



# Tech Info Library

## MegaPhone: I Hear Caller, Caller Can't Hear Me (1/96)

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TOPIC -----

This article gives suggestions for troubleshooting a problem encountered when using the MegaPhone software. After establishing a telephony connection with another person, you hear the other party, but they cannot hear you.

Each item with a bullet (•) is the next troubleshooting procedure to try if the previous one has not solved the issue.

DISCUSSION -----

- Start with verifying whether the computer receives sound input at all:
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Step 1

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Make sure that your microphone is plugged into the microphone port on the back of your computer. The sound-out port is right next to it, and might be confused with it.

Step 2

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To verify whether the microphone is even picking up sounds, try opening your Sound control panel, and use the Add button to record an alert sound. If it cannot pick up your voice, then contact the Apple Assistance Center at 800-SOS-APPL for help.

- If you can record sound successfully, try the following:
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Step 1

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Throw away the Sound Preferences. This file can be found in

System Folder -> Preferences

Step 2

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Throw away the Megaphone Preferences. This file can be found in

System Folder -> Preferences -> Cypress -> Megaphone.

Step 3

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Test the issue. If they still cannot hear you, proceed.

- Install the Audio Volume extension:

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Download the Audio Volume extension from the Apple Software Updates posted online.

Apple Software Updates -> USA -> Macintosh -> System Software -> Other System Software -> Audio Volume Installer 1.1

Install this extension in your System Folder and restart to make it active. Test the issue, proceed if necessary.

- Update to Megaphone 1.0.3P

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Megaphone 1.0.3P can be downloaded from Cypress Research's FTP site, ftp.cypressr.com. The file posted there is a Binhex 4.0 file, so you will also need to download Binhex 4.0.

- Other system software conflict

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If that still does not work, you may have a software conflict. See the Tech Info Library articles listed below for guidance on how to return your system software to a known good configuration to test the issue.

Use the following TIL articles for help with further software troubleshooting:

"Troubleshooting Macintosh System 7 INIT Conflicts"

"System 7.5: Troubleshooting Extension Conflicts"

"System SW Clean Restore:Macintosh Performa Computers w/CD".

Article Change History:

25 Jan 1996 - Added additional troubleshooting steps.

18 Jan 1996 - Clarified Performa 6300 information.

17 Jan 1996 - Added Performa 6300 information.

Support Information Services

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