



Tech Info Library

AppleVision 1710AV: Can't Use with MegaPhone (1/97)

Article Created: 19 September 1996

Article Reviewed/Updated: 29 January 1997

* RESTRICTED: Apple Internal and Support Providers Only *
Not For General Public Release

TOPIC -----

I am trying use MegaPhone, which was included with my Macintosh Performa 6400 series computer, with my AppleVision 1710AV display. I am able to use MegaPhone if a PlainTalk microphone is connected directly to my computer. However, I cannot use MegaPhone if I use the built-in microphone on the display, or if I connect the PlainTalk microphone to the display. In these situations, the person I am attempting to call cannot hear anything I say. What is causing this, and how can I successfully use MegaPhone with my AppleVision 1710AV display?

DISCUSSION -----

Apple Computer, Inc. and Cypress Research, Inc. (the developer of MegaPhone) are both aware of this issue. Apple has identified this problem as being related to Power Macintosh/Performa 6400 units with the Global Village modem only. Performa computers with the GeoPort comm slot modem do not experience this problem with the AppleVision 1710AV Display or AppleVision 1710 Display. The problem is a hardware limitation in the Global Village modem itself and cannot be worked around in software. Specifically, the Global Village Platinum V is not properly handling the audio stream coming from the sound-input connector on the cable from the AppleVision 1710AV display.

Workaround

Since every Macintosh Performa 6400 that shipped with the Global Village modem also shipped with an Apple PlainTalk microphone, users can avoid this problem by connecting the microphone directly to the back of their computer.

Article Change History:

29 Jan 1997 - Updated with additional information.

Keywords: <None>

=====

This information is from the Apple Technical Information Library.

ArticleID: TECHINFO-0020418

19970130 08:57:02.00

Tech Info Library Article Number: 20418