I mean really) long and runs off the bottom of your screen. At the bottom would be a *Cancel* or *OK* button, but you can't get to it. Usually the message has an 800 number or some other phone number. You may realize it is a scam and try to close the window, but you can't. Here is how to resolve this:

1. Force Quit Safari (hint: if you hold down the "Shift" key on your keyboard, you'll bypass the Force Quit window) by selecting the Apple Menu--> *Force Quit...*

2. Reopen Safari with the Shift Key on your keyboard held down (not shown).

3. To make sure the page doesn't open again by accident clear your website history, and data for good measure. Click the Safari menu, then choose *Clear History and Website Data.*
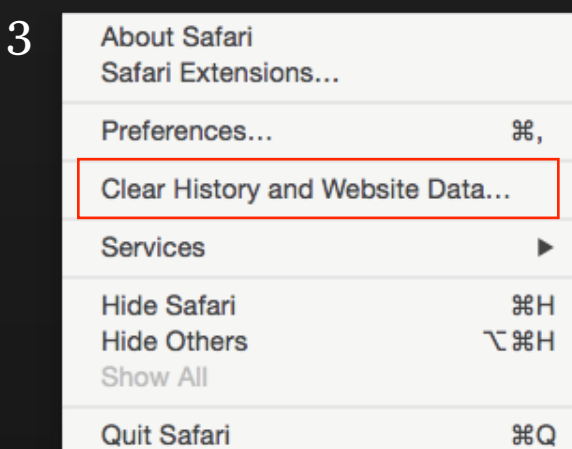
iPhone/iPad Steps

On your iPad or iPhone (iPod touch too) you may see a window like this. As mentioned before, **DO NOT CALL THE NUMBER LISTED**. This is just a scam to get you to give up personal information. You may try to double tap the home button, and close out Safari. But when you reopen Safari this will come back. This is how you get rid of it:

1. Quit Safari by double tapping the home button on your iDevice and swipe up on the Safari Window.

2. Put your device into Airplane mode.

3. Touch Settings--> *Safari--> Clear History and Website Data.*

4. Turn off Airplane Mode and open Safari. You should now have a clean slate to work with.
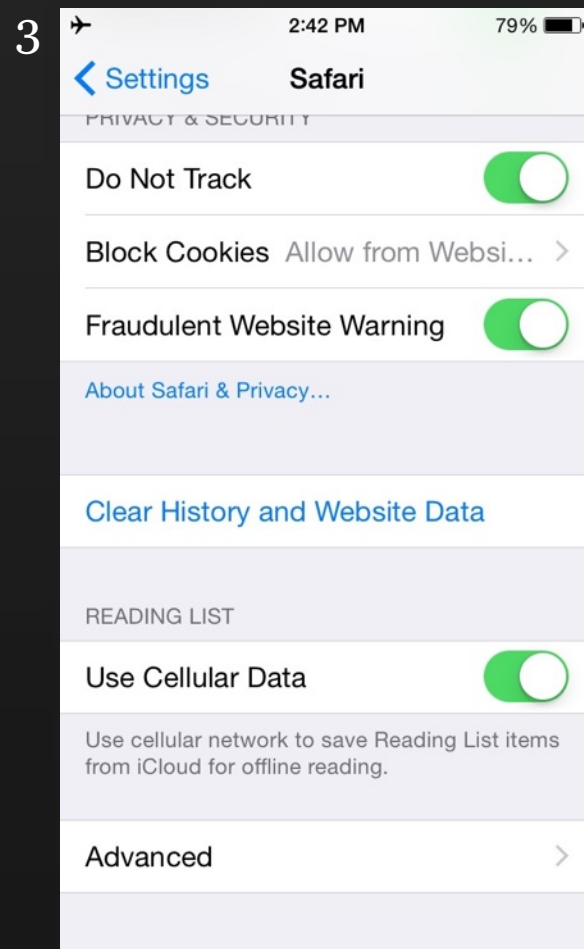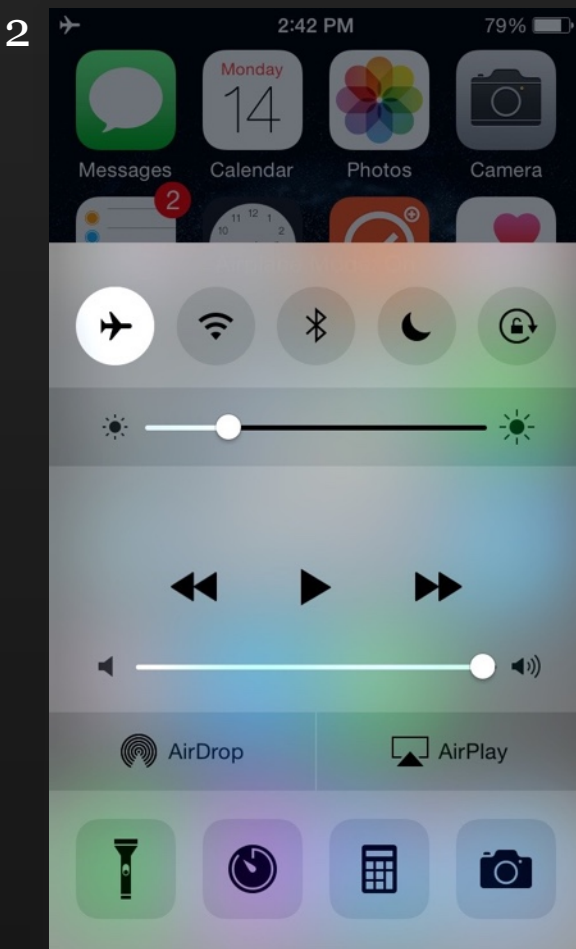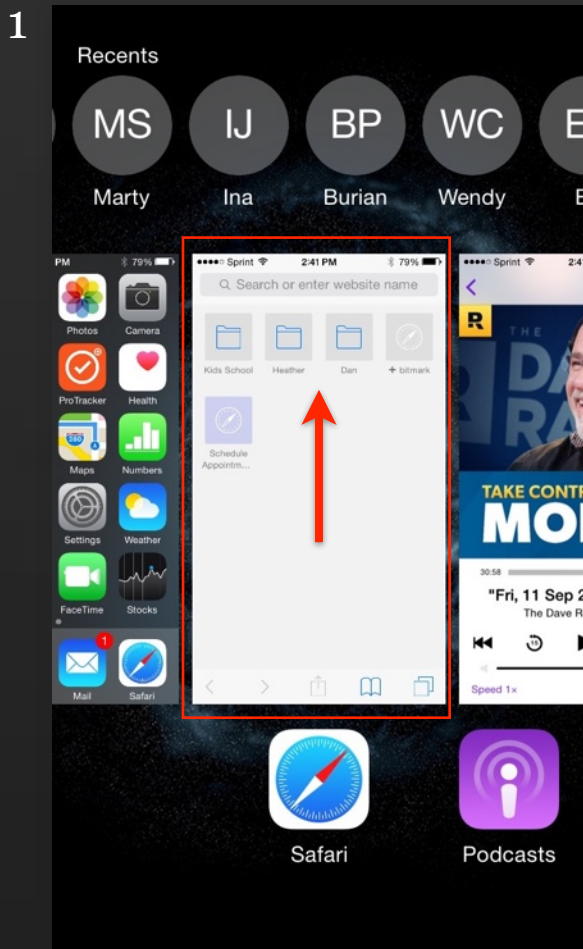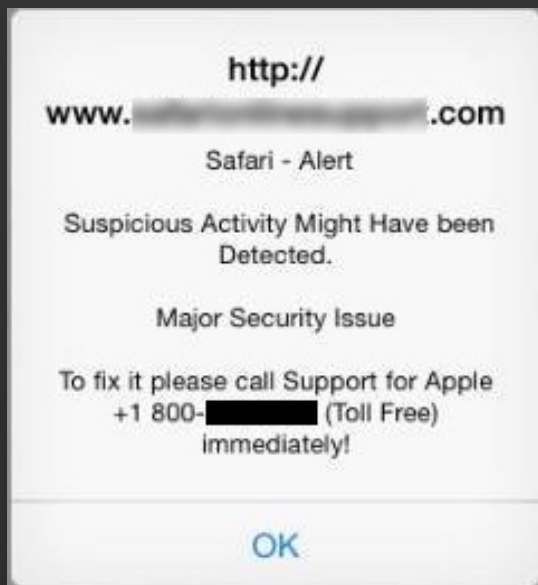
Top Tool Picks

Sometimes good software can correct what ails your Mac. Below are the Top Tools to use. Some are "use regularly," some are "use as needed," but all will help.

ClamXav ($29.95)–By far the best and least obtrusive of anti-virus applications on the Mac. You may say, "What, anti-virus on the Mac? Do I really need that?" Yes you do. This will not only prevent and find Mac viruses, but it also helps stop the spread of Windows based viruses. Order it and set it up this way to feel a little more secure.

Malwarebytes Anti-Malware for Mac (free)–adware and malware is a reality for Mac users (especially adware). This nifty utility does a scan of your Mac to find those little nasties. If your Mac seems to be displaying a lot of ads, or is constantly warning you that you have a virus, run this utility to clean that up.

Google DNS or Open DNS (mostly free)–Surfing the web can have its ups and downs. One of the backbones of the Internet is DNS. Simply put, DNS controls how to find a website. With either Google DNS or Open DNS you can dramatically improve the speed of your browser while also making it more secure. Find out more about these services and how to set them up.

Crashplan (starts at $59.99/year)–Backing up with Time Machine is a great first step. But to bring your backup to the next level get a Crashplan subscription. Off-site in the cloud backup of all your files helps fill in the gap if your Mac and external hard drive get hit with a disaster.

Daniel Monge

MacITPros.com

(224) 280-0926

tech@macitpros.com