



# The GAB'er

The Newsletter of the Greater Albany Apple Byters

Volume 27, Number 2 - October 2010

## Google TV

Google launched an extensive mini-site dedicated to the Google TV, the company's service announced earlier this year designed to integrate TV watching and the Internet.

One of our goals with Google TV is to finally open up the living room and enable new innovation from content creators, programmers, developers and advertisers. By bringing Google Chrome and access to the entire Internet, you can easily navigate to thousands of websites to watch your favorite web videos, play Flash games, view photos, read movie reviews or chat with friends - all on the big screen.

While an exact launch date and pricing for the hardware (a standalone Logitech box and Sony TVs and Blu-ray players with hardware integration are the launch products) are not yet known, Google new site provides a good look at some of the service's features, especially when considered against the new Apple TV. Hardware supporting the new service is said to launch sometime later this month.

In particular, Google is highlighting apps that will be available on Google TV, noting that it will ship with applications from the likes of Netflix, Twitter, CNBC, Pandora, Napster, NBA Game Time, and Amazon Video On Demand, with compatibility for Android Market apps set to come to Google TV early next year. The ability to run applications is seen as one of the key differences between Google TV and the new Apple TV, which is currently unable to run iOS applications, although hints have suggested that Apple may enable the functionality at some point in the future.

## Coordinator's Corner

by John Buckley



Welcome back to GAAB a second time for this year. While we finished last year with a great turnout for our dinner at the Plum Blossom our start this year was not that great. We had a small number of members who were greeted by a room with a missing LCD projector. The projector should be back for our October meeting.

We will try again at an excellent location, the Leonard Board Room at St. Mary's Hospital in Troy. The location is easy to locate with the room on the first floor, plenty of parking, and hopefully great technology.

As usual, check our [website](#) for the most current GAAB information. You will find a map and aerial photograph showing how to get to the meeting location.



At the October meeting we will set the schedule for the remaining demonstrations and then take a look at what is now available from Apple including the new Snow Leopard tips. In addition, we will take a closer look at what is available on your Mac without adding any software. This will include how to

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**Next GAAB Meeting**  
**October 13, 2010**  
**Snow Leopard Tips**  
  
**7:00 p.m.**  
**St. Mary's Hospital**  
**Troy, NY**

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*Serving the Apple Computer User Community Since May 1984*

The Greater Albany Apple Byters is an Apple Computer User Group. Meetings are held the second Wednesday of each month (except July and August) in Room 212 of Troy High School, located on Burdett Avenue, Troy, NY.

Annual membership fee is \$10.00. Membership privileges include this newsletter, access to a large public domain software and video/audio tape library, local vendor discounts, special interest groups, and other special offers.

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## Apple Ambassador

by John Buckley

The following article from the October 3, 2010 Sunday New York Times and online the day before provides much insight into Mr. Jobs.

Digital Domain, The New York Times

### What Steve Jobs Learned in the Wilderness

by Randall Stross

THE saga of Steven P. Jobs is so well known that it has entered the nation's mythology: he's the prodigal who returned to Apple in 1997, righted a listing ship and built it into one of the most valuable companies in the world.



But the Jobs of the mid-1980s probably never could have made Apple what it is today if he hadn't embarked on a torment-filled business odyssey.

Lawrence J. Ellison, the chief executive of Oracle, overlooks this. In August, after the ouster of Mark V. Hurd as the chief executive of Hewlett-Packard, Mr. Ellison said in an e-mail to The New York Times that the H.P. board had

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Did you ever wonder about those ads on a Web site that specifically mention your hometown? You also see ads for products you looked at online, but never purchased. And some online ads seem frighteningly tailored to your likes.

By simply visiting a Web site, you reveal more than you probably realize. They know where you're located and other sites you've visited. Sites can even learn intimate details about you, like medical conditions.

Many sites gather information about your machine. They can tweak design elements for your visit. If your Internet speed is slow, for example, they can automatically change a video's resolution.

See for yourself what you reveal by simply visiting a Web site. Visit my Privacy Check page now at <http://www.komando.com/privacycheck>. This page is for demonstration purposes only; no information about you or your machine is saved.

### Software and IP address

So, for starters, sites know what browser and operating system you use. They can also see the language you speak. A malicious site can target specific vulnerabilities in your browser.

Sites also know your IP address. Your IP address identifies your computer on the Internet. It reveals your Internet provider. Undoubtedly, you've seen ads tailored for your location. Now you know why.

You can't block sites from gathering this information. You can use a proxy service, though. This routes your traffic through online servers. Since you don't connect directly, sites can't see your information. Tor, Privoxy and Jap are

three free proxy services. Find links at [Komando.com/news](http://Komando.com/news).

Don't think for a moment that you can use a proxy service to harass others or commit online crimes. A proxy service may be subpoenaed for your true IP address.

### Browsing history

Perhaps the most worrying thing that sites can see is your browsing history. Sites know the last site you visited. And with a little work, they can see any site you've visited. That's creepy. And it puts you in danger. Phishing attacks are more effective if criminals know the banking site you use.

Sites must exploit a Web feature to see your history. By default, browsers display links you've visited in a different color. And sites can see how a page looks on your computer. If a link changes color, the site knows you've visited that link. Using special code, a site can check more than 25,000 links per second!

This only works for sites still in your history. So, to protect yourself, keep your browser's history clear. You can tell your browser not to keep a history.

In Firefox, click Tools>>Options>>Privacy. Set "Remember my browsing history for at least" to 0 days. In Internet Explorer, click Tools>>Internet Options>>General. Under Browsing History, click Settings. Set "Days to keep pages in history" to 0.

### Cookies

You've heard about cookies. Sites place these small files on your machine. They then track you as you surf the Web. They can even tie your online and offline lives. You can clear these cookies easily. In IE, click Tools>>Internet

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## Education SIG

### Cyberbullying



The following story from CNN is very important for the educational community at this time with some of the headlines we have seen during the past few days about the death of Tyler Clementi, a New Jersey college student who was bullied on the Internet.

#### In a Wired World, Children Unable to Escape Cyberbullying

by Stephanie Chen, CNN

Jason, 13, knows he is an easy target for bullies at his middle school in Long Island, New York.

His diminutive stature hinders him from retaliating against the taller, heavier boys who tease him. He prefers to wear skinny jeans and black zip-up hoodies, fashion choices that induce comments like “emo” or “gay” from classmates. He has an affinity for comic books and Xbox games such as “Halo” and “Call of Duty,” and for pursuing these hobbies, other kids call him a loser.

Jason says he has been ostracized and was once punched in the neck at school, but the peer torment does not end when he enters the comfort of his home, on the weekends or during summer vacations. Last year, he says he became a victim of cyberbullying -- vicious, viral and incessant attacks through text messages, e-mails and Facebook posts that have both replaced and supplemented traditional schoolyard bullying.



[Read about a New Jersey college student who committed suicide after being harassed with the internet](#)

“It’s really horrifying the next day after the message has been sent around, and you’re the laughingstock of the school,” Jason says. “You have no idea why or what’s funny.”

October marks National Bullying Prevention Month, a topic that has made headlines lately. Last week, authorities found the body of Tyler Clementi, a New Jersey college student, who committed suicide after two other students allegedly placed a camera in his dorm room without his knowledge and then broadcast his sexual encounter online.

#### Tips on handling cyberbullying

- *Don’t Respond:* Confronting a cyberbully can worsen the circumstances.
- *Collect evidence:* Save related e-mails, messages and postings as proof should you need to get the law or school involved.
- *Determine the source:* Try to find out the bully’s identity and what information he or she knows about you.
- *Report incidences:* Laws vary by state, so contact local law enforcement first.
- *Protect your information:* Parents should make sure a child’s social networking profile doesn’t reveal any contact information.

Kids are more digitally connected than ever, according to the [Kaiser Family Foundation](#), which reported that children devoted an average 7½ hours a day to their gadgets. The proliferation of cell phones, iPods and Facebook brings a complicated challenge for parents, teachers and students: The constant exposure to technology and the web amplifies opportunities for children to bully each other online.

One in five youths between age 10 and 18 have been a victim of cyberbullying or participated in cyberbullying, according to a survey of 4,400 children conducted by the [Cyberbullying Research Center](#), an organization tracking the internet bullying trend. This figure is conservative,



because children are often afraid to come forward to their parents, bullying experts say.

Cyberbullying can take on various forms, from a middle-schooler firing a hurtful text message to high school teens harassing a boyfriend or girlfriend online. The [National Crime Prevention Council](#) defines cyberbullying -- a term practically nonexistent more than a decade ago --- as what “happens when teens use the internet, cell phones, or other devices to send or post text or images intended to hurt or embarrass another person.”

“It’s a daily nightmare,” said Alexandra Penn, founder of [Champions Against Bullying](#), a nonprofit based in Los Angeles, California, that provides resources for reducing incidences of traditional and internet bullying in schools. “There’s nowhere to run, nowhere to hide.”

### **Internet bullying results in depression, suicides**

Jason, the New York middle-schooler, tried following the crowd last year.

When gray shorts and red T-shirts became trendy, he wore them to school. Still, the bullies haunted him online. They called Jason, an honor student, dumb. They made fun of his thin frame.

Jason, who has a Facebook account, says he contemplated abstaining from the social network. But he says that would have been useless, because bullies continued to write negative comments about him in mass group messages behind his back.

“There’s nothing I can really do,” he said.

Sameer Hinduja, a co-director of the Cyberbullying Research Center, says the most common form of bullying consists of hurtful comments or online rumors. A majority of the bullying is also done anonymously, experts say, because these kinds of bullies like hiding behind a computer screen. Cyberbullying can also be a cruel cycle. Many kids who cyberbully have been bullied at some point.

“Many adults think bullying has to do with sexual predators online, but the biggest concern is peer harassment and conflict and some of the issues that have just blown up with adolescent drama,” Hinduja said.

Recent research shows that cyberbullying can cause higher levels of depression in a child than traditional bullying. Compared with face-to-face bullying of schoolchildren, a child who had experienced cyberbullying from someone anonymous “may be more likely to feel isolated,

dehumanized or helpless at the time of the attack,” according to a [study from the National Institutes of Health](#). The study relied on surveys from more than 7,000 students.

Bullying experts say cyberbullying has lasting effects on children and teens. Messages posted on the internet are often permanent and difficult to remove. With one click of a mouse, comments can reach hundreds or thousands of students.

While rare, suicide can be the result of online harassment. In 2003, Ryan Halligan, a 13-year-old middle school student in Vermont, killed himself after he was bullied online.

“The kids said, ‘You know, you’re finally going to stop complaining,’ and my son [said], ‘Yes, tonight’s the night, I’m going to do it. You’ll read about it in the papers tomorrow,’” John Halligan, Ryan’s father, said to CNN in 2005. “And the kids said, ‘It’s about f’ing time.’”

### **Cyberbullying evolves, challenges hard to tackle**

While a decade ago, cyberbullying primarily affected youths between age 11 and 15, the number of children facing harassment through a digital device is growing.

“We are seeing cyberbullying happening at broader age ranges and for longer periods of time,” said Parry Aftab, who started the group [Wired Safety](#), one of the first advocacy organizations to address online abuses in the mid-1990s. “It’s exploding.”

Even second-graders use innocent social networking sites such as Webkinz -- where children can purchase cyberpets and chat with each other online -- as a bullying tool, she says. For example, Aftab has heard about children threatening to post mean comments in a chatroom or steal the other child’s account information.

Susan McVeigh, a spokeswoman at WebKinz, says bullying can occasionally occur on the site, but the company monitors the chat rooms carefully.

“When you get thousands of kids, the first thing they want to do is push the boundaries,” she said. “It’s the site’s responsibility to push back and say that’s not in the spirit of the site.”

States and schools are responding to the problem, but there is a long way to go, because the new technology continues to reach children daily, cyberbully experts say. In August, schools and police in West Bridgewater, Massachusetts, set up a text tip line so students can report cyberbullying incidences, according to CNN affiliate [WHDH](#). In 2007, Arkansas passed a law that allowed school officials to take



action against cyberbullies who commit acts off school property.

Some advocacy groups say they are concerned about what happens when the cases enter the courts.

“The legal system is going to do some scrambling to catch up with what new technologies do to make it possible,” says Andrea Press, a sociology professor at the University of Virginia who came out with the book “The New Media Environment.”

Private companies are taking action, too. Facebook, the largest social networking site, with more than 500 million members, says it is also aggressively trying to curb cyberbullying, using pop-up warnings and canceling the accounts of people who cyberbully or use hate speech.

“For us, the experience on the site is the core,” said Joe Sullivan, chief security officer at Facebook. “We want to protect and improve, and something like this is repulsive.”

Despite the laws and policies that address cyberbullying, some experts say children need to take action among their friends. Many children are afraid to come forward in fear of retaliation. Also, teens may stay quiet because they believe they “need to learn to deal with it,” according to a psychological study from the [University of California, Los Angeles, in 2008](#).

Until a few weeks ago, Jason’s mother was unaware that students attacked her son online.

“It’s just hard in general, because I feel like my hands are tied,” she said. “I don’t know what to do. I don’t want anyone to retaliate against him. I don’t want him to get into trouble.”

As Jason started eighth grade this year, the cyberbullying has subsided, probably because the kids found someone new to pick on, he says.

“Before all this happened, I would try to change myself,” he said. “Now I see that I like myself and I enjoy myself, and I think that if they don’t like me, they don’t appreciate me, then I’m strong enough to say I don’t need to talk to that person.”



## Apple Ambassador

*Continued from page 2.*

made “the worst personnel decision since the idiots on the Apple board fired Steve Jobs many years ago.”

Actually, the Apple co-founder wasn’t fired. Mr. Jobs was relieved of operating responsibilities in a company reorganization in May 1985. But he was still the company’s chairman. Apple was ailing: sales of the Macintosh, introduced the previous year, were falling well below expectations; inventory was piling up; and the company seemed headed for its first-ever loss. In September 1985, Mr. Jobs resigned from Apple to start a new computer company he called Next.

Suppose Mr. Jobs had not left in 1985. Suppose he had convinced the Apple board to oust his nemesis, John Sculley, then chief executive and president. Under Mr. Jobs’s uninterrupted direction, would Apple have arrived at the pinnacle it has reached today, but 12 years earlier?

It’s hard to see how anything like that would have transpired. The Steve Jobs who returned to Apple was a much more capable leader — precisely because he had been badly banged up. He had spent 12 tumultuous, painful years failing to find a way to make the new company profitable.

“I am convinced that he would not have been as successful after his return at Apple if he hadn’t gone through his wilderness experience at Next,” said Tim Bajarin, president of Creative Strategies, a technology consulting company.

Mr. Jobs began Next — which the company itself spelled as NeXT — with the intention of building a high-powered computer expressly for customers in higher education, giving students and scholars what he called “a personal mainframe.”

Advisers from universities told him that he should keep the price under \$2,000. (The Mac was selling to colleges at a discounted price of only \$1,000.) But the price of the Next machine when finally unveiled in 1988 was \$6,500. On top of that, it was underpowered and the accompanying printer was an additional \$2,000. When colleges and universities, not surprisingly, demurred, Mr. Jobs tried to sell to corporate customers by enlisting Businessland, then a big computer retailer, but the new price of \$9,995 fared no better in that market.

Mr. Jobs’s lieutenants tried to warn him away from certain disaster, but he was not receptive. In 1992-93, seven of



nine Next vice presidents were shown the door or left on their own.

In this period, Mr. Jobs did not do much delegating. Almost every aspect of the machine — including the finish on interior screws — was his domain. The interior furnishings of Next's offices, a stunning design showplace, were Mr. Jobs's concern, too. While the company's strategy begged to be re-examined, Mr. Jobs attended to other matters. I spoke with many current and former Next employees for my 1993 book, "Steve Jobs and the NeXT Big Thing." According to one of them, while a delegation of visiting Businessland executives waited on the sidewalk, Mr. Jobs spent 20 minutes directing the landscaping crew on the exact placement of the sprinkler heads.

Next's computer hardware and software were filled with innovations that drew a small, but devoted, following. Mr. Jobs had created the first easy-to-use Unix machine, but the mainstream marketplace shrugged. He had already helped bring to market an easy-to-use machine, the Mac, so the Next couldn't differentiate itself enough — and certainly not at the price the company charged.

After selling only 50,000 computers in seven years, he finally pulled the plug on manufacturing hardware, laid off more than half his 500 employees, and tried to make a go of selling Next's software. His company would end up serving as Apple's R.& D. laboratory. Apple acquired the company in 1997 and used Next's software as the basis for the new operating system, Mac OS X.

MR. JOBS had to get out of his system the idea that computing in the future would resemble computing in the past. In recent years, with the iPod, the iPhone and the iPad, he has worked on computing that does not take place in conventionally shaped computer boxes. He didn't invent the media player, the smartphone or the tablet, but he understood that no one else had yet come up with the equivalent of a Mac. So these offered ripe opportunities for him to bring his design talents to bear.

And he had always been able to attract great talent. What he hadn't learned before returning to Apple, however, was the necessity of retaining it. He has now done so. One of the unremarked aspects of Apple's recent story is the stability of the executive team — no curb filled with dumped managers.

Kevin Compton, who was a senior executive at Businessland during the Next years, described Mr. Jobs after returning to Apple: "He's the same Steve in his passion for excellence, but a new Steve in his understanding of how to empower a large company to realize his vision." Mr. Jobs had

learned from Next not to try to do everything himself, Mr. Compton said.

It took 12 dispiriting years, much bruising, and perspective gained from exile. If he had instead stayed at Apple, the transformation of Apple Computer into today's far larger Apple Inc. might never have happened.

## Internet SIG

*Continued from page 3.*

Options. Click Delete under Browsing History. In Firefox, click Tools>>Clear Recent History. You'll find options for clearing cookies and other data.

Lately, we've been hearing about Flash cookies. Flash Player sets these cookies; many video sites and ads use Flash. Flash cookies are difficult to remove and can be used to bring back browser cookies. Learn how to block them at [Komando.com/news](http://Komando.com/news).

There's a darker side. Advertisers want more than details about your computer. They may build a dossier containing your name, address, browsing habits and more. And that isn't the only threat. Malicious sites may use the information to attack you. Of course, this information could be made public if you're involved in a court case.

## Program Coordinator

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make a slide show using iPhoto. This will include how to share your slide show with others.

To find out what's happening, GAAB is the place to be. So be sure to be at our October meeting and every meeting to find out the best information about the Mac.

The October meeting will be held at St. Mary's Hospital in the Leonard Board Room on Wednesday, October 13, 2010. The meeting will begin at 7 p.m. [St. Mary's Hospital is located at 1300 Massachusetts Avenue in Troy NY.](#)

However, the best route to take from the Northway is the following:

- Merge onto NY-7 East from the Northway.
- Follow Route 7 to Troy where it becomes Hoosick Street.
- Turn left on Oakwood Avenue (10 Street/NY-40) which is the first light after the bridge and bare right.
- Turn right on Sausse Avenue. Turn left onto Lindenwood Court. When you come to the first entrance to the hospital parking lot, turn left and park.



## Post Critical Care Using iPhone and iPad

As a leading provider of hospital-based rehabilitation facilities, medical and surgical therapies, and outpatient services, RehabCare has one important goal: helping people regain their lives after medical treatment. Now RehabCare has turned to iPhone and iPad to make both its caregiver services and its business operations faster, more accurate, and more responsive.

At the company's headquarters in St. Louis, MO, as well as hospitals and medical facilities throughout the U.S., iPhone gives RehabCare employees immediate access to the resources they need, from business applications to phone, email, contacts, and calendars.

"Mobility is an enormous part of the job here," says Dick Escue, Chief Information Officer. "We have more than 1200 client hospitals and Skilled Nursing Facilities in 43 states, and we also own 34 long-term acute care and rehabilitation hospitals. So a big part of IT at RehabCare is providing solutions to a workforce spread across the country. To meet that need, we are using iPhone, and iPad."

"By giving therapists these devices, we can share information with them that we couldn't before," says Jim O'Brien, Assistant Vice President of Technology Services. "iPhone excites them because they know it's helping them provide better patient care."

### Streamlined Patient Services

Before iPhone, patient preadmission screening was a time-consuming process involving multiple paper forms and questionnaires. To simplify this workflow, RehabCare built a customized iPhone app based on the Force.com development platform from Salesforce.com, and deployed via the App Store.

"We took that manual paper process and developed a cloud-based application in about a week," explains Jayson R. Chitwood, Vice President of Information Services. "Collection of patient data can happen very quickly, and folks have access to it instantaneously. iPhone supports that immediate information transfer."

RehabCare also contributed to the development of SmartTX Mobile from Casamba, a caregiver app that enables therapists to quickly record patient activities at point-of-care. With Smart TX on iPhone, therapists can record accurate, complete documentation of the time-based activities that drive their billing and compensation.

"Using a mobile device at point-of-care saves time," says Chitwood. "We're capturing the treatment delivered, the time spent, and any other relevant clinical information, which makes documentation more accurate and increases compliance."



### iPad Makes It Easy

Rolling out iPhone at RehabCare was straightforward — and iPad was even easier. "We knew we would be able to deploy to iPad rapidly, because the hurdles had already been cleared on the iPhone side," Chitwood says.

For RehabCare's executive staff, iPad has become the preferred business tool for meetings and presentations. "I'd rather use it than anything else to bring up email or look at my calendars," says Escue. "The speed and the battery life are fantastic. I have days where I never turn around and use the desktop. I just use iPad."

With its large, easy-to-read screen and fast Internet access, iPad is an unbeatable mobile interface for clinical applications and documentation, from diagnostic and imaging tools to nursing notes and patient intake forms. "iPad will be the new workstation for health care workers," says O'Brien. "With iPad and virtualization technologies, there is nothing we can't do. It was all about the proper form factor, size, and capabilities. And it's all there, out of the box."

### Managing Devices Smarter

iPhone and iPad integrate easily into RehabCare's mobile device management infrastructure, and require only minimal training and support. "It just works," O'Brien says. "Connecting with Exchange to deal with contacts, calendar, and email is a very simple process."



The IT team at RehabCare uses the MobileIron app to manage and monitor the company's iPhones and iPads. MobileIron's visually rich, intuitive interface allows them to track individual devices, perform remote wipes, and view custom reports in a management dashboard.

"We can see which devices are in compliance and which ones need updates," says O'Brien. "MobileIron gives you better visual representation to get to the problems. This solution gives us just enough control, and also ensures that our mobile devices are functional and secure in this highly regulated industry."

Using Citrix virtualization apps, RehabCare executives can remotely access corporate servers via iPhone or iPad. "Citrix enables us to use any enterprise application on these devices," O'Brien says. "If I want to connect to our health information systems or get into my workstation, it's the missing link."

A Healthier Business

Equipping RehabCare's staff with easy-to-use, process-driven apps on iPhone and iPad helps them improve patient care. It also makes for a more motivated workforce and a healthier bottom line. "iPhone instantly met or exceeded our most fundamental needs," says Escue. "It reduces spending. It reduces staff requirements. It reduces our support workload significantly."

"Whether we're documenting a patient's treatment, showing a potential patient or family member what our facilities look like, or delivering training to our therapists, we've got an iPhone or an iPad in place that supports them," Chitwood says.

"Everything about RehabCare is people-centric," adds Escue. "Helping people get back on their feet and get back to work. Using iPhone and iPad, we can do a better job of getting people back home."

## Apple No. 1 in Smartphone Satisfaction Survey

by Jim Dalrymple, CNET News

For the fourth consecutive year, J.D. Power and Associates has ranked Apple highest in customer satisfaction among smartphone manufacturers.

iPhone 4 (Credit: Apple)

Apple scored 800 out of a possible 1,000 points, according to the J.D. Power study that asked over 6,800 smartphone owners to rank their experiences between January and June 2010. The study, released today, showed that Apple scored particularly well in ease of operation, operating system, features, and physical design.

Motorola, at 791 points, and HTC, at 781 points, grabbed the second and third spots, respectively.

The factors key to overall satisfaction among smartphone users were, in order of importance: ease of operation (26 percent); operating system (24 percent); physical design (23 percent); features (19 percent); and battery function (8 percent).

With the popularity of the App Store, it should come as no surprise that mobile apps are becoming more important to smartphone users. More than two-thirds of users download

games and 54 percent report downloading travel software like maps and weather applications. The study also showed that 41 percent of smartphone owners download utility applications and 36 percent download business-specific apps.



J.D. Power also released a study today on customer satisfaction with traditional wireless handsets. That survey found that owners of traditional mobile phones are keeping them longer. J.D. Power pointed to the economic downturn as one possible reason for that.

Earlier this week the University of Michigan's American Customer Satisfaction Index ranked Apple No. 1 in customer satisfaction for the seventh straight year.

Another recent survey from J.D. Power questioned customers on the quality of their cell phone calls. Of those surveyed, 14 percent said they definitely or probably will switch to a different carrier in the next 12 months due to a high number of call-related problems. While Verizon Wireless ranked highest among customers, AT&T came in last in all but two regions in the U.S.



## GAAB Internet Addresses

<u>Names</u>	<u>E-Mail Addresses</u>
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John Buckley .....	jbuckley@nycap.rr.com
Anthony Eldering .....	tonye11@verizon.net
Trudy Ellis.....	TE52@earthlink.net
Lilajane Frascarelli.....	afrascar@nycap.rr.com
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To start or renew your GAAB membership, see Cecilia MacDonald or send your fees payable to her at the following address:

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