



iMac FAQ

Announcement, Pricing, and Availability

Q. What did Apple recently announce with iMac?

A. In July, Apple announced a new family of iMac computers with the fastest processors ever, new features, great new colors, and a new low starting price of just \$799.¹ iMac is now a family of four great models that deliver the excitement of the Internet, the magic of Hollywood, and the simplicity of Macintosh. This new family replaces the previous iMac models.

The iMac, at just \$799, is available in Indigo, and is perfect for new computer users who want to get on the Internet quickly and easily. The iMac DV, the most affordable digital movie studio, is the first complete system to offer FireWire and DV editing for just \$999.¹ It's available in Indigo and Ruby. The iMac DV+ is for those who want to make digital movies and play DVD movies, too. It's a more equipped model offered at \$1,299¹ and is available in Indigo, Ruby, and Sage. The powerhouse iMac DV Special Edition is available in two colors—Graphite and Snow—for \$1,499.¹ It offers all of the features of the iMac DV+ with even more powerful enhancements. Every iMac is perfectly equipped for email, web browsing, and Internet multimedia, and gets you connected to the Internet simply and easily in under 10 minutes.

Q. What are the key new features of the iMac?

A. The new iMac family features fast PowerPC G3 processor speeds of up to 500 megahertz; a blazing-fast ATI RAGE 128 Pro graphics accelerator—a breakthrough in price and performance, particularly in our entry-level \$799 system; and spacious disk drives at up to 30 gigabytes.² Every iMac also comes with the new Apple Pro Keyboard and Apple Pro Mouse. iMac DV models include FireWire ports, a FireWire camcorder cable, and iMovie 2 preinstalled.

Q. When will the new iMac computers be available?

A. The iMac DV, iMac DV+, and iMac DV Special Edition are available now through Apple resellers and the online Apple Store at www.apple.com/store. The new \$799 iMac is expected to be available in August 2000.

Q. What options are available when purchasing an iMac through the online Apple store?

A. Every iMac DV model is available through the Apple Store and can be purchased with build-to-order options. These options include additional RAM (64, 128, or 256 megabytes) and AirPort³ wireless networking. The entry-level iMac, also available through the Apple Store, does not come with build-to-order options at this time.

Q. What is the service and support policy for iMac?

A. The iMac includes 90 days of free telephone support that covers basic setup and configuration, and a one-year limited warranty. Premium support is also available. Information is provided via the AppleCare website, mailing lists, and discussion groups, all of which are available at www.apple.com/support.



Product Design

Q. Can I extend the capabilities of my own iMac?

A. Yes. You can enhance any of the iMac DV models yourself with additional RAM and AirPort wireless networking in minutes through the access door on the bottom of the iMac—no tools required. There's also virtually unlimited device expansion through FireWire and USB.

Q. Can a previous iMac model be upgraded to a new model?

A. The new iMac models are based on an all-new internal design. Previous iMac models cannot be upgraded to the new design.

Q. What kind of RAM does iMac use?

A. iMac uses PC100 standard-size Dual Inline Memory Modules (DIMMs). Two DIMM slots are included on the iMac. Typically one slot is filled at the factory and one is left open for expansion by the customer.

Q. Can video RAM be upgraded beyond the standard 8 megabytes?

A. No, but because iMac uses 2x AGP, it will take advantage of the unused memory in the main memory bank (if your iMac has at least 64 megabytes of RAM) when it requires more video RAM than is available, such as when rendering 3D images. Additional system RAM not only allows more applications to be open at once (or more memory per application), it also provides more memory to the graphics system for faster 3D rendering.

Q. Are the Harman Kardon iSub and SoundSticks compatible with the new iMac models?

A. Yes. The new iMac models are compatible with the iSub and SoundSticks from Harman Kardon.

Software

Q. What software is included with my iMac?

A. Every iMac comes preinstalled with Mac OS 9 and several popular Internet access, productivity, and entertainment applications. Apple provides backup copies of these applications on CD-ROM, should you ever need to reinstall them. Additional applications are also included on CD-ROM that can be installed at the discretion of the customer (see the iMac data sheet for the list of applications).

Q. Are the new iMac models compatible with Mac OS X?

A. Yes. Every new iMac will be compatible with Mac OS X, which is expected to ship soon.



Apple Setup Assistant

Q. How has Apple improved the Internet setup experience with the new iMac?

A. iMac sets the standard for getting connected to the Internet quickly. Thanks to the Apple Setup Assistant, you can unpack your iMac, set it up, and start surfing the web in under 10 minutes. The Setup Assistant also automatically signs you up for iTools, a free suite of Internet services from Apple, and can configure a new AirPort Base Station to get you on the Internet wirelessly.³

Q. Will the Setup Assistant create a new Internet account or use the one I already have?

A. The Setup Assistant is intelligent and can create a new Internet account or use an existing account. As a new user, you can sign up for 30 days of free Internet service from EarthLink. The Setup Assistant even knows how to connect to the Internet using AirPort, an Ethernet LAN, a DSL or cable modem, as well as a traditional V.90 dialup modem.⁴

Q. Can I set up an AirPort Base Station using the Setup Assistant?

A. AirPort can be set up at any time using the AirPort software, but now the Apple Setup Assistant can configure it for you at the same time it creates your Internet account. The first step is to install the AirPort Card in your new iMac and plug the AirPort Base Station into a telephone jack before turning on your iMac for the first time.

Keyboard and Mouse

Q. What are the benefits of the new Apple Pro Keyboard?

A. This new full-size keyboard features 15 function keys that you can program to launch specific applications or documents. The Apple Pro Keyboard also includes six full-height navigation keys, audio control keys that let you quickly adjust or mute the computer's sound, and a convenient media-eject key for removing media from the optical drive.

Q. Why doesn't the Apple Pro Keyboard have a Power On button?

A. We have redesigned the new iMac systems for even greater convenience. The Apple Display Connector used in the Apple Pro Keyboard now integrates the computer's power functions, so you can turn on, put to sleep, or wake your iMac using the power switch on the display.

Q. What makes the Apple Pro Mouse unique?

A. Apple is the first computer manufacturer to extend optical tracking technology across our entire product line. The Apple Pro Mouse features a radical approach that redefines simplicity: You can click virtually anywhere on the top of the mouse. You can also adjust the click tension of the mouse button for added flexibility and performance.



Q. How does the optical technology in the Apple Pro Mouse work? Why does it work on more surface types than a mechanical mouse?

A. The optical technology works by beaming a light on the surface beneath the Apple Pro Mouse and taking pictures of it. To ensure precise tracking even during fast movement, it takes 1,500 of these pictures per second. The pictures are analyzed by a high-performance digital signal processor to determine the direction and magnitude of movement, which is communicated back to your iMac for smooth cursor action onscreen. The best part of this technology is that the mouse doesn't clog, jam, or skip because of dust or other particles, and it doesn't wear out like a mechanical mouse.

Because the technology works by capturing light reflecting off a surface, the Apple Pro Mouse functions on more surface types than a traditional mechanical mouse. While a mechanical mouse's movement is only as smooth as the surface it rolls over, the Apple Pro Mouse is able to work on most any surface. However, it doesn't work well on mirrors and highly glossy surfaces, or on surfaces with busy or repetitive patterns such as some printed photographs from magazines or newspapers. Note: The light source in the Apple Pro Mouse complies with international safety requirements.

Q. Can I purchase the new keyboard and mouse separately?

A. Yes. Apple plans to offer both the Apple Pro Keyboard and the Apple Pro Mouse to customers with earlier USB-equipped Mac systems. Visit www.apple.com/store for availability. Note: The Apple Pro Keyboard requires Mac OS 9 or later.

DVD Drives

Q. Which iMac models include a slot-loading DVD-ROM drive?

A. The iMac DV+ and the iMac DV Special Edition include a slot-loading DVD-ROM drive. A DVD-ROM drive lets you play DVD videos and audio CDs, as well as read data from DVD-ROM and CD-ROM discs. DVD delivers extremely high-quality video (much better than provided by the best VCRs), 5.1 channel surround sound, and the ability to skip directly to any point in a movie instantly.

Q. There's no eject button for the slot-loading DVD-ROM drive. How are discs inserted and ejected?

A. You can insert a DVD or CD disc by placing it in the slot and pushing gently. The drive will automatically sense the disc and pull it in the rest of the way, just like an automobile CD player. To eject a disc, press the eject key on the Apple Pro Keyboard or drag the disc's icon to the Trash.

Q. How do I eject a CD or DVD disc that gets stuck in the drive?

A. If you are unable to eject a disc, hold down the mouse button while you restart the computer. When the computer restarts, the disc will be ejected.



Q. Can iMac read DVD discs created on other computers?

A. The DVD-ROM drive is intended to play back DVD videos and read DVD-ROM titles. It will not read recordable DVD media created on other computers. Refer to Mac Help or the online Apple Technical Information Library for complete disc compatibility specifications.

Q. Can I use irregularly shaped discs in the slot-loading drive?

A. No. The slot-loading drives used in iMac do not accommodate irregularly shaped discs, which could get stuck inside the drive. Use only round discs.

Q. What is Theater Mode, and which applications support it?

A. The new iMac models include Theater Mode, which adds brightness and contrast to motion video content played back in full-screen. This feature delivers a video image that better represents how video is seen on television and in movie theaters. Theater Mode is available in QuickTime Player, iMovie, and Apple DVD Player software.

FireWire

Q. What is FireWire?

A. FireWire is a high-speed serial input/output (I/O) technology for connecting peripherals to a computer. Originally developed by Apple, FireWire is now an official industry standard named IEEE 1394.

FireWire is designed to support higher-speed (up to 400 megabits per second³) multimedia peripherals such as DV camcorders, hard disk drives, printers, analog-DV adapters, scanners, and CD-RW drives. It offers incredible convenience through its “hot plug” capability, which eliminates the need to turn off or restart the computer when you attach a new peripheral. Devices are automatically configured when they are plugged in; there are no device IDs or terminators. FireWire supports the interconnection of up to 63 devices—including other computers—to the same FireWire bus. To learn about new FireWire devices, visit the Macintosh Products Guide at www.apple.com/guide.

Q. Is FireWire now standard on every iMac?

A. FireWire is standard on the iMac DV, the iMac DV+, and the iMac DV Special Edition. It is not a feature of the entry-level iMac.

Q. Can I use the same FireWire peripherals on an iMac as I do with other Macintosh computers?

A. Yes. FireWire products are compatible with every Macintosh that has a FireWire port.

Q. Can iMac be booted from a FireWire disk drive?

A. Yes. FireWire drives on which the Mac OS has been installed can now be used to boot the iMac—perfect when making a hard disk backup or when troubleshooting.



Q. Do the new DV models support FireWire Target Disk Mode?

A. Yes. FireWire Target Disk Mode allows the internal hard drive on a FireWire-equipped Macintosh to appear as a peripheral device on another FireWire-equipped Macintosh. FireWire Target Disk Mode works in a similar fashion to SCSI disk mode in previous PowerBook computers. It allows you to mount the internal hard disk of the iMac on the desktop of another Macintosh for very fast, efficient, and potentially very large file transfers.

DV

Q. What is DV?

A. DV is short for “digital video.” It refers to the format in which video and audio information is stored. Digital video, as the term implies, is stored in digital bits (1s and 0s) and can be copied and recopied infinitely without losing any picture or audio quality. DV is becoming the standard for professional broadcasting, and the consumer version, miniDV, is now the standard for personal camcorders. Digital 8mm camcorders also use DV. The term DV is used generically to represent either the professional version or the consumer version.

Q. What are the advantages of DV over traditional analog video?

A. The image resolution of the DV format is higher than the old analog formats, providing superior image quality. And because the image is stored digitally, it retains all of its quality when it is transferred into the computer. Inside your iMac, the video files are kept in the same format, which makes editing easier and ensures the best quality possible.

iMovie 2

Q. What is iMovie 2?

A. iMovie was the first digital video editing application specially designed to give beginning moviemakers the power to create compelling digital movies from their existing digital video footage. iMovie 2 is the next-generation version of iMovie. In addition to all the features of iMovie, it includes new tools and features that give you greater control and more creative freedom.

Its intuitive tools let you transfer video clips to and from your digital camcorder, edit and arrange them into storylines, enhance them with professional-looking transitions and animated onscreen titles, and even add music and visual effects. You can view your finished movies onscreen, publish them to the web, send them to friends and family via email, or save them back to your camcorder to watch on your television.

Q. How does iMovie work?

A. Once you’ve connected your digital camcorder to your FireWire-equipped iMac via the included FireWire cable, iMovie captures your video footage as digital clips to your hard drive. You can use these clips to create your own Desktop Movies.



Q. DV files can be large. Does iMac have enough disk space to store long movies?

A. The DV format uses 3.8 megabytes of storage per second, so one minute of video requires about 200 megabytes of disk space. FireWire-equipped iMac systems include very spacious hard disk drives—10, 20, or 30 gigabytes—so there's not only plenty of space for the Mac OS, applications, and documents, but plenty left over for making movies. Most home movies are only about 5 to 10 minutes long and so require only 1 to 2 gigabytes of hard disk space. Should customers require more storage, they can easily attach high-capacity FireWire hard drives. Camcorders can also be used to store movies with no data loss. Movies are simply re-recorded back onto the camcorder's internal tape and read back into the computer later for editing. This is a very inexpensive way to add DV storage. Tapes can be obtained for as little as \$10 (U.S.) each.

Q. What accessories are required to make movies with iMac?

A. Every iMac DV model includes everything required to make movies except the camcorder: built-in FireWire ports, preinstalled iMovie 2 software, a 4-pin-to-6-pin FireWire camcorder cable, and enough processing power, RAM, and disk storage to get anyone started. With iMac, making movies is not only easy, it's fun.

Q. How can I tell if my camcorder is compatible with iMovie 2?

A. The easiest way is to look for the FireWire symbol on your camcorder's video input/output port (also called the IEEE 1394 port or i.LINK port). You can also check the iMovie website at www.apple.com/imovie for an up-to-date list of camcorders that iMovie 2 supports.

Q. Can I use my existing nondigital video footage with iMovie?

A. Yes. Since the DV format is relatively new, many of your "best moments" may be recorded in older videotape formats such as VHS, Hi-8, or 8mm. In this case, you have a couple of solutions to choose from.

- You can convert 8mm, Hi-8, VHS, or SVHS format to the DV format using a special converter box, such as the Sony Media Convertor, then transfer the converted video to iMovie via the FireWire connector. For more information on the Sony Media Convertor, visit our website at www.apple.com/imovie/gear.
- Many new digital camcorders, including Sony Digital 8 cameras, have analog video inputs that allow you to connect a camcorder that uses one of the above-mentioned analog formats. This will allow you to convert existing footage to the DV format for use with iMovie 2.

iMac and Education

Q. How do the new iMac computers address the needs of the education market?

A. The new iMac models meet three key requirements for education customers. First, Apple provides the lowest price ever for a complete Macintosh system, at just \$799. Second, Apple delivers a complete DV-enabled multimedia authoring system for \$999—an industry first. And third, at the request of our education customers, Apple delivers VGA video mirroring in an iMac for less than \$1,000.



Q. Can iMac be started up from a Mac OS X server?

A. Yes. Every iMac, beginning with the original model, can be started up from a Mac OS X server.

Q. Is Macintosh Manager compatible with iMac?

A. Yes.

Q. Can the iMac screen be displayed on a television set in a classroom for presentations?

A. Yes. Every DV model includes video mirroring capabilities, allowing you to display your iMac screen on an external monitor, which attaches via the VGA connector. A television can be attached using a scan converter such as the Focus Enhancements iTView DV (available separately) that supports the scan rates used by the iMac (640 by 480 at 117 hertz, 800 by 600 at 95 hertz, and 640 by 480 at 75 hertz). Scan converters have been available and used successfully for many years in schools with other computers, as well.

Q. How can I secure my iMac so it won't be stolen?

A. iMac features two lockdown mechanisms: First, a cable or other locking mechanism can be routed through the carrying handle. The handle is integrated into the design of the iMac, so it is very secure. Second, there's a cable route through the RAM access door. When a cable is inserted, the door latch cannot be turned, securing the RAM and wireless LAN card installed inside. When the cable is in place, it also provides protection for the iMac.

¹ Prices based on MSRP.

² For hard drive capacity measurements, 1GB = 1 billion bytes; actual formatted capacity less.

³ Wireless Internet access requires AirPort Card and AirPort Base Station and Internet access (fees may apply). Some ISPs are not currently compatible with AirPort, including America Online. Range may vary with site conditions.

⁴ Actual modem speeds lower; speed depends on connection rate and other factors.

⁵ Actual rates will be less, depending on conditions.

For More Information

For more information about iMac, visit
www.apple.com/imac.

Apple
1 Infinite Loop
Cupertino, CA 95014
408-996-1010
www.apple.com

© 2000 Apple Computer, Inc. All rights reserved. Apple, the Apple logo, FireWire, Mac, Macintosh, and PowerBook are trademarks of Apple Computer, Inc., registered in the U.S. and other countries. AirPort, Apple Store, iMac, iMovie, and QuickTime are trademarks of Apple Computer, Inc. AppleCare is a service mark of Apple Computer, Inc., registered in the U.S. and other countries. PowerPC is a trademark of International Business Machines Corporation, used under license therefrom. Other product and company names mentioned herein may be trademarks of their respective companies. Product specifications and configurations are subject to change without notice. This material is for information purposes only; Apple assumes no liability related to its use.
July 2000 L05470A