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## Macintosh AV Series: Common Video Playthrough Solutions (5/95)

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Security: Everyone

Macintosh AV Series: Common Video Playthrough Solutions (5/95)

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TOPIC -----

This article discusses a few common problems on the Macintosh AV computers and using video capture or playthrough.

DISCUSSION -----

Video Application Does Not Show A Video Window  
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If you launch a video application, such as VideoMonitor or FusionRecorder, and do not get a video image, there are two possible reasons:

- Your monitor is connected to a NuBus video card instead of the on-board video. To do capture or playthrough, the computer must have a monitor connected to the on-board video, even if you have a second monitor connected to a NuBus video card and are running the video application on that monitor.
- The video application may already be launched. Check the Application Menu to see if the video application is already open. If so, make the application the current window. Then for VideoMonitor, choose Open from the File menu. For FusionRecorder, choose Show Record Window from the Record menu.

Cannot Display Video While In The Current Number Of Colors  
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If you get the error message "The Built-In Digitizer cannot display video while in the current number of colors". Use your Monitors control panel to select Thousands or 256 colors. This is necessary because the video RAM (VRAM) must be shared between the monitor and the incoming video.

No Built-in Digitizers Are Available

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If you are trying to switch the image from your Macintosh monitor to a TV monitor and you get the message "there are no built-in digitizers available", it is because your monitor is connected to a NuBus video card. You must have a monitor connected to your on-board video for this to work.

Other possible causes include the AV card being loose and not seated properly, or system software corruption. The affected component is usually the QuickTime extension. Reinstallation of the QuickTime extension would be the first troubleshooting step followed by a clean system software install.

The Image In Your Video Window Has Black Lines And Scrolls Upwards

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You need to change the video source to NTSC. In Video Monitor, go into the Monitor menu, choose Video Settings, then from the pop-up menu in the upper left, choose Source, and for Format select NTSC. In FusionRecorder, go into the Record menu, choose Video Settings, and choose Format: NTSC. In any other application, refer to the documentation or software publisher for assistance.

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31 May 1995 - Added Info Alley information; made minor updates.

15 Mar 1995 - Additional troubleshooting added to No Digitizers Available.

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