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MegaPhone for Performa: Telephone Manager Required Message 8/95

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TOPIC -----

I have a Macintosh Performa 6200 computer. When I try to open MegaPhone, I get an error message that states: "Telephone Manager 2.0 (or later) is required. Please install the software before launching Megaphone." However, the Telephone Manager Extension is present in the Extensions folder and has not been disabled by the Extensions Manager. What should I do next?

DISCUSSION -----

When the MegaPhone software is installed in your System Folder it places additional invisible resources inside the System suitcase in order to support the Telephone Manager on Performa 5200 and 6200 computers. If you have reinstalled system software using the Restore System Software feature of your Performa CD or a standard System 7.5 upgrade kit, you will no longer have these resources in your system suitcase. When an unaltered System 7.5 system suitcase is present, you will get this error message when you open MegaPhone.

To resolve this issue, you have two options:

Option 1

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Replace the System suitcase in your System folder with the System suitcase from your Macintosh Performa CD:

Step 1

Insert the Performa CD-ROM disc.

Step 2

Under Special, choose Shut Down.

Step 3

Hold down the "c" key (lower-case C; if you have a keyboard with a physical latch for the Caps Lock key, make sure the Caps Lock key is in the "up" position).

Step 4

Startup your computer.

Step 5

Hold down the "c" key until you see Welcome to Macintosh.

The computer will take longer than normal to start up. When it is finished starting up, the Trash icon will appear on the screen.

The Performa CD icon will appear in the upper right hand corner of the screen. Your hard disk or Macintosh HD icon should be right below the CD icon.

Step 6

Double-click the Hard Disk Files folder on your Performa CD.

Double-click the System Folder Files folder in the Hard Disk Files folder.

Step 7

Drag the System Suitcase from the System Folder Files folder on your Performa CD to the System Folder on your hard drive. When asked if you want to replace the item that already exists, click OK. Make sure the System suitcase is loose in the System folder and that you have not dragged it into another folder in the System folder.

Step 8

Restart your Macintosh, hold the eject button on your CD-ROM Drive to eject the Performa CD. MegaPhone is now ready to use.

Option 2

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Restore your system software by selecting the "Restore All Software" option from your Macintosh Performa CD, following the instructions in your Macintosh Performa User's Guide.

Be sure not to choose the "Restore System Software" option. This will install a regular version of the System suitcase; this version will not include the necessary extra Telephone Manager resources.

Note: Before replacing your System suitcase by using either method, double-click on it to see whether you have recorded any alert sounds. If you have, be sure to move them out of the System suitcase before trashing or replacing the suitcase. After you have finished restoring, you can move them into the new suitcase.

Support Information Services

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