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MegaPhone Rings For No Reason (9/95)

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TOPIC -----

Occasionally, while using MegaPhone on a Macintosh Performa 6200CD series computer, MegaPhone will make a ring noise when there is no incoming call or while I am already using it to take a call. It will still ring properly when an actual call is being received. What could be happening to cause this?

DISCUSSION -----

This may be a perception issue, but we will give as many possible solutions as we can. Make sure that it is actually MegaPhone which is causing the ring and not your Macintosh computer giving you an error message accompanied by the sound of the phone ringing. Are any of the occasions accompanied by a dialog box? For example, when your computer needs to give you a message, it will also play the alert sound which is selected in the Sound control panel.

Open your Sound control panel and see which alert is selected. If one of the MegaPhone sounds, such as "Bell Telephone", "Electronic Telephone", or "Melodic Ring", is selected, then that is the sound an alert on your Macintosh computer will play. Select another alert sound to avoid confusion. You may also choose a different ring sound for an incoming call for MegaPhone by opening the Telephone Setup control panel and changing the Ring Sound option.

A good way to test for this would be to start your computer and then let it sit idle. Listen to see if it makes the ringing sound. If it does not, it is likely you are just hearing an alert sound while you are working.

If the alert sound selected is not one of the MegaPhone sounds or if MegaPhone is really playing the ring sound when there is no incoming call, open the System Folder and then open the Preferences folder. Open the Cypress folder and then open the MegaPhone folder. Drag the MegaPhone Prefs file to the Trash. Restart your computer and test it again. A new preferences file will be created the next time you use MegaPhone.

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