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Apple MPEG Card: Common Issues (5/96)

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TOPIC -----

This article contains the resolutions to some of the commonly experienced issues with the Apple MPEG card.

DISCUSSION -----

1) Issue: There is no option for MPEG video in the "Controls" window of Apple Video Player.

Resolution:

Step 1

The AMMS MPEG Decoder extension may be missing or damaged. You can reinstall the AMMS MPEG Decoder extension using the Apple MPEG Media System CD which came with the Apple MPEG Card.

Step 2

Remove the Apple Video Player Prefs file from the Preferences folder (you will lose all custom settings and channel passwords) and restart the Apple Video Player.

Note: If this does not resolve the issue, you can move the preferences file back into the Preferences folder, replacing the new one that was created, so you do not lose your custom settings.

Step 3

Ensure that the MPEG card is fully seated in the expansion slot of the logic board.

2) Issue: The video window in Apple Video Player is blank during playback of an MPEG video.

Resolution:

Step 1

If you are using QuickTime 2.0, ensure that the QuickTime 2.0 AMMS Update extension is present in the Extensions folder.

Note: You do not need this extension if you are using QuickTime 2.1 or later.

Step 2

Ensure that no other video applications have open MPEG video windows. Only one MPEG video can be played at a time.

Step 3

Remove the Apple Video Player Prefs file from the Preferences folder (you will lose all custom settings and channel passwords) and restart the Apple Video Player.

Note: If this does not resolve the issue, you can move the preferences file back into the Preferences folder, replacing the new one that was created, so you do not lose your custom settings.

Step 4

Ensure that the DVA (Digital Video Access) ribbon cable that came with the MPEG card is securely fastened to both the MPEG card and the Video-In card.

3) Issue: Certain picture adjustment controls, like sharpness, have no effect on MPEG video.

Resolution: MPEG video playback is independent of these settings. Set the video window to "Normal" size (320 x 240) in order to avoid pixel-doubling and achieve maximum image clarity.

4) Issue: During MPEG video playback, the audio intermittently skips and speeds up as if it were interrupted and is trying to catch up with the video track.

Resolution: Though MPEG video playback demands only approximately 20% of the processor's cycles, some aspects of MPEG video playback can be preempted by other processes. Ensure that no other applications or processes (file sharing, printing, and so on) are working in the background. The effect can be reproduced occasionally by simply pulling down a menu.

5) Issue: Certain MPEG movie files that can be played with applications that support software decompression cannot be played with applications that support the MPEG card, such as Apple Video Player and MoviePlayer.

Resolution: MPEG movies designed for software decompression by applications such as Sparkle may not be compatible with the hardware decompression methods employed by the MPEG card and the applications that support it.

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