

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

# Say hello to your iMac.

[www.apple.com/imac](http://www.apple.com/imac)



## Finder

Browse your files like you browse your music with Cover Flow.

Mac Help



## Built-in iSight camera and iChat

Video chat with friends and family anywhere in the world.

Mac Help



## Mail

Manage all your email accounts in one place.

Mac Help



## iCal and Address Book

Keep your schedule and your contacts in sync.

Mac Help



## Mac OS X Leopard

[www.apple.com/macosx](http://www.apple.com/macosx)



### Time Machine

Automatically back up and restore your files.

Mac Help

 time machine



### Quick Look

Instantly preview your files.

Mac Help

 quick look



### Spotlight

Find anything on your Mac.

Mac Help

 spotlight



### Safari

Experience the web with the fastest browser in the world.

Mac Help

 safari

## iLife '09

[www.apple.com/ilife](http://www.apple.com/ilife)



### iPhoto

Organize and search your photos by faces, places, or events.

iPhoto Help

 photos



### iMovie

Make a great-looking movie in minutes or edit your masterpiece.

iMovie Help

 movie



### GarageBand

Learn to play. Start a jam session. Record and mix your own song.

GarageBand Help

 record



### iWeb

Create custom websites and publish them anywhere with a click.

iWeb Help

 website



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# 1

## Ready, Set Up, Go

[www.apple.com/imac](https://www.apple.com/imac)

Mac Help  Migration Assistant

Your iMac is designed so that you can easily set it up and start using it right away. If you've never used an iMac or are new to Mac computers, read this chapter for instructions about getting started.

**Important:** Read all the installation instructions and the safety information starting on page 56 before you plug your iMac into a power outlet.

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 this iMac.

Answers to many questions can be found on your iMac in Mac Help. For information about Mac Help, see "Getting Answers" on page 28.

Before you set up your iMac, remove any protective film from the outside of your computer.



## What's in the Box

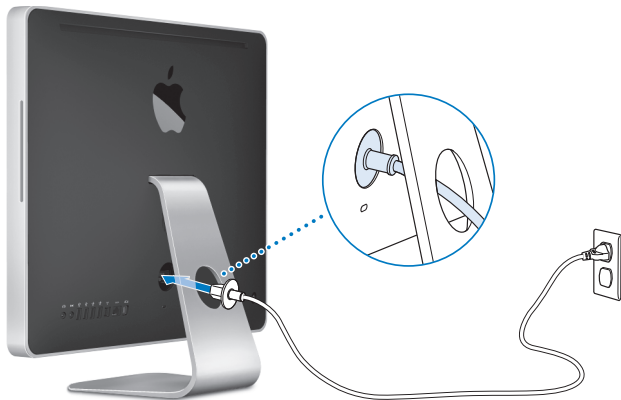
Your iMac comes with an Apple Keyboard, an Apple Mouse, and an AC power cord.



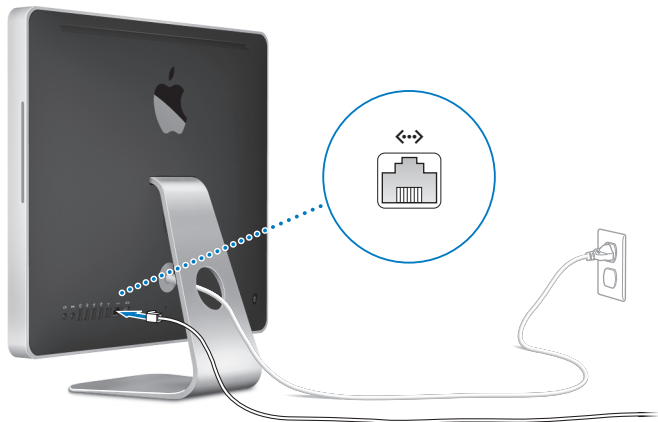
## Setting Up Your iMac

Follow these steps to set up 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.



**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.

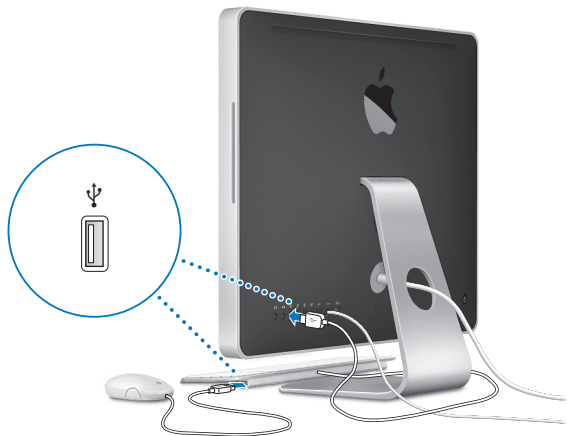


Your iMac comes with AirPort Extreme technology for wireless networking. For information about setting up a wireless connection, choose Help > Mac Help, and search for "AirPort."

To use a dial-up connection, you need 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 iMac, and then use a phone cord (not included) to connect the modem to a phone jack.

### Step 3: Connect the keyboard and mouse.

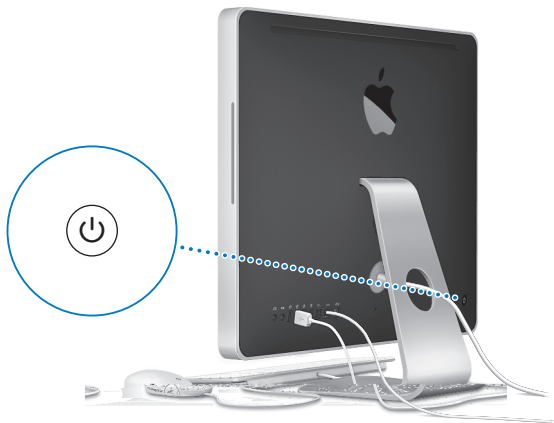
Connect the keyboard cable to one of the USB (Ψ) ports on your iMac. Plug the Apple Mouse cable into a USB (Ψ) port on the keyboard.



**Note:** Follow the steps on the next page to set up an Apple Wireless Keyboard and Mouse with your iMac.

**Step 4: Press the power (⏻) button on the back to turn on your iMac.**

You hear a tone when you turn on your iMac.



**Step 5: Set up your wireless keyboard and mouse.**

If you purchased an Apple Wireless Keyboard and Mouse:

- a** Turn them on. Press and hold the power button on the right side of the keyboard for a few seconds. Slide down the switch on the back of the mouse.
- b** Click OK with the mouse in the dialogue box that appears.

**Note:** If your keyboard or mouse don't turn on, make sure batteries are installed. See the manual that came with your keyboard and mouse for more information.

### **Step 6: 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.

### **Step 7: Customize your desktop and set your preferences.**

You can quickly make your desktop look the way you want using System Preferences. Choose Apple (🍏) > System Preferences from the menu bar. As you get to know your iMac, explore System Preferences—it's the command center for most settings on your iMac. For more information, open Mac Help and search for "System Preferences" or for the specific preference you want to change.

## 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.
- Press and hold 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.
- Press any button on the optional Apple Remote.
- Click the mouse.
- Press the power (⏻) button on the back of your iMac.

When your iMac wakes from sleep, your applications, documents, and computer settings are exactly as you left them.

## 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.



# 2

## Life with Your iMac

[www.apple.com/macosex](http://www.apple.com/macosex)

Mac Help  iLife

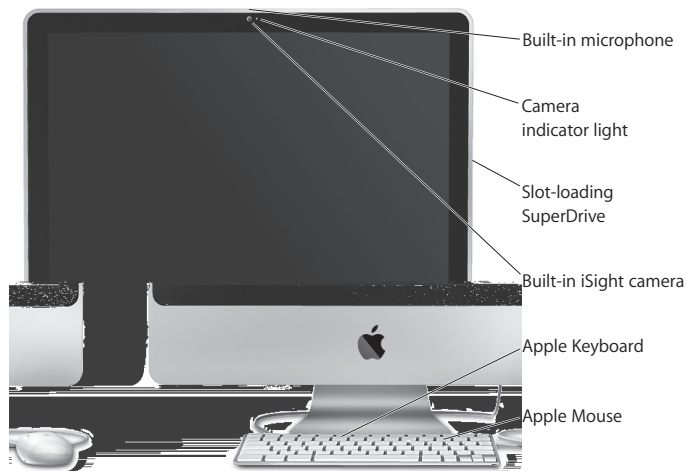


Read on for an overview of the features and ports of your iMac.

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).

## Basic Features of Your iMac



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**Built-in microphone**

Capture sounds directly on your iMac or talk with friends live over broadband using the included iChat application.

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**Camera indicator light**

The camera indicator light glows when the iSight camera is operating.

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**Slot-loading SuperDrive**

This slot-loading optical drive reads and writes to standard-size CDs and DVDs, including DVD±R, DVD±RW, and DVD±R Double Layer (DL) discs.

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**Built-in iSight camera**

Videoconference with friends and family over broadband using the iChat AV application, snap pictures with the Photo Booth application, or capture video with iMovie.

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**Apple Keyboard**

Use the function keys to work efficiently.

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**Apple Mouse**

Use the programmable, multibutton mouse with its innovative scroll ball to click, squeeze, and scroll through documents, web pages, and other content.

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## Other Features of Your iMac



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**Built-in infrared (IR) receiver**

Use an optional Apple Remote (sold separately at [www.apple.com/store](http://www.apple.com/store)) with the IR receiver to control Front Row and Keynote on your iMac from up to 30 feet (9 meters) away.

**Media keys (F7, F8, F9)**

Rewind (◀), play or pause (▶), or fast-forward (▶▶) a song, movie, or slideshow.

**Volume keys (F10, F11, F12)**

Mute (⏻), decrease (⏪), or increase (⏩) the volume of sound coming from the speakers or headphone port on your iMac.

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**Built-in stereo speakers**

Listen to music, movies, games, and other multimedia files.

**Media Eject key**

Press and hold this key to eject a disc. You can also eject a disk by dragging its desktop icon to the Trash.

**Two USB 2.0 ports**

Connect a mouse and sync your iPhone, iPod, or digital camera.

**Brightness keys (F1, F2)**

Increase (☀) or decrease (☹) the brightness of the screen.

**Exposé key (F3)**

Open Exposé to see all of the open windows on your desktop at once.

**Dashboard key (F4)**

Open Dashboard to access your widgets.

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## Ports on Your iMac

□ Mini DisplayPort

↔ Ethernet port  
(10/100/1000  
Base-T)

USB 2.0 ports (4)

Audio in/optical  
digital audio  
in port

Headphone out/  
optical digital  
audio out port

FireWire 800 port





**Mini DisplayPort**

Connect a display that uses a Mini DisplayPort connector. Adapters are available at [www.apple.com/store](http://www.apple.com/store).

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**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.

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**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. The Apple Keyboard has two additional USB 2.0 ports.

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**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.

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**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.

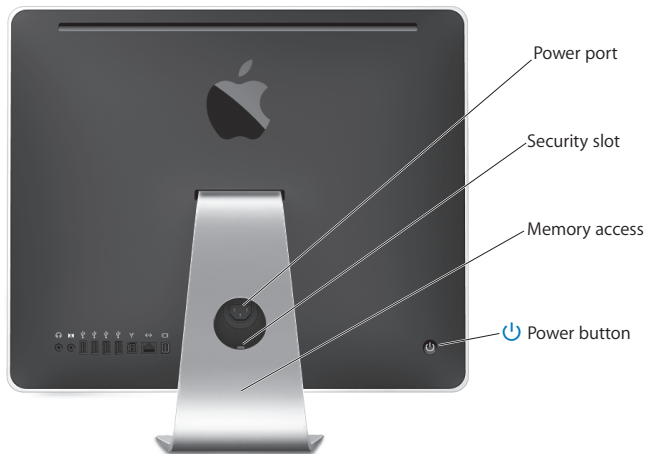
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**One FireWire 800 port**

Connect high-speed external devices, such as digital video cameras and storage devices. The port provides up to 7 watts of power.

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## Other Components of Your iMac



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**Power port**

Connect the power cord to your iMac.

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**Security slot**

Attach a lock and cable to discourage theft (available at [www.apple.com/store](http://www.apple.com/store)).

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**Memory access**

Your iMac comes with at least 2 GB of memory installed as two 1 GB memory modules. You can replace the installed memory with 2 GB or 4 GB memory modules for up to 8 GB (you can purchase memory at [www.apple.com/store](http://www.apple.com/store)). See "Installing Memory" on page 33.

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**Power button**

Turn on your iMac or put it to sleep. Press and hold to restart your iMac during troubleshooting.

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**AirPort Extreme wireless technology (inside)**

Connect to a wireless network using built-in AirPort Extreme technology.

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**Bluetooth® 2.1+EDR wireless technology (inside)**

Connect wireless devices, such as Bluetooth mobile phones, PDAs, printers, and the Apple Wireless Keyboard and Mouse (you can purchase the Apple Wireless Keyboard or Mouse at [www.apple.com/store](http://www.apple.com/store)).

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## 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	See
Installing memory	Chapter 3, “Boost Your Memory,” on page 31.
Troubleshooting your iMac if you have a problem	Chapter 4, “Problem, Meet Solution,” on page 39.
Finding service and support for your iMac	“Learning More, Service, and Support” on page 51. Or see the Apple Support website at <a href="http://www.apple.com/support">www.apple.com/support</a> .
Using Mac OS X	The Mac OS X website at <a href="http://www.apple.com/macosex">www.apple.com/macosex</a> . Or search for “Mac OS X” in Mac Help.
Moving from a PC to a Mac	“Why you’ll love a Mac” at <a href="http://www.apple.com/getamac/whymac">www.apple.com/getamac/whymac</a> .
Using iLife applications	The iLife website at <a href="http://www.apple.com/ilife">www.apple.com/ilife</a> . Or open an iLife application, open Help for the application, and then type a question in the search field.
Changing System Preferences	System Preferences by choosing Apple (🍏) > System Preferences. Or search for “system preferences” in Mac Help.

To learn about	See
Using the iSight camera	Mac Help and search for “iSight.”
Using your mouse or keyboard	System Preferences and choose Keyboard & Mouse. Or open Mac Help and search for “mouse” or “keyboard.”
Using AirPort Extreme wireless technology	The AirPort Support page at <a href="http://www.apple.com/support/airport">www.apple.com/support/airport</a> . Or open Mac Help and search for “AirPort.”
Using Bluetooth wireless technology	The Bluetooth Support page at <a href="http://www.apple.com/support/bluetooth">www.apple.com/support/bluetooth</a> . Or open Mac Help and search for “Bluetooth.”
Connecting a printer	Mac Help and search for “printing.”
FireWire and USB connections	Mac Help and search for “FireWire” or “USB.”
Connecting to the Internet	Mac Help and search for “Internet.”
Using an external display	Mac Help and search for “display port.”
Apple Remote	Mac Help and search for “remote.”
Front Row	Mac Help and search for “Front Row.”
Burning a CD or DVD	Mac Help and search for “burn disc.”
Specifications	The Specifications page at <a href="http://www.apple.com/support/specs">www.apple.com/support/specs</a> for standard technical specifications. Or open System Profiler by choosing Apple () > About This Mac from the menu bar and then clicking More Info.
Apple news, free downloads, and online catalogs of software and hardware	The Apple site at <a href="http://www.apple.com">www.apple.com</a> .
Instructions, technical support, and manuals for Apple products	The Apple Support site at <a href="http://www.apple.com/support">www.apple.com/support</a> .



# 3

## Boost Your Memory

[www.apple.com/store](https://www.apple.com/store)

Mac Help  RAM

Your iMac comes with at least 2 gigabytes (GB) of Double Data Rate 3 (DDR3) Dynamic Random Access memory (DRAM) installed as two 1 GB memory modules. You can replace the installed memory with 2 GB or 4 GB memory modules for up to a maximum of 8 GB. Memory modules must meet the following specifications:

- Small Outline Dual Inline Memory Module (SO-DIMM) format
- 1066 MHz, PC3-8500, DDR3 compliant (also referred to as DDR3 1066)
- 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.



## Installing Memory

Your iMac has two memory slots, each filled with at least a 1 GB memory module. You can replace the memory module in either slot with 2 GB or 4 GB memory modules for up to 8 GB of memory.

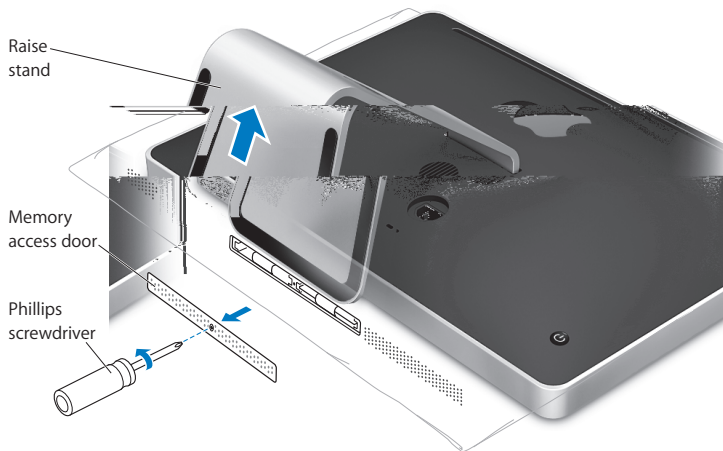
You can purchase additional Apple memory from an Apple Authorized Reseller, an Apple Store retail location, or the online Apple Store at [www.apple.com/store](http://www.apple.com/store).

**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

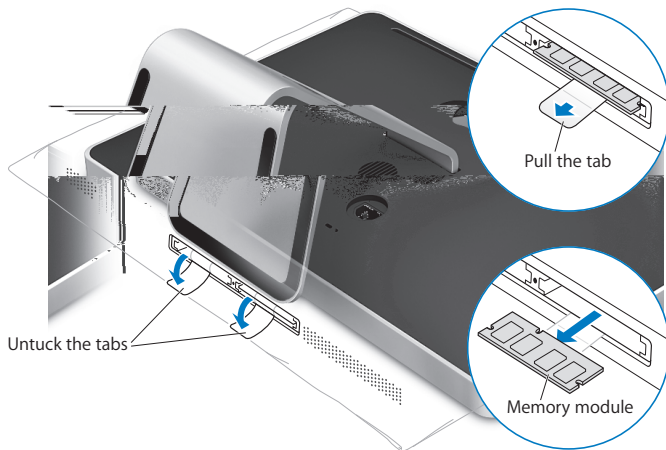
- 1 Turn your iMac off by choosing Apple (🍏) > Shut Down.
- 2 Disconnect all cables and the power cord from your iMac.
- 3 Place a soft, clean towel or cloth on your work surface. Hold the sides of your iMac and lay it down so that the screen is against the surface and the bottom is facing you.

- 4 Raise the stand and use a Phillips #2 screwdriver to loosen the captive screw on the memory access door by turning it counterclockwise.

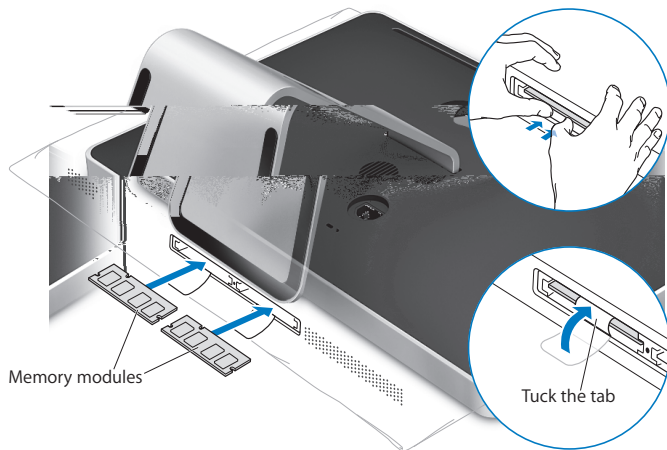


- 5 Remove the memory access door and set it aside.

- 6 Untuck the tabs in the memory compartment.
- 7 To replace a memory module, untuck and then pull the tab to eject the installed memory module. Remove the memory module you want to replace.

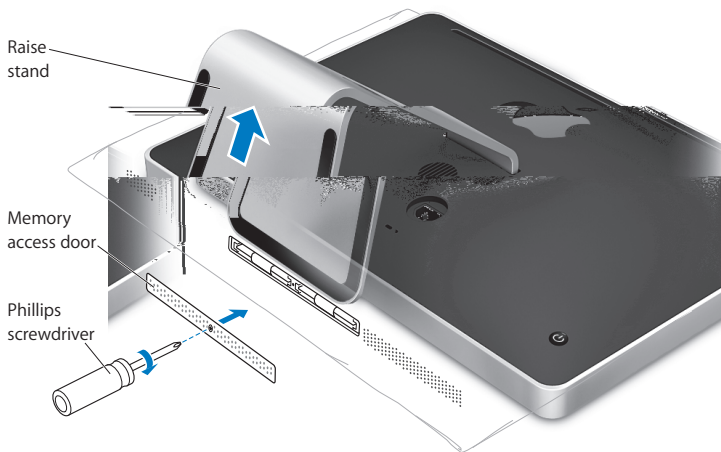


- 8 Insert the new memory module into the slot with the notch facing left as shown in the illustration.
- 9 Press the memory module firmly and evenly into the compartment. You'll hear a slight click when the memory module is seated correctly.
- 10 Tuck the tabs into the memory compartment.



- 11 Replace the memory access door using a Phillips #2 screwdriver to tighten the screw.

**WARNING:** Remember to replace the memory access door after you install memory. Your iMac won't function properly without the memory access door.




- 12 Holding both sides of your iMac, return it to a standing position, and then reconnect the cables and power cord.
- 13 Press the power (⏻) button on the back of your iMac to turn it on.

## Making Sure Your iMac Recognizes the New Memory

After installing memory, check whether 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 32), 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.

# 4

## Problem, Meet Solution

[www.apple.com/support](https://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 is 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 include:

- The applications you were using when the problem occurred. Problems that occur only with a specific application may indicate that the application is not compatible with the Mac OS version installed on your computer.
- Any software that you recently installed.
- 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 51 for information about how to contact an Apple Authorized Service Provider or Apple for service. Your iMac doesn’t have any user-serviceable parts, except the memory.



## Problems That Prevent You from Using Your iMac

### If your iMac won't respond or the pointer won't move

- Make sure the mouse and keyboard are connected. Unplug and then plug in the connectors and make sure they are secure. If you have a wireless keyboard or mouse, make sure the batteries are fresh.
- Try to force problem applications to quit. Hold down the Option and Command (⌘) 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.
- If you are unable to force the application to quit, press and hold 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.

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 48).

### **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 hard disk you want to use as your startup disk.
- 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 48).

### **If your iMac won't turn on or start up**

- Make sure the power cord is plugged into your iMac and into a functioning power outlet.
- Press the power (⏻) button and immediately hold down the Command (⌘), 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 38).
- Unplug the power cord and wait at least 30 seconds. Plug the power cord back in and press the power (⏻) button again to start up your iMac.
- If you still can't start up your iMac, see "Learning More, Service, and Support" on page 51 for information about contacting Apple for service.

## 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 the keyboard and mouse. 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.
- 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 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.

### 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. LAN users might have hubs, switches, routers, or connection pods that cable and DSL modem users do not have. LAN users should contact their network administrator rather than an ISP.

### PPPoE Connections

If you are unable to connect to your ISP using PPPoE (Point to Point Protocol over Ethernet), make sure you have entered the correct information in Network preferences.

#### To enter PPPoE settings:

- 1 Choose Apple (🍏) > System Preferences.
- 2 Click Network.
- 3 Click Add (+) at the bottom of the network connection services list, and choose PPPoE from the Interface pop-up menu.
- 4 Choose an interface for the PPPoE service from the Ethernet pop-up menu.  
Choose Ethernet if you are connecting to a wired network, or AirPort if you are connecting to a wireless network.
- 5 Enter the information you received from your service provider, such as the account name, password, and PPPoE service name (if your service provider requires it).
- 6 Click Apply to make the settings active.

### Network Connections

Make sure the Ethernet cable is plugged into your iMac and into the network. Check the cables and power supplies to your Ethernet hubs and routers.

If you have two or more computers sharing 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 visit 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.
- 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 (📶) status menu in the menu bar. Up to four bars appear, indicating signal strength. If the signal strength is weak, 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.

When you are connected to the Internet, Software Update checks to see if any updates are available for your computer. You can set your iMac 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 onscreen instructions.
  - For more information, search for “Software Update” in Mac Help.
  - For the latest information about Mac OS X, go to [www.apple.com/macosx](http://www.apple.com/macosx).

## 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 (⌘)-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.
- 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.

## 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**

- Using a continuous motion, push the disc into the drive until your fingers touch the side of your iMac.
- Use only a standard-size disc.

#### **If you have trouble ejecting a disc**

- Quit any applications that may be using the disc, and then press the Media Eject (⏏) key on your keyboard.
- 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.
- 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 (⏏) key on your keyboard.
- Restart your iMac while holding down the mouse button.

#### **If you have trouble scrolling with your Apple Mouse**

- If the scrolling feels rough or if the scroll ball isn’t scrolling up, down, or side-to-side, hold the mouse upside-down and roll the ball vigorously while cleaning.
- See “Cleaning Your Apple Mouse” on page 62 for more information.

### **If you have a problem using your iMac or working with the Mac OS**

- 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.
- 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**

- You may need to have the internal backup battery replaced. See “Learning More, Service, and Support” on page 51 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.

### **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. 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.

**Note:** Your 90 days of complimentary telephone support begins on the date of purchase and telephone fees may apply.

Country	Phone	Website
United States	1-800-275-2273	<a href="http://www.apple.com/support">www.apple.com/support</a>
Australia	(61) 1-300-321-456	<a href="http://www.apple.com/au/support">www.apple.com/au/support</a>
Canada (English) (French)	1-800-263-3394	<a href="http://www.apple.com/ca/support">www.apple.com/ca/support</a> <a href="http://www.apple.com/ca/fr/support">www.apple.com/ca/fr/support</a>
Ireland	(353) 1850 946 191	<a href="http://www.apple.com/ie/support">www.apple.com/ie/support</a>
New Zealand	00800-7666-7666	<a href="http://www.apple.com/nz/support">www.apple.com/nz/support</a>
United Kingdom	(44) 0870 876 0753	<a href="http://www.apple.com/uk/support">www.apple.com/uk/support</a>

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)

## Locating Your Product Serial Number

Use any of these methods to find the serial number of your iMac:

- 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.
- Click the Finder icon and open /Applications/Utilities/System Profiler. Click Hardware in the Contents pane.
- Look on the bottom of the iMac stand.



# 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.



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:

- You want to add memory
- The power cord or plug becomes frayed or otherwise damaged
- You spill something into the case
- Your iMac is exposed to rain or excess moisture
- Your iMac has been dropped or the case has been damaged
- You suspect that your iMac needs service or repair
- 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.

**Power specifications:**

- *Voltage:* 100 to 240 V AC
- *Current:* 3 A, maximum
- *Frequency:* 50 to 60 Hz

**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.

## 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 doesn't have any user-serviceable parts, except the keyboard, mouse, and memory (see "Installing Memory" on page 33). 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.

## 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:

- *Operating temperature:* 50° to 95° F (10° to 35° C)
- *Storage temperature:* -40° to 185° F (-40° to 85° C)
- *Relative humidity:* 5% to 95% (noncondensing)
- *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. To lift or move your iMac, hold the sides of the computer.

**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.

**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 wipe the screen. Do not spray liquid directly on the screen.

## Cleaning Your Apple Mouse

You may need to clean your mouse from time to time to remove dirt and dust that has accumulated in the scroll ball area. 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.

## Chair

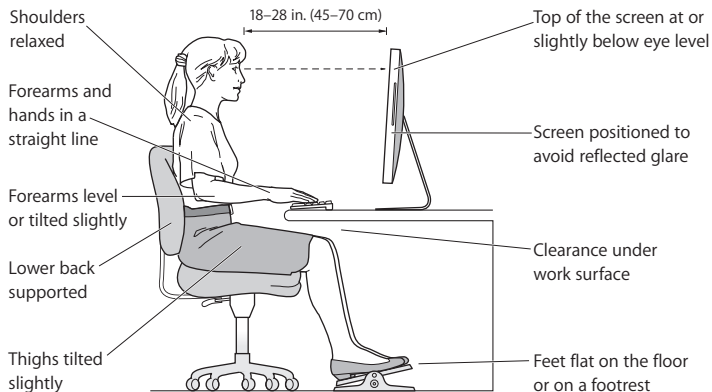
An adjustable chair that provides firm, comfortable support is best. Adjust the height of the chair so your thighs are horizontal and your feet are flat on the floor. The back of the chair should support your lower back (lumbar region). Follow the manufacturer's instructions for adjusting the backrest 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.

## 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.



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)

## 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. 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.

*Responsible party (contact for FCC matters only):*

Apple Inc. Corporate Compliance  
1 Infinite Loop, MS 26-A  
Cupertino, CA 95014-2084

## 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 and EU 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.

## 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.

## 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.

## Europe—EU Declaration of Conformity

See [www.apple.com/euro/compliance](http://www.apple.com/euro/compliance).

## Korea Warning Statements

“당해 무선설비는 운용 중 전파혼신 가능성이 있음”  
“이 기기는 인명안전과 관련된 서비스를 사용할 수 없습니다”

## B급 기기(가정용 방송통신기기)

이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.

## Singapore Wireless Certification

Complies with  
IDA Standards  
DB00063

## Taiwan Wireless Statements

### 無線設備的警告聲明

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

如有這 頻率:

於 5.25GHz 至 5.35GHz 區域內操作之  
無線設備的警告聲明

工作頻率 5.250 ~ 5.350GHz 該頻段限於室內使用。

## Taiwan Class B Statement

Class B 設備の警告聲明  
NIL

## VCCI Class B Statement

情報処理装置等電波障害自主規制について

この装置は、情報処理装置等電波障害自主規制協議会 (VCCI) の基準に基づくクラス B 情報技術装置です。この装置は家庭環境で使用されることを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取扱をしてください。

## Mouse Class 1 LED Information

The Apple Mouse is a Class 1 LED product in accordance with IEC 60825-1 A1 A2.

It also complies with the Canadian ICES-003 Class B Specification.

## 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.

## ENERGY STAR® Compliance



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.

For more information about ENERGY STAR®, visit: [www.energystar.gov](http://www.energystar.gov)

## 中国

有毒或有害物质	零部件			
	电路板	显示屏	附件	键盘 / 鼠标
铅 (Pb)	X	X	X	X
汞 (Hg)	0	X	0	0
镉 (Cd)	0	0	0	0
六价铬 (Cr, VI)	0	0	0	0
多溴联苯 (PBB)	0	0	0	0
多溴二苯醚 (PBDE)	0	0	0	0

0: 表示该有毒有害物质在该部件所有均质材料中的含量均在 SJ/T 11363-2006 规定的限量要求以下。

X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T 11363-2006 规定的限量要求。

根据中国电子行业标准 SJ/T11364-2006 和相关的中国政府法规，本产品及其某些内部或外部组件上可能带有环保使用期限标识。取决于组件和组件制造商，产品及其组件上的使用期限标识可能有所不同。组件上的使用期限标识优先于产品上任何与之相冲突的或不环保的使用期限标识。

## Disposal and Recycling Information



This symbol indicates that your product must be disposed of properly according to local laws and regulations. Because the backlight lamp in this product contains mercury, the product must be disposed of separately from household waste. When your product reaches its end of life, contact Apple or your local authorities to learn about recycling options.

For information about Apple's recycling program, go to [www.apple.com/environment/recycling](http://www.apple.com/environment/recycling).

### Battery Disposal Information

Dispose of batteries according to your local environmental laws and guidelines.

**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.

**Nederlands:** Gebruikte batterijen kunnen worden ingeleverd bij de chemokar of in een speciale batterijcontainer voor klein chemisch afval (kca) worden gedeponeerd.



*Taiwan:*



廢電池請回收

*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.

Looking for Something?

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