Megaphone: -17 Error Message (9/96)

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TOPIC ---

When I try to open the Megaphone telephony application, I get an error message
that says "An error occurred opening the sound recording driver; an unexpected
error has occurred (-17)". Megaphone quits and I go back to the Finder. What
should I do?

DISCUSSION --

Cypress Technologies, the makers of Megaphone, recommend the following to fix
this issue caused by one or more corrupted files:

Step 1

Open the System Folder on your hard drive.

Step 2
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* Global Village Teleport Platinum V Modems:

Open the Preferences folder. Drag the following items to the Trash:

- Cypress Folder

NOTE:
If you wish to retain your contacts, open the Cypress folder and the MegaPhone
folder and move the CONTACTS file to the desktop. After restarting the computer,
drag the Contacts file back to the System - Preferences - Cypress - MegaPhone
folder and replace
the new file.

Also, if you want to keep your recorded inbound calls, you should move Voice
Mail Sounds out of your System Folder completely and store it some place else on
your hard drive. Voice Mail Sounds contains previously recorded calls. If you
trash the file, you will lose recorded calls.

- Sound Preferences

* Global Village Telport Gold IIV Modems:

Open the Preferences folder. Drag the following items to the Trash:

- Cypress Folder

NOTE:
If you wish to retain your contacts, open the Cypress folder and the MegaPhone
folder and move the CONTACTS file to the desktop. After restarting the computer,
drag the Contacts file back to the System - Preferences - Cypress - MegaPhone
folder and replace
the new file.

Also, if you want to keep your recorded inbound calls, you should move Voice
Mail Sounds out of your System Folder completely and store it some place else on
your hard drive. Voice Mail Sounds contains previously recorded calls. If you
trash the file, you will lose recorded calls.

- Sound Preferences

- Telport Gold Tool Prefs

Step 3

Close the Preferences folder.

Step 4

Open the Extensions folder (within the System Folder).

Step 5
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* Global Village Teleport Platinum V Modems:

Drag the CRC Teleport Teltool file to the Trash.

* Global Village Telport Gold IIV Modems:

Drag the Telport Gold IIv Teltool to the Trash

Step 6

Close any open windows and insert the Performa system software CD-ROM disc.

Step 7

From the System Folder on the Performa CD, open the Extensions folder.

Step 8

Drag the CRC Telport Teltool file (Platinum V modems) or Telport Gold IIv
Teltool file (Gold IIv modems) from the Extensions folder on the Performa CD to
the Hard Disk icon.

Step 9

Close all open windows except for the Hard Disk.

Step 10

Drag the CRC Teleport Teltool file (Platinum V modems) or Telport Gold IIv
Teltool file (Gold IIv modems) to the System Folder. You will get a message
stating that Extension files belong in the Extensions folder. Click OK.

Step 11

Close all windows and choose Restart from the Special menu. When the computer
has restarted Megaphone is ready to use.

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The Tech Info Library article titled "Locating Vendor Information" can help you
search for Cypress Technology's address and phone number.

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