Apple Video Player: Remote Control Doesn't Work (10/96)

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TOPIC ---

I have a Macintosh Performa 638CD, and I just installed System 7.5 Update 2.0.
However, since doing so I can no longer use the remote control which was
included with my computer. It worked fine before I installed the update. What is
causing this?

DISCUSSION --

Apple has duplicated this issue, but it appears to occur only when using the
Apple Video Player; the remote control works fine when using other applications,
such as adjusting the volume for the CD-ROM drive. Apple has resolved this
issue with System 7.5.5 Update, which is available on the online services.

If you have not yet installed System 7.5.5 Update, this issue can be temporarily
resolved by deleting the Apple Video Player Prefs file, which is in the
Preferences folder within the System Folder. However, once you use the remote
control with the Apple Video Player again, the issue will return. So, the best
solution is to not use the remote control in Apple Video Player until you update
to System 7.5.5 Update.

The following computers have a built-in infared sensor which allow them to be
controlled remotely and may be affected by this issue:

• The Macintosh 630CD family: Macintosh LC 630, Quadra 630, Performa 630,
Performa 631, Performa 635, Performa 636, Performa 637, Performa 638, and
Performa 640.

• The Macintosh 5200CD family: Macintosh 5200/75 LC, Performa 5200, Performa
5210, Performa 5215, and Performa 5220.

• The Macintosh 6200CD family: Performa 6200, Performa 6214, Performa 6216,
Performa 6218, Performa 6220, and Performa 6230.

• The Macintosh Performa 5300CD, Power Macintosh 5260/100 and Power Macintosh
5300/100 LC

• The Macintosh Performa 6300CD series: Performa 6300 and 6290

These articles can help you locate the software update mentioned here:

• "Where To Find Apple Software Updates" - Lists online services for free Apple software updates.

• "Obtaining Apple Product Support in the USA" - Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

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