Apple VideoPhone: Read Me (2/97)

Article Created: 26 February 1997

TOPIC --

This article contains the ReadMe file for Apple VideoPhone.

DISCUSSION ---

About Apple VideoPhone 1.5.1
============================
Apple VideoPhone is a new program for Power Macintosh computers that allows you
to audio conference with any CoolTalk user on the Internet, whether they are
using a Power Macintosh computer, or other platforms supported by Netscape
CoolTalk. Apple VideoPhone takes advantage of Apple's QuickTime Conferencing
technology and the built-in sound capabilities of Power Macintosh computers.

Apple VideoPhone also allows you to conference using live video in addition to
audio with other Power Macintosh computers using the MovieTalk protocol. In this
mode you can also conference with multiple parties.

Farallon Timbuktu Pro is a program that can be used with Apple VideoPhone to
allow users to share applications in real time while conferencing.

For updates or more information about Apple VideoPhone and QuickTime
Conferencing, check out our web site at: http://qtc.quicktime.apple.com/

Hardware Requirements
=====================
* Power Macintosh computer
* 16 megabytes of RAM
* PlainTalk microphone
* Access to a TCP/IP based network
* A video source such as the QuickTime Conferencing Camera 100 (optional)
* External speakers (optional)

Note: If using Apple VideoPhone in conjunction with Netscape Navigator 3.0 or
later, it is recommended that you have at least 24 megabytes of RAM.

Software Requirements
=====================
* System 7.5.3 or later (System 7.5.5 strongly recommended)
* QuickTime 2.5

* OpenTransport 1.1.1 or later

Installation Tips
=================
The Apple VideoPhone installer checks for the correct versions of System
Software, QuickTime and OpenTransport before it allows installation of Apple
VideoPhone. All the required software can be downloaded from the Internet at the
following locations:

Apple's software update web site: start at http://info.apple.com/swupdates/ and
log on to one of the FTP sites.
America Online: use the keyword applecomputer
CompuServe: on the GO APLSUP forum

Important Information About Version 1.5.1 of Apple VideoPhone
==
* You will see warnings if you are trying to install Apple VideoPhone 1.5.1 on a
computer that already has a 1.0.x, 1.1 or 1.4 version of QuickTime Conferencing
installed. Apple VideoPhone 1.5.1 is not designed to support the QuickTime
Conferencing H.320/ISDN Card. If you still wish to install Apple VideoPhone on a
computer with the QuickTime Conferencing H.320/ISDN Card installed, you must
remove the "QTCSound" file from the Extensions folder inside your System Folder
before proceeding with the install.Previous versions of Apple Media Conference
or Connectix VideoPhone may not function optimally after installing Apple
VideoPhone 1.5.1.

* You may experience a problem with some Internet Service Providers (ISP) where
your modem connection is periodically dropped.The symptoms of this are that
audio and video stops updating, but the application does not close. If this
occurs, it is best to quit Apple VideoPhone, disconnect from the ISP, reset your
modem, reset your PPP connection, and then relaunch Apple VideoPhone.

* You may notice that Apple VideoPhone automatically redials your ISP a few
minutes after the ISP has dropped your modem connection. This is normal if you
have configured your Apple VideoPhone preferences to register you on a 411
Directory Server. Apple VideoPhone periodically tries to contact the server, and
will try to re-establish the ISP connection if it was closed while the Apple
VideoPhone was launched. Unfortunately, you will not be able to make or receive
calls once an ISP connection has dropped until you have followed the steps in
the paragraph above. To avoid unattended ISP connections, it is best to quit the
Apple VideoPhone application before disconnecting from an ISP.

* Using CoolTalk with the RT24 audio compressor is not recommended between two
machines connected via ethernet unless they have a router between them.In some
cases, users may experience problems resulting from heavy usage in this
configuration. Connecting via Internet link (either modem or direct connection)
is not a problem.

* Apple VideoPhone is designed to work with MacPPP 2.5.1.Users of other versions
of PPP, including MacPPP 2.5 (included with OpenTransport 1.1.1 in the Extras
Folder), FreePPP and OT-PPP may experience problems unless they make sure that
MacPPP 2.5.1 is selected in the TCP/IP Control Panel before dialing an ISP to
use Apple VideoPhone.

Special Information for Power Macintosh 7300, 7600, 8600 and 9600 computers

Apple VideoPhone Lite 1.5.1 installs compression software and extensions that
are specifically for video conferencing. If you wish to use other applications
that capture video (such as Adobe Premiere or Avid Cinema) use an extension
manager to temporarily disable the extensions or follow the instructions below:

1) Open the Extensions Folder within your System Folder.
2) Select the following files:

- Apple GSM Codec 1.0
- H.261 1.0.4 PowerMac
- H.263 1.0.3 PowerMac
- QTCComponentDV 2.0

3) Drag them out of the Extension folder and save in a folder outside of the
System Folder.
4) Restart.
5) You are now ready to capture video in another application.
6) To use Apple VideoPhone again, place these extensions back into the
Extensions folder and restart your computer.

Setup
=====
The Apple VideoPhone installer creates a new folder on your hard drive called
"Apple VideoPhone."Look inside this folder for the Apple VideoPhone application
icon.

* If using externally powered speakers, it is recommended that you use RCA-style
connectors to connect to the left and right audio (the ones marked CD) on the
back of the speakers, not to the Audio-in port (the stereo miniplug marked with
the Mac icon). This will avoid a problem where low-level audio is cut off.

* The preferences file is now located in the Preferences folder inside the
System Folder, in a folder called "Apple VideoPhone." If you have installed over
a previous version of Apple VideoPhone, consider copying your old preferences
file out of the application folder into this new folder. Most of your
preferences will be retained if you do this.

* Connectix Color QuickCam users may experience problems when taking
snapshots.Download the "Color QuickCam 2.1a Updater" from the Connectix web site
at http://www.connectix.com/.

* Apple VideoPhone is not intended for use on a computer running router
software.

Launching
=========
* Do not try to launch this version of Apple VideoPhone with less than 3.5
megabytes of available RAM.

* If you wish to transmit a picture of yourself, copy a snapshot into a graphics

editor and save it as a PICT file.

* If your preferences are configured to connect to a 411 Directory Server which
is unavailable because you don't have access, the server is not running or the
server already has the maximum number of connected users, you may receive an
error -7974 on launch. If this happens, try launching again.To select another
server, it is best to select the server in the preferences dialog, quit the
application and relaunch. The 411 Directory Server at live.netscape.com is often
busy.

Note: If your ISP assigns a different IP address every time you connect (dynamic
addressing) you will need to notify parties of your current IP address before
they can call you. Your IP address appears in your TCP/IP Control Panel.In some
cases, the address may not update until you actually use an IP service, such as
trying to place a CoolTalk call. The 411 Directory Server tries to alleviate the
limitations of dynamic addressing.If available, static addressing is
preferable.

* Apple VideoPhone checks for an available TCP/IP network.Before you launch
Apple VideoPhone, you must configure and activate your TCP/IP Control Panel. If
you have a direct Internet connection consult with your network administrator to
make sure you have the correct IP address, subnet mask and domain name service
information. If you are using a modem or ISDN terminal device, configure your
TCP/IP to dial your Internet access account via PPP.Apple VideoPhone will
initiate the call on launch if PPP is configured correctly.

* Before you launch Apple VideoPhone, it is recommended that you turn off
Virtual Memory (VM) in the Memory Control Panel.VM is NOT recommended for use
with any QuickTime application using real time video. On certain Macintosh
computers you will not be able to send video unless you turn off virtual
memory.

* You may notice that application memory isn't being released promptly after you
quit Apple VideoPhone. If this is a problem uncheck the "Load only when needed"
checkbox in the options dialog in the TCP/IP Control Panel.

Connecting
==========
* You must allow enough time for a complete disconnection before you try to
connect again. Apple VideoPhone currently requires several seconds to completely
disconnect from a conference. If you try to connect (or someone tries to connect
to you) before you have completely disconnected, you may experience problems. It
is best to wait at least 10 seconds between connections.

* Multiparty conferences and maximum sized (2X) video windows require more
memory to function well. If you plan to use these features, increase the Memory
Requirements Preferred size by at least 1000k per additional party and relaunch
the Apple VideoPhone. To edit Memory Requirements do the following:

- quit Apple VideoPhone (if launched)
- go to the Finder
- select the Apple VideoPhone icon by clicking on it once
- select "Get Info" in the "File" menu

- increase the value in the "Preferred size" box by the required amount
- close the Get Info window
- launch Apple VideoPhone

* You may experience problems calling a person to whom you are already connected.

* Auto answer doesn't work with Apple VideoPhone in the background and Movie Player running in Presentation mode.

* It is possible to access Netscape's 411 Directory Server from a web page. The URL is http://live.netscape.com/. The first time you use it, you will be asked by Navigator to pick an application to launch.Be sure to select Apple VideoPhone. You will experience difficulty if you select the Conferencing Helper Application included with Apple VideoPhone. For more information about the proper use of the Conferencing Helper Application, see "Using Conferencing Helper Application" section later in this document.

Audio
=====
* If you are using CoolTalk settings to audio conference, and you see a dialog box notifying you that you don't have the correct type of audio compressors, you can download the audio compressor from Netscape's FTP site at:

ftp://ftp.netscape.com/pub/cooltalk/mac/netscapeGSMCodecInstaller.hqx

* When conferencing with a CoolTalk user on a PC, you may find that you cannot hear audio sent by the PC. Some PC sound cards do not support full-duplex sound. Try clicking on the "Hold" button on the Mac side when you want to hear audio from the PC. This will temporarily block the Mac from sending sound.You will have to deselect "Hold" on the Mac when you want to talk. You can also try adjusting the silence sensor in the sound level meter. Asymmetric connections, where one computer is connected to a relatively fast network and the other computer is using a 28.8 modem connection may experience the same problem.

* Full-duplex audio is not supported on the Performa 6320. You will not be able to talk and listen at the same time.

Video
=====
* When using the H.263 video compressor, you will not be able to resize your self-view window to the largest (2X) size.

* Apple VideoPhone does not run well on multiple monitor configurations. For best results, arrange all Apple VideoPhone video windows on the monitor that is connected to the AV subsystem of your computer.

* Apple VideoPhone may not run properly in videoconferencing mode if launched when Apple Video Player is already running, or if the 1.0 extensions for the Avid Cinema Card are enabled. Quitting Apple Video Player and/or temporarily disabling the Avid Cinema extensions will enhance the video performance of Apple VideoPhone.

Collaboration
=============
* Video windows within the Timbuktu Pro window will not update unless you select
the Timbuktu Pro preference to bypass QuickDraw, however, this will increase
network traffic and may have an undesirable effect on video quality.

* Some applications will run very slowly over a Timbuktu Pro connection.

Using Conferencing Helper Application
=====================================
The Apple VideoPhone installer places the Conferencing Helper Application inside
a folder called "Extras" in the Apple VideoPhone folder. The Conferencing Helper
Application can be used to enable Apple VideoPhone to be launched as a helper
application from a web page. Netscape Navigator 2.0 or later is pre-configured
to recognize the QuickTime Conferencing mime type. For instructions on how to
configure other web browsers, consult the instructions on the QuickTime
Conferencing Home Page. Additionally, it is recommended that you configure the
Macintosh Easy Open control panel by disabling "Always show dialog box" and
enabling "Auto pick if only one choice."

The QuickTime Conferencing Home Page
====================================
To find out about the latest QuickTime Conferencing software updates,
information, announcements, live broadcast events, questions, answers, and
related products, point your web browser at:

http://qtc.quicktime.apple.com/

QuickTime Conferencing and Firewalls
====================================
At those sites with Internet firewalls such as corporations, universities or
other large institutions it may be necessary to configure the firewall so that
QuickTime Conferencing applications can use certain features. This is typically
not a problem for Internet Service Providers. Contact your network administrator
to send the following information.

* To allow MovieTalk calls to be sent and received at an Internet site, allow
outgoing and incoming TCP traffic on port 458.

* To allow MovieTalk media streams to flow outwards through the firewall, allow
outgoing UDP traffic with static port 458 and with dynamic port values greater
than or equal to 7000.

* To allow MovieTalk media streams to flow in through the firewall, allow
incoming UDP traffic with static port 458 and with dynamic port values greater
than or equal to 7000.

* To allow CoolTalk to access the 411 Directory Services, allow incoming TCP
traffic on port 6499.

* To allow CoolTalk calls to be sent and received at an Internet site, permit
outgoing and incoming TCP traffic on port 6500.

* To allow CoolTalk audio streams to flow in through the firewall, allow
incoming UDP traffic with a static port of 13000.

Keywords: kppc

==

This information is from the Apple Technical Information Library.

ArticleID: TECHINFO-0021029

19970227 08:10:35.00
Tech Info Library Article Number: 21029