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QuickTime Conferencing: Troubleshooting (12/95)

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TOPIC --

This article contains common troubleshooting information taken from the Read Me
file which is included with the QuickTime Conferencing software.

DISCUSSION ---

Apple Media Conference Guide contains more detailed information about the
problems listed here, and other problems you may encounter.

• You see low memory warnings while using Apple Media Conference

Increase the amount of memory allocated for the Apple Media Conference program.
To do this, quit Apple Media Conference, go to the Finder, click the Apple Media
Conference program icon, choose Get Info from the File menu, and increase the
value in the Preferred Size box. For more detailed instructions on increasing
the memory allocated to a program, go to the Finder, open the Guide menu located
in the upper-right-corner of your screen, choose Macintosh Guide, click the
Topics button, click the Memory topic area, and double-click the "change a
program's memory size" phrase.

• You see an error message when you plug or unplug video or audio cables during
a connection

Do not plug or unplug camera, microphone, or other sound and video cables while
you are connected to another caller, or viewing or sending a broadcast. This can
temporarily disable the QuickTime software. You should always turn off your
computer before you plug or unplug any cables.

• The video image is distorted

Make sure the settings are correct in the Video Settings dialog box. The
settings should specify the video format supplied by your camera (NTSC, PAL, or
SECAM). To adjust the settings, choose Video Settings from the Settings menu,
choose Source from the top pop-up menu in the Video Settings dialog box, and
choose the correct video format (NTSC, PAL, or SECAM) from the Format pop-up
menu.

Apple Media Conference Guide contains more detailed instructions on adjusting the video (and sound) settings.

If you are using a Power Macintosh 6100AV, 7100AV, or 8100AV computer, attach your display to the monitor port located on the AV video card instead of the monitor port located on the computer's logic board. (Shut down the computer and turn off the power before you change your display's connection.) See the manual that came with your computer for more information.

• Calling TCP/IP Users with Dynamic Server-Based Addresses

If you are connecting using TCP/IP from a machine using a static IP address to a machine using MacIP (KIP) server supplied addresses, you must have a clear TCP/IP pathway between the Macintosh computer with the static address and the MacIP (KIP) server.

If you plan to use a MacIP server to allocate TCP/IP addresses, the MacIP requires a clear AppleTalk pathway from all Macintosh computers requiring an IP address to the MacIP server.

• A Note Regarding Interoperability

QuickTime Conferencing is the foundation for a broad range of Apple and third-party video and document conferencing solutions.

QuickTime Conferencing supports open standards for interoperability, so developers can use it to create software that works with a variety of network transports, compression technologies, and media devices (cameras, microphones, and so forth). QuickTime Conferencing provides consistent standards that encourage software developers to create application programs that look and act the same from a user's point of view, regardless of the computer, network service, or devices being used.

For Power Macintosh 5200 LC and 5300 LC Users

Users of the Power Macintosh 5200 LC and 5300 LC series computers should note the following:

• Sound compression and sound sample rate

Sound compression is not available if the selected sound sample rate is 11.127 kHz. Sound compression is available if the selected sound sample rate is 22.255 kHz. The sound compression and sound sample rate settings are found in Sound Settings under the Settings menu. For example, if the sound sample rate is set to 22.225 kHz and you wish to change it to 11.127 kHz you must make sure the sound compression is set to "None" or you will not be able to select 11.127 kHz.

• Large window sizes and low memory problems

You may encounter memory problems when using double size windows for the self view and remote view. Increasing the amount of application memory for Apple Media Conference from 3,000 kbytes to 4,000 kbytes will solve this problem. A description of changing the amount of memory for Apple Media Conference is described below in the Troubleshooting section of this document.

• PPCPlayThru extension conflict

If the PPCPlayThru extension is present in the Extensions folder of the System Folder the volume control in Apple Media Conference will not operate properly. Removing the PPCPlayThru extension will correct the problem.

• For At Ease 3.0 and At Ease Workgroups 2.0.3 Users

For QuickTime Conferencing to operate properly certain conditions under At Ease must be set properly.

    - If the user is restricted to At Ease Panels, Apple Media Conference and MoviePlayer must be enabled under "Items for this User."

    - File open and save privileges must be enabled under the "Security" setup. Both the user's folder and/or floppy should be set for these privileges. The user should also be allowed to perform screen captures.

    - Apple Media Conference will not save preference settings based on individual users. Each individual user should check to make sure the settings are appropriate for their conferencing needs. To change the name of the user in Apple Media Conference choose Preferences/Conference from the Settings menu. Type your name in the user name box.

    - Drag and Drop onto the desktop does not operate in the At Ease Panels level.

    - You cannot share movies or sounds in the Shared Window in Apple Media Conference.

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