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AppleCD Drives: Troubleshooting Sound Related Issues (2/96)

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TOPIC -----

When I play Audio Compact Discs on my Power Macintosh 7500 or Power Macintosh 8500 using system 7.5.2, I do not get any sound from my computer. The counter in the AppleCD Audio Player is counting down as though it is playing. My system sounds, startup chime, and computer compact discs work just properly. What is happening?

DISCUSSION -----

Follow the troubleshooting procedures below to get the problem resolved. After each section, test to see if sound is working for Audio Compact Discs.

Set Sound and Display Settings

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Make sure your Sound and Display settings are set appropriately

Step 1

Open Sound and Displays control panel

Step 2

Select Internal CD under the Sound Input section

Step 3

Select Computer Speaker under the Sound Output section - even if you have external speakers connected.

NOTE:

Step 3 is a troubleshooting step to verify sound is working appropriately.

Remove Preferences

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You need to Delete the following preferences from your Preference folder, which is located in your System folder.

- Finder Preferences
- Sound and Displays folder in the Preference folder
- Sound Preferences

NOTE:

You will not be able to empty the Trash until after you restart your Macintosh.

Enable Only System 7.5.2 Extensions

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Test with just 7.5.2 extensions enabled. Use the Extensions Manager control panel to turn off all but System 7.5.2 extensions

Reset PRAM

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Reset (clear) Parameter RAM (PRAM).

Step 1

Restart your Macintosh

Step 2

As your Macintosh begins the startup process, hold down the Option-Command-p-r keys until you hear at least two startup chimes.

Remove All External Devices

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Disconnect all externally connected devices other than the monitor and the keyboard

Remove and Reinstall Software

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Delete and reinstall the software involved.

The following files need to be removed:

- AppleCD Audio Player - Apple Menu Items folder
- Sound and Displays Control Panel - Control Panel folder
- AppleScript - Extensions folder
- Apple CD-ROM - Extensions folder
- Audio CD Access - Extensions folder
- Foreign File Access - Extensions folder
- High Sierra File Access - Extensions folder
- ISO 9660 File Access - Extensions folder

Reinstall Software

Choose custom install from the Apple Macintosh CD system software installer (startup from the System CD by holding down the "c" key. Immediately after restart, with the Apple Macintosh CD in the CD ROM drive)

Select the following items from the list given (you need to click on the white arrow to the left of the sections to select the specific items).

- AppleScript - Utility Software section
- CD-ROM - Multimedia Software section
- Sound and Displays - Control Panels section

Check Audio Cable

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If you had extra RAM or PCI cards installed in your Macintosh, check the CD-ROM drive's audio cable. The cable may not have been reattached properly.

To avoid damaging your computer, Apple Computer recommends that you have an authorized Apple service provider check and/or reattach the audio cable.

Remove additional RAM and PCI cards

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Remove any additional RAM or PCI cards that were installed in your Macintosh.

To avoid damaging your computer, Apple Computer recommends having RAM and PCI cards removed by an authorized Apple service provider.

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