



Tech Info Library

Power Macintosh Read Me - Part 1 of 2 (12/96)

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TOPIC -----

This article is part 1 of 2 of the Power Macintosh ReadMe file.

DISCUSSION -----

Important Information

For Your Power Macintosh Computer

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Tips

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Using a Microphone

For best results when using a microphone with your computer, be sure to use the Apple PlainTalk Microphone. To use speech-recognition technology with your computer, you must use the Apple PlainTalk Microphone (or a compatible powered

microphone).

Some models come with the PlainTalk microphone. You can obtain the microphone from an Apple-authorized dealer. (You can't use the round microphone supplied with some other computers.)

The Apple AudioVision 14 Display and AppleVision 1710AV Display have the Apple PlainTalk Microphone built in.

Using the Pointer Mode Control Panel for the Power Macintosh 7200

The Pointer Mode control panel lets you control the way the mouse pointer works with certain types of graphics software and screen capture programs. For more information, read the document titled "Pointer Mode Read Me" in the Pointer Mode folder (inside the Apple Extras or CD Extras folder, whichever is available on your computer or system software CD).

Improving Video Capture

For best video capture performance, you need at least 16 megabytes (MB) of random-access memory (RAM) installed in your computer.

You can increase the speed of video capture by taking one or more of the following actions:

- Turn off virtual memory.
- Set the screen bit depth to millions of colors.
- Reduce the size of the capture window (320x240 and smaller are the best sizes).
- Make sure that the application program you use for capturing video has enough extra memory allocated for one second of video at the size and bit depth that you are using to record. For example, to record 30fps at 320x240 in millions of colors requires at least 4500K (4.5 MB) free in the application partition. About This Macintosh (in the Apple menu) lets you to estimate memory usage.
- Do not allocate all of the available memory to the capture application. When your capture application is running, you should have an unused block size of at least 500K in About This Macintosh.
- Do not run programs other than the capture application while capturing video. If possible, turn off AppleTalk, the menu bar clock, and all unnecessary extensions. Do not turn off QuickTime. (Use the Extensions Manager control panel to turn off these extensions; then restart your computer.)
- Make sure that your hard disk has enough free space to record. If you notice a decline in performance, use a disk optimizer to improve your disk's efficiency.

When working with applications that support adjusting video and sound settings, the following settings allow the highest video capture performance:

- Use the Component Video video compressor. Do not use post-compression.
- Set sound input sampling to 16 bits, stereo, and 44.1KHz. Do not use a sound compressor.

Software for the GeoPort Telecom Adapter and Express Modem

Apple Telecom software is available on the CD that came with your computer. Apple Telecom is the software for the GeoPort Telecom Adapter for PowerPC-based computers and the Express Modem for PowerBook computers.

In the U.S. and Canada, MegaPhone is also available with the Apple Telecom software. It is a screen-based telephone application that supports the telephone capabilities of the Apple Telecom 2.x software using the GeoPort Telecom Adapter, including dialing from a graphical keypad, copying and pasting telephone numbers, and dragging and dropping business card information.

If you are using a GeoPort Telecom Adapter with Apple Telecom software on a Power Macintosh 7200, 7600, 8500, or 9500, be sure to disable LocalTalk. To do this, disconnect any devices attached to the printer port (serial devices can remain attached).

In the U.S., Canada, and Japan, Apple Telecom is available as part of the GeoPort Telecom Adapter Kit, which can be purchased separately. The kit includes MegaPhone as well as SITcomm SE/GTA (a terminal emulation program). Apple Telecom, along with MegaPhone (but without SITcomm) is also available as a free upgrade on CompuServe, America Online, and all Apple Internet sites.

Installing QuickTime 2.5 and Open Transport 1.1.1

Updated Open Transport 1.1.1 and QuickTime 2.5 software are included in the CD Extras folder on the system software CD-ROM disc that came with your computer. You can install these updates if you wish.

Open Transport 1.1.1 is an enhanced version of the networking and communications software for Macintosh computers. QuickTime 2.5 is the latest version of Apple's digital video software, and is particularly useful for content creators using software applications such as Adobe Premiere. For more information about Open Transport and QuickTime, see their folders in the CD Extras folder on the CD.

Installing Acrobat Reader Software from the System Software CD

To install Acrobat Reader software from the system software CD onto your hard disk, make sure that the system software CD that came with your computer is not the startup disk. Then locate the Acrobat Reader folder on the CD and follow the installation instructions.

Note: To make sure that the system software CD is not the startup disk, shut down your computer. Then start up the computer while pressing the eject button on the CD-ROM drive (the disc is ejected). After the computer restarts, reinsert the CD and install the Acrobat Reader software.

Using Power Macintosh MP-Compatible Application Programs

If you're using a Power Macintosh 9500/180MP multiprocessing model, your computer contains two PowerPC processors for faster performance. Though you can use any Macintosh program with a Power Macintosh MP computer, you will get the

best performance when you use MP-compatible programs that are designed to take advantage of the second PowerPC processor. These programs can provide significant performance improvements in processor-intensive tasks such as video-editing, 3D modeling, and scientific/technical applications.

To find out if an application program performs better on a Power Macintosh MP model, check the system requirements for the program. As of 11/6/96, the following software applications are known to be MP-compatible:

- Adobe After Effects 3.1
- Adobe Photoshop 3.0.5
- Adobe Premiere 4.2.1 with Movie Capture Module 4.2.2
- Deneba Canvas 5.0
- Kodak Color Processor
- Strata Studio Pro 1.7.5+

An additional listing of MP-compatible programs is available at the Daystar Digital World Wide Web site at
<<http://www.daystar.com/Superfast.Apps/Aps.html>>.

If you don't notice a performance increase when using an MP-compatible program, make sure virtual memory is turned off in the Memory control panel.

The following sections list some usage tips and known compatibility problems with MP-compatible application programs on the Power Macintosh 9500/180MP. If you experience other software issues, contact the program's publisher for assistance.

Strata Studio Pro 1.7.5+

- Make sure sufficient random-access memory (RAM) is available to do a render.
- Make sure to manually save your document after a render is complete. If you quit the program without saving, an alert box will not appear to warn you that there are unsaved changes, and your changes will be lost.
- After a render is complete, choosing "Show Balloons" from the Guide (?) menu will cause the program to unexpectedly quit. (This also can occur in Strata Vision 3D version 4.0.)
- You cannot print a Studio Pro document by dropping the document icon onto a Desktop Printer icon. To print a Studio Pro document, start the Studio Pro program and use the Print command in the program.
- When you save a Studio Pro document, its name does not immediately appear in the "Recent Documents" submenu in the Apple menu.

Premiere 4.2.1

- Use the latest 1.0.0 Premiere MP plug-in from Daystar. There are incompatibilities between the 1.0.0d0 version and the Media 100.
- Using the Copy to Construction commands in the Edit menu will cause the program to unexpectedly quit.

Troubleshooting

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IMPORTANT: For more troubleshooting information on the problems described below and other topics, refer to Macintosh Guide (available in the Guide menu when the Finder is active) and the manuals that came with your computer.

Printing Problems

Your system freezes or experiences other problems when printing on a LaserWriter Select 300 or 310 printer. This problem can occur when you attempt to print but your printer is not connected to your computer. Trying to cancel printing in the Print Monitor does not solve the problem and may produce a flashing error message or cause your computer's performance to slow down.

Connect the printer to the computer. If you see a message with a Continue button, click Continue. Normal printing is resumed.

You have trouble printing on a StyleWriter or StyleWriter II printer. If you use a StyleWriter or StyleWriter II printer with your computer, use the StyleWriter 1200 printer driver that came installed on your computer. Do not install your older StyleWriter driver; it is not compatible with PowerPC-based computers.

You have trouble printing with Apple PhotoFlash. If you have problems printing images with the PhotoFlash software, make sure that you choose a printer in the Chooser before you choose the Print command from the File menu.

You can't use the "Print Later" option with a non-networked printer. If you have the Assistant Toolbox extension installed on your computer and you want to use the "Print Later" option when printing on a non-networked printer, you must turn off the Assistant Toolbox extension.

Use the Extensions Manager control panel to turn off the Assistant Toolbox extension:

- 1) Open the Apple menu and choose Control Panels.
- 2) Open the Extensions Manager control panel.
- 3) In the list of extensions, click next to the Assistant Toolbox extension to remove the checkmark.
- 4) Restart your computer.

You see a low-memory warning when you print Stickies on a StyleWriter, StyleWriter II, or StyleWriter 1200 printer. This problem can occur when the amount of memory Stickies uses is set below 150K. Try increasing the amount of memory available to Stickies. For instructions on changing the memory a program uses, refer to Macintosh Guide, available from the Guide menu when the Finder is active. To locate the Stickies application program so you can increase its memory, open the System Folder, then look in the Apple Menu Items folder (inside the System Folder).

Performance Problems

You see a message that not enough memory is available. This problem can occur for several reasons. For detailed tips on memory-related problems, refer to the troubleshooting information in the manuals that came with your computer, and the information on memory in Macintosh Guide (available in the Guide menu when the

Finder is active).

If this problem occurs after you open the Extensions folder in the System Folder and scroll through a long list of extensions, restarting your computer will restore normal performance.

Problems with Sound

You can't hear alert sounds, QuickTime movie sound, or text-to-speech sound. You can't record sound using SimpleSound or other sound recording software. If you experience these problems after installing Apple Telecom software, you need to remove the Audio TuneUp system software extension in your System Folder. To remove the extension:

- 1) Open the System Folder on your hard disk.
- 2) Open the Extensions folder (inside the System Folder).
- 3) Locate the Audio TuneUp extension and drag it out of the Extensions folder and out of the System Folder. You can save a copy of Audio TuneUp in another folder or on a floppy disk, but be sure that no copy remains in the Extensions folder or the System Folder. Removing Audio TuneUp does not affect the functionality of your computer.
- 4) Restart your computer.

When you play back sound you've recorded, you notice clicks, pops, or skips. This problem can occur if you have virtual memory turned on while you're recording sound. Turn off virtual memory before recording. For instructions on turning off virtual memory, refer to Macintosh Guide, available from the Guide menu when the Finder is active.

Adjusting the volume slider in Apple Video Player and other sound applications does not affect the volume, or turns the volume all the way up or all the way down (no in-between settings). This problem occurs on some newer models that handle sound differently from some application programs. You can use the system sound settings to adjust the volume. Follow these steps:

- 1) Open the Apple menu and choose Control Panels.
- 2) Open the Monitors & Sound control panel.
- 3) Click the Sound button.
- 4) Use the volume or level slider (whichever is available) to adjust the sound volume.

Your program requires the Sound control panel to set sound options. Some application programs that use sound require the Sound control panel, an older control panel that has been replaced on your computer by the Monitors & Sound control panel.

If your application requires the Sound control panel, you can install it from the Apple Extras folder. For instructions, read the file titled "Installing the Sound Control Panel" in the Sound folder, which is inside the Apple Extras or CD Extras folder. (The Apple Extras folder is on the computer's hard disk, and the CD Extras folder is on the system software CD that came with your computer.)

Note: You can also install the Sound control panel by doing a custom

installation of system software. For instructions, refer to the information on doing a custom installation in the Troubleshooting chapter of the manual that came with your computer. When the Custom Install dialog box appears, click "Sound control panel" in the list, then click Install.

HyperCard version 2.3.3 or earlier does not record sound properly on your computer. Other sound recording application programs, including SimpleSound and the Sound control panel, can record sounds that you can import and play within HyperCard 2.3.

Problems with Monitors

There is no image when you try to use a TV as a monitor with a Power Macintosh 8500. You can use a TV or other composite monitor with a Power Macintosh 8500 equipped with 2 MB of video RAM (VRAM), but the VRAM must be installed in the two DIMM slots labeled "VRAM Bank 1." For more information about installing memory DIMMs, refer to the Technical Information booklet that came with your computer.

Networking and File Sharing Problems

IMPORTANT: For information about Open Transport, see the information on networking in Macintosh Guide and in the manual that came with your computer. Additional information about Open Transport is on your hard disk in a separate folder.

AppleShare displays incorrect information for large drives. If you use File Sharing to share a disk larger than 2 gigabytes (GB), some older computers connected to your computer may display an incorrect size for the disk in the Get Info box. (Get Info reports the disk to be 2 GB in size, even if it is larger.)

Since these older computers do not support the larger drives, they also cannot report correct information about the drives. (Computers with System 7.5 display correct information.)

You can't reconnect to a server. If you unexpectedly lose a connection to a server on which you have items in use, and then choose the server from the Recent Servers item in the Apple menu, you get a message that the disk could not be opened because you do not have enough access privileges or because the server can't be found on the network. Before you can reconnect to the server, you must close any open files. If you need to save work in a file, use Save As to save it on a different disk.

You see zones and/or servers listed in the Chooser, but the network cable is not connected to the computer. This problem can occur if you disconnect the network cable from the back of your computer while the Chooser is open. Be sure to shut down your computer before disconnecting a network cable.

You have problems using AppleShare Server Software version 4.1 or 4.2. AppleShare server software versions 4.1 and 4.2 are not intended for use with PCI-based computers, including Power Macintosh 7200, 7600, 8500, and 9500 computers. If you attempt to use AppleShare server software version 4.1 or 4.2 with these models, you may experience problems.

Problems Using a RAM disk

You see a message that your RAM disk is unreadable. Under some circumstances you may see the following message after setting up a RAM disk:

"This disk is unreadable by this Macintosh. Do you want to initialize the disk?"
(Important: This message applies to the RAM disk, not to your hard disk, which will not be initialized.)

Decrease the size of the RAM disk. If you see the message again, decrease the size again. Continue to decrease in small amounts until the message no longer appears.

Problems with Programs Freezing or Quitting Unexpectedly

MoviePlayer quits unexpectedly. Using MoviePlayer 2.1, you can play a movie at double (2X) size. You cannot present a movie (that is, play the movie on a second monitor) at double size. Presenting a movie at 2X size results in the Movie Player quitting without warning.

Wiggleworks freezes, quits unexpectedly, or won't produce sound. Wiggleworks 1.0 requires special software, Macintalk Pro, to produce sound. The version of Macintalk Pro that comes with Wiggleworks is not compatible with your computer. After installing Wiggleworks, you need to drag a newer version of Macintalk Pro (version 1.4 or later) to the Extensions folder (inside your System Folder).

There are two ways to obtain Macintalk Pro version 1.4:

- Install PlainTalk from the Apple Extras or CD Extras folder. (The Apple Extras folder is on the computer's hard disk, and the CD Extras folder is on the system software CD that came with your computer.) PlainTalk includes Macintalk Pro version 1.4, which is placed in the Extensions folder when you install PlainTalk.
- Install Macintalk Pro from Apple Computer's America Online or Internet sites. Refer to the manual that came with your computer for information about connecting to Apple's online sites.

If you are unable to obtain Macintalk Pro version 1.4, contact Apple for assistance.

Note: Your computer comes with Macintalk 3. Wiggleworks 1.0 does not work with Macintalk 3. To hear sound with Wiggleworks you must have Macintalk Pro version 1.4 in your Extensions folder, but it is not necessary to remove Macintalk 3.

Maple V quits unexpectedly when you change your monitor resolution. This can occur if you use the Control Strip to change the monitor resolution while the Maple V program is active. Use the Monitors & Sound control panel instead of the Control Strip to change screen resolution. For instructions on using the Monitors & Sound control panel, refer to Macintosh Guide (available in the Guide menu when the Finder is active).

When you try to install Adobe Premiere Deluxe, the mouse freezes. This can occur if you have virtual memory turned on and AppleTalk active when you try to install Adobe Premiere Deluxe. Turn off virtual memory and make AppleTalk inactive before installing. For instructions, refer to Macintosh Guide, available from the Guide menu when the Finder is active.

This problem does not occur if you select Adobe Premiere 4.2 installation instead of Adobe Premiere Deluxe.

Problems Sending a Fax

You have trouble sending a fax. If you use PowerTalk Direct Dialup Mail and have trouble sending a fax, it may be because both Direct Dialup and STF PowerFax PE are set to auto-answer. To turn off STF auto-answer, open the STF Setup window and set 'n' to "never" (in the "Answer on 'n' rings" section).

Problems Using Infrared Features

Farallon AirPath v1.0 and Apple IR File Exchange don't work on your computer. Also, Farallon AirDock and other infrared devices are not detected through a serial port that has been selected in the AppleTalk control panel, and the string "(IR)" is not appended to the port name. Infrared (IR) features are not fully supported on desktop computers running system software version 7.2.3. An AirDock connected to a selected AppleTalk serial port will, in most cases, operate normally (though forwarding features are disabled). This lets you connect to the desktop system using Personal File Sharing. These problems do not occur on PowerBook computers, and will be corrected on desktop computers in a future update.

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