

Welcome to the newly redesigned MacAtoZ Email Newsletter! We've opted to use an email creation and distribution tool called Constant Contact so that we can more readily and effectively get you news of what we're up to. Additionally, please feel free to make use of the Forward Email link at the bottom of this newsletter to send this email to anyone you think might be interested. Thanks!

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#### MacAtoZ Service Suite off and running!



A big THANK YOU to all the people who've joined the MacAtoZ Service Suite program and made our first product such a success!

We've fielded multiple remote support calls over the last month, and I'm happy to report that Mac HelpMate is performing flawlessly. Being able to solve problems remotely has enabled us to serve people faster too –so far we've handled everything within 24 hours and most calls within 12 hours.

If you're not an MSS member and would like to learn more about how you can save time, effort, and money by receiving remote computer support, simply visit our support page.

[MacAtoZ Support](#)

#### We sell RAM

MacAtoZ strives to be your all-in-one Mac consultant. Sure, there will be some things better handled via the Apple Retail Stores (Bridgeport Village, Washington Square, Pioneer Place). But even then we can guide you as to what those things are. In general, we hope to be your first and best resource for Apple-related technology and how to use it.

### About MacAtoZ LLC

Founded in 2006, our company specializes in helping individuals and small businesses get the most out of Apple and Apple-related products. Toward that end, we've developed a unique remote support program called the MacAtoZ Service Suite (MSS).

MacAtoZ is owned and operated by Ty Davison, an Apple Certified Help Desk Specialist and member of the Apple Consultants Network.

### Quick Links

[MacAtoZ LLC](#)

[MacAtoZ Online Store](#)

[MacAtoZ Support](#)

[Salem Mac Users Group](#)

[Apple Consultants Network](#)

**Member since 2006**



**Consultants Network**

In that vein, you might be surprised to hear us say that when it comes to the RAM in your Mac, Apple is one place you don't want to turn. That's because Apple massively overcharges for RAM. The vast majority of the time when you buy a new Mac, you want to buy it with the least amount of memory possible, and buy less expensive, high quality third- party memory. Like you can now get from MacAtoZ.

Even if you don't buy memory from us, here's what to look for: (1) Better than Apple pricing; (2) memory that's certified, or tested, to insure that it's functioning correctly; and (3) memory that comes with a lifetime replacement guarantee. MacAtoZ memory comes with all those things, and if you're a MacAtoZ Service Suite member in the Salem/Keizer area, we'll even come out and install the RAM you buy from us for free.

### Mac Tip o' the Month

Have you ever been clicking down through your hard drive from the Finder only to end up in folder and have no idea where you are? Especially if you like to look at your files in icon view, this can be a problem.

Happily, Mac OS X includes an easy way to determine your file path: Simply hold down the Command key (aka the "Open Apple" key) and click on the title bar of whatever window you're in. Instantly, you'll see your file path list drop down so that you can see where you are and how you got there.

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Save  
\$25

Members of the Salem Macintosh Users Group get \$25 off their first hour of onsite support during 2007. That's a big savings off our already low \$72/hr rate, and since annual SMUG membership is only \$25 it's like joining SMUG for free! Not a SMUG member? Join when we come out! [Offer valid once per household. Some SMUG members have already received this benefit. This is a reminder not a coupon.]

**Offer Expires: 12/31/07**