INFORMATION

ALLEY

In This Issue...

Inside Information...

About the *Information Alley*

The ***Information Alley*** ™ is a publication of Apple Computer, Inc., Support Information Services. The goal of the ***Information Alley*** is to help you get full use of your Apple computers, peripherals, and software. We make every attempt to include articles that have the broadest audience possible. However, we do sometimes print articles that do not apply to our international readers.

Where to Find the *Information Alley*

The ***Information Alley*** is available through a variety of online services and via an Internet list server.

For a complete list of where to find the ***Information Alley***, call the Apple Fax line at 1–800–505–0171 and request document #20720. You can also get an index to back issues by requesting document #20719.

Optionally, you can search the Technical Information Library; use "information alley" as the search string. Available articles are:

- ***Information Alley: Where to Find Online***
- ***Information Alley: Index of Vol I Issues***
- ***Information Alley: Index of Vol II Issues***

Information Alley Formats

The ***Information Alley*** is available in these formats:

Adobe Acrobat

Requires the Macintosh, DOS, Windows, or UNIX Acrobat Reader. The free Readers are available via the Adobe BBS (206) 623–6984, America Online, Compuserve, or the World Wide Web at this URL: **http://www.adobe.com/**.

Common Ground

Includes the imbedded Common Ground Macintosh MiniViewer. This format requires no external reader.

SeText

Includes no graphics or special magazine formatting. Formatted to be read with EasyView or any word processor.

Submissions and Letters

We welcome articles of general interest to Apple computer users, letters to the editor, and suggestions for future articles. Send submissions to:

Information Alley
1200 East Anderson Lane
MS: 212–STI
Austin, TX 78752

Fax: (512) 908–8018
e–mail: alley@apple.com

Please do not send us your support questions.

Copyright Notice

This newsmagazine is copyrighted, with all rights reserved. Individual articles in this newsmagazine may be reprinted, in their entirety, without prior written permission from Apple as long as full credit is given to Apple Computer and the ***Information Alley*** is listed as the source of the information.

You must have prior written permission from Apple Computer to excerpt or paraphrase portions of articles from this newsmagazine. For permission, contact: Diana Ezell, Editor or call (512) 908–8975.

Trademarks

The Apple logo is a trademark of Apple Computer, Inc., registered in the U.S. and other countries.

Apple, the Apple logo, APDA, AppleLink, AppleShare, AppleTalk, A/UX, EtherTalk, HyperCard, HyperTalk, ImageWriter, LaserWriter, LocalTalk, Macintosh, and ProDOS are trademarks of Apple Computer, Inc., registered in the U.S. and other countries.

Apple Desktop Bus, Balloon Help, Disk First Aid, Finder, SuperDrive, ***Information Alley***, "Get off the Highway and Into the Alley", and

TrueType are trademarks of Apple Computer, Inc.

Classic is a registered trademark licensed to Apple Computer, Inc.

AppleCare is a service mark of Apple Computer, Inc., registered in the U.S. and other countries.

All other products mentioned in this newsmagazine are trademarks of their respective companies. Mention of third–party products is for informational purposes only and constitutes neither an endorsement nor a recommendation. Apple assumes no responsibility with regard to the performance of these products.

Apple Computer, Inc., products (hardware and software) described in this newsmagazine are subject to update and change. This news–magazine makes no assurance that functions and technical information described here is not superseded by subsequent releases of the product described.

The ***Information Alley*** is produced using FrameMaker 4.0 on a Power Macintosh running System 7.5.

Questions About the PowerBook 5300 System Software Update

By Diana Ezell

This article answers some of the most common questions asked about the PowerBook 5300 System Software Update.

Q: What is the PowerBook 5300 System Software Update?

A: The PowerBook 5300 System Software Update offers better system performance for the PowerPC microprocessor. It is a revision to the system software which shipped with early model Macintosh PowerBook 5300 and 190 series computers. By making this system update available to customers free of charge, Apple is demonstrating its commitment to promoting the highest level of system software reliability.

Q: What changes and enhancements were made?

A: Several significant improvements were made:

- Improved emulator performance
- Integration of Finder 7.5.4 which optimizes caching to improve performance
- Native resource updates to improve system level performance
- An improved PC Card modem extension for faxing and an improved application launch process which increases the launch speed of applications

Q: Which PowerBook computers or upgraded computers can utilize this software?

A: The following Macintosh Products can utilize this system software:

- Macintosh PowerBook 5300 Series Computers*
- Macintosh PowerBook 190 Series Computers*
- Macintosh PowerBook 2300 Series Computers
- Macintosh Computers with the PowerPC Upgrade for the PowerBook 500 Series
- Macintosh Computers with the PowerPC Upgrade for the PowerBook (Duo) 200 Series

Note: * This software update is only useful for Macintosh PowerBook 5300 and 190 series computer owners who purchased their computers prior to mid–January 1996.

Q: How can I tell if I already have the new software?

A: You can tell the difference between the most recent system software and earlier versions by checking the system enabler version in the "About This Macintosh..." Window. Any customer with a system enabler version earlier than 1.2 could benefit from this update.

Q: Who does not need to install this software?

A: The software included in this PowerBook System Software Update is already pre–installed on every PowerBook shipped since mid–January, including the PowerBook 5300, 2300 and 190 series, as well as the PowerBook 500 PowerPC upgrade and PowerBook Duo PowerPC Upgrade.

These new disk images can only provide system software installation for the PowerBooks mentioned above. You cannot install this software on any other PowerBook computers.

Q: How should I install the PowerBook 5300 software update?

A: Apple strongly recommends that you do a "clean" installation to update the system software for your PowerBook computer. For more information, also see "Reinstalling System Software" in the chapter on diagnostic techniques in the manual that came with your computer.

Q: Do I need all the disks that are posted online?

A: No, if you still have the disk images that were originally included on your PowerBook computer's hard drive when it was purchased, you only need to download and decompress disk images 1,8,10,11,12 and 13.

The complete set is 14 disks, #1–13 system install, #14 is Disk Tools.

Q: Where and how can I get the PowerBook 5300 software update?

A: You can get the PowerBook 5300 software update using one of the following methods:

- Apple's internet site for downloading updates for PowerBook 5300 computers. URL http://www.macos.apple.com/pbupdate.7.5.2

- The standard Apple Software Update locations. See TIL: Where to Find Apple Software Updates (12/95) TECHINFO–0014724

- Apple provides a choice of CD–ROM or Floppy disk set at no charge to customers via 1–800–273–4035 fulfillment line.

- Contact 800–SOS–APPL, the phone system allows you to automatically route yourself to obtain the update or callers can be transferred to the fulfillment group by SOS–APPL agents.

- Available to Apple's System 7.5 Volume License Maintenance customers through their standard fulfillment process. The license agreement and instructions are available at http://www.macos.apple.com/pbupdate.7.5.2

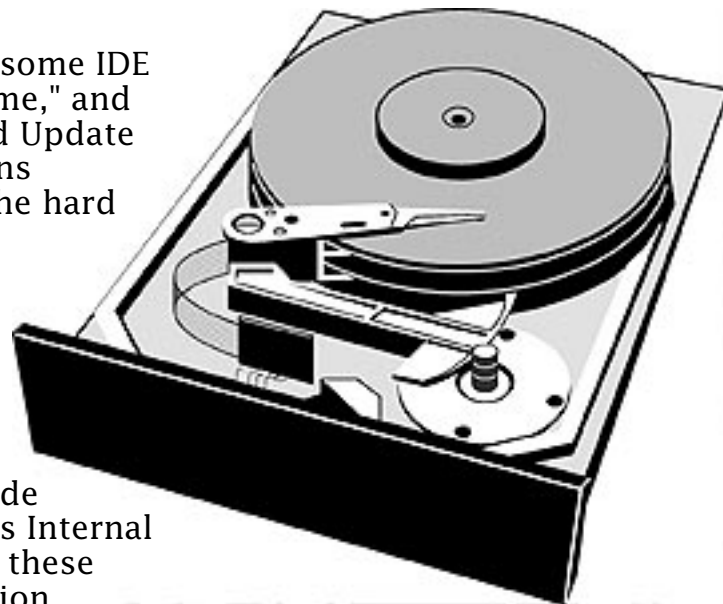**Q:** On what date was the PowerBook 5300 Software Update made available?

A: It was made available on January 9, 1996.

Why Some Options Are Dimmed in Drive Setup 1.0.x

By Jeff Guidice

Drive Setup cannot update the driver on some IDE drives: "Update driver," "Customize volume," and "Test disk" are dimmed. Initialization and Update options are available. The dimmed options become available only after initializing the hard drive.

This occurs because the first IDE drives installed in Macintosh computers were initialized without partitioning information. Drives that show "Where: Macintosh HD, AT_0" in the volume's Get Info window are such drives. IDE drives partitioned with Drive Setup include partition information. This is why Apple's Internal HD Format 1.x utility does not recognize these newer IDE drives. See Technical Information Library article "Internal HD Format: Cannot See IDE Drives" for more information.

When an IDE volume is selected in Drive Setup 1.0.x, the application looks for partition information on the IDE drive. If it finds this partition information, the option to update the drive's ATA driver is available. If this partition information is absent, you have to reinitialize the hard drive to properly format it to include this partition information in order to access the other three options.

Note: It is important to back up all data before initializing since all data will be lost during this procedure.

The table below shows which ATA driver is installed by Apple's Internal HD Format and Drive Setup utilities:

Utility Used to Initialize HD	Information Displayed in the Get Info Window
Internal HD Format 1.x	Where: Macintosh HD, AT_0
Drive Setup 1.0	Where: Macintosh HD, ATA 0(v1.10)
Drive Setup 1.0.2	Where: Macintosh HD, ATA 0(v1.11)
*Drive Setup 1.0.3	Where: Macintosh HD, ATA 0(v1.12)
*– or – Drive Setup 1.0.3	Where: Macintosh HD, ATA 0(v1.12e3)

* Manufacturing used a pre–release version of Drive Setup 1.0.3 that shows as ATA 0(v1.12) in the Get Info window of the hard drive. There is no difference in the final release version of Drive Setup 1.0.3 except this version string. The final release version of Drive Setup 1.0.3 will show ATA 0(v1.12e3) in the Get Info Window of the hard drive.

Apple Macintosh 7500/8500 CD–ROM Telecom Installer Issue

By Rolando Nañez

When trying to install the Apple Telecom Software from the Apple Macintosh 7500/8500 CD–ROM disc v 1.0.1 you may get the following message, "The alias 'Apple Telecom Install' could not be opened, because the original item could not be found." This error occurs because the alias to the Apple Telecom Installer, on this version of this CD–ROM disc, is not linked to the correct file. To install the Apple Telecom software from this CD follow this procedure:

Step	Action
1	Insert the Apple Macintosh 7500/8500 CD–ROM disc v 1.0.1.
2	Open the Apple Extras folder on the CD–ROM disc.
3	Open the Apple Telecom folder.
4	Open a second Apple Telecom folder.
5	Open the Apple Telecom Disk 1 folder.
6	Double–Click the Installer icon. (You may have to scroll down the window, to locate the software.)
7	Follow the installation directions presented on screen. Restart when finished.

Port in Use Message After Installing GeoPort

By Anthony Snyder

If you have a Power Macintosh computer and are using the modem port for a serial printer, you may receive a "port in use" error message when printing after installing the Apple Telecom software for the Geoport. This "port in use" message is the result of a software conflict between the Apple Telecom software and the printer driver.

The Apple Telecom software takes complete control of the modem port when installed on a Power Macintosh. It must do this to make applications recognize the external modem. Any data that is sent to the modem port is interpreted as data meant for a modem and is processed by the Apple Telecom software. The Apple Telecom software combined with the GeoPort adapter essentially create a software–based modem.

So, although you can disconnect the GeoPort Telecom Adapter and connect the printer to the modem port, the Telecom software is still installed. Because the Telecom software is still installed, it will send data out the modem port as if it was meant for the Telecom Adapter. The software expects to control the modem port whether or not an adapter is attached, and this results in the "port in use" error message or unusual printouts. The only workaround is to de–install the Apple Telecom software using the installer application.

AppleShare: Platforms & Mac OS Releases

By Anthony Snyder

This article details the supported platforms (see the following Note) and Mac OS releases for the AppleShare product line.

Note: Supported means users can expect technical assistance from Apple and all issues will be prioritized along with all other development efforts.

Supported Platforms

AppleShare Version	Macintosh Computer System
AppleShare 3.0.1	all 68030–based and below systems
AppleShare 4.0.1/4.0.2	all 68040–based systems, except 660AV and 840AV
AppleShare 4.0.2	PowerPC–based systems with clock speeds less than or equal to 80mhz (except 6100/66 and 7100/80)
AppleShare 4.1	all NuBus PowerPC–based systems available through 4/95 (not the 7200, 7500, 8500, or 9500 systems)
AppleShare 4.2	all NuBus PowerPC–based systems (not the 7200, 7500, 8500, or 9500 systems)

Note: AppleShare 4.0.2 for Power Macintosh is no longer sold separately.

Supported Mac OS Releases

AppleShare Version	System Software Version
AppleShare 3.0.1	System 7.0 or greater
AppleShare 4.0.1/4.0.2	System 7.1 or greater
AppleShare 4.1	System 7.5.1
AppleShare 4.2	System 7.5.1
AppleShare Workstation 3.5	System 7.0 or greater
AppleShare Workstation 3.6	System 7.5.1 or greater
AppleShare Workstation 3.6.1	System 7.5.1 or greater

Note: From a functionality standpoint, AppleShare 4.0.1 is identical to the product AppleShare 4.0.2 for 68040–based Macintosh Computers. There is no need to upgrade AppleShare 4.0.1 to AppleShare 4.0.2. The only differences between these versions are the version number itself, and that AppleShare 4.0.2 is available in a complete retail package, while AppleShare 4.0.1 is available as a tune–up only requiring installation over an existing copy of AppleShare 4.0.

If you have a Workgroup Server 95, do not upgrade to system software version 7.5 or later. A Workgroup Server 95 running A/UX works only with system software version 7.0.1 and Tune–Up 1.1.1.

Newton 2.0 OS:
Determining Size and Number of Faxes

By Becky Haluska

On an Apple MessagePad 120 with the Newton 2.0 OS the number of fax messages you can receive and the maximum size of those fax documents vary depending on two factors.

• Free Heap Space:

   This is the amount of memory available to the system software to run the Newton. It will determine how large in size the page can be. On average, a fax page takes about 40 KB.

Note: If you have trouble receiving a fax, try disabling some of the packages on your Newton MessagePad.

• Available Storage Space:

   This is the amount of memory you have available on the internal store or a PC card, if you have one. This determines the number of pages you can receive.

Newton 2.0 OS: Calls Application Error – 48402

By Brian Aslakson

In the Calls application, if the phone number is not automatically entered into the Phone field, and you manually enter a phone number, you get the –48402 error, and then you cannot access that call. Also after closing the Calls application you get the same error when you try to open the Calls application again.

To prevent this error, make sure a number is entered in the name card*. If you tap Place Call and a number is already entered, such as a work number, that number is used when you tap Place Call.

Note: * For an individual, you need a home number, not just a work number.

Getting Back Into Calls Application

To get back into the Calls application, tap the Find button and find the name you used in the Calls application. A list of found items including the name card and the call appears on the Apple MessagePad. Tap the box next to the call and choose Delete from the Routing Slip.

Alternate Method

There is another method of removing the call information. However, this method erases ALL Calls data, so do not use this method if you want to retain some of your Calls data. To eliminate the corruption you can also change to Storage view in the Extras drawer (tap on the pick list at the top of the Extras Drawer and choose Storage); tap the Calls icon to display soup information, and delete the soup.

Elementary Reference Bundle: Dinosaur Adventure Trouble

By Trebor Carpenter

The Dinosaur Adventure CD–ROM disc comes with the Apple Elementary Reference bundle. Some users have had trouble launching the Dinosaur Adventure application unless they open it immediately after startup. You may get a message that says, "Could not find file 'KA Icons'. Please reinstall Dinosaur Adventure."

You will receive this error message if you try to run the Dinosaur Adventure application while File Sharing is turned on in your Sharing Setup control panel. It takes a few minutes for file sharing to turn on when you first start your computer which is why you are able to launch the application right after turning on your computer. Use the following procedure to make sure File Sharing is turned off before launching the Dinosaur Adventure application:

Step	Action
1	Choose Control Panels under the Apple Menu.
2	Double–click on the Sharing Setup control panel.
3	• If the button in the File Sharing section of the Sharing Setup control panel reads Start, go to Step 4. • If the button in the File Sharing section of the Sharing Setup control panel reads Cancel, click Cancel. Go to Step 4. • If the button in the File Sharing section of the Sharing Setup control panel reads Stop, click Stop. Go to Step 4.
4	Close the Sharing Setup control panel.
5	Open the Preferences Folder in the System Folder. If there is a file called KA Dino CD D Prefs in the Preferences Folder, drag it to the Trash and empty the Trash.
6	Launch the Dinosaur Adventure application.

Tips and Tidbits: Ejecting a Disk

Instead of selecting Eject Disk from the menu, you can press Command-E. But even this method still leaves the ghosted disk icon on the screen. It's better to avoid this situation by using one of the following alternatives: Drag the disk icon straight into the Trash. The disk pops out of the drive, and its icon disappears. Under System 7, select the disk icon. Use the File menu's Put Away command or, better yet, the Command-Y keyboard shortcut. This command accomplishes the same thing as dragging the disk to the Trash. The disk ejects and the icon disappears.

Common Issues with the Sound & Displays Control Panel

By Michael Bluejay

This article addresses common problems with the Sound & Displays control panel which is part of System 7.5.2 for the Power Macintosh 7500 and 8500 computers. As of January 1996, no other Macintosh computer uses the Sound & Displays control panel, including the Power Macintosh 7200 series or Power Macintosh 9500 series which also ship with System 7.5.2.

"Sound & Displays cannot operate correctly" message

Issue: When I try to open the Sound & Displays control panel, an error message says, "Sorry... Sound & Displays cannot operate correctly on this Macintosh. Please consult your Sound & Displays documentation for a description of what your Macintosh needs for Sound & Displays (Quit)".

Resolution: The Sound & Displays control panel requires AppleScript in order to operate properly. Make sure AppleScript has not been disabled by opening the Extensions Manager in your Control Panels folder under your Apple Menu. If there is not a check to the left of the AppleScript Extension, click on the extension to put a check there, close the Extensions Manager, and restart your computer.

If the Sound & Displays control panel still fails to launch, you should reinstall AppleScript by using the "Apple Macintosh CD" that came with your computer:

Step	Action
1	Double–click the installer located in the Install System Software folder of the disc.
2	Click on the Easy Install pop–up menu and choose Custom Install
3	Click the triangle next to Utility Software, check the box to the left of AppleScript, and then click Install.

"Port cannot be deactivated" message

Issue: When I try to deselect one of the options under Sound Input, I get the error message, "This port cannot be deactivated."

Resolution: You cannot uncheck a Sound Input source, because then you would not have any Sound Input source. The way to uncheck a particular source is to check one of the other two sources. The three sources available are External Audio Input, Internal CD, and External Microphone.

"Sound & Displays cannot be used at this time" message

Issue: When I try to open the Sound & Displays control panel, an error message says, "Sorry... Sound & Displays cannot be used at this time. The required extensions cannot be found. These extensions have either been disabled or are not present. To use this application, first put the Sound & Displays extensions in your extensions folder, and then restart your Macintosh."

Resolution: The Sound & Displays extensions are "AVSetup" and "SystemAV". There is no file called "Sound & Displays Extension". Although these files are stored in the Extensions Folder, they are not listed by the Extensions Manager control panel. However, they are listed by some third–party extension–managing software (such as Conflict Catcher). Make certain these extensions have not been disabled or removed from the Extensions folder. If these extensions are missing, reinstall the system software using the "Apple Macintosh CD" that came with your computer:

Step	Action
1	Double–click the installer located in the Install System Software folder of the disc.
2	Click on the Easy Install pop–up menu and choose Custom Install
3	Click the triangle next to Control Panels, check the box next to Sound & Displays, and then click Install.

"This port cannot be activated" message

Issue: When I try to check External Microphone under Sound Input, this error message appears, "This port cannot be activated."

Resolution: When Speech Recognition is turned on, it locks the Sound Input so that the Sound Input cannot be changed. Turn Speech Recognition off by opening the Speech control panel, choosing Speakable Items from the popup menu, and clicking the OFF button.

If you want to use Speech Recognition, first select External Microphone in the Sound & Displays control panel, and then open the Speech control panel to turn Speakable Items on.

Computer Speaker option is automatically unchecked when I restart

Issue: Every time I start up my computer, the option for "Computer Speaker" under "Sound Output" is unchecked. I click to check it, and then I get sound out of my internal speaker. However, the next time I start up my computer, the "Computer Speaker" option is unchecked again.

Resolution: When you start up your computer, it checks to see if anything is plugged into the speaker port (such as headphones). If something is plugged in, the operating system will automatically check "External Headphones" and uncheck "Computer Speaker" under Sound Output. If nothing is plugged into the speaker port, then the operating system will automatically uncheck "External Headphones" and check "Computer Speaker". You can override these settings by clicking the desired output option, but the setting is not saved between restarts.

...Continued from previous page

Audio compact discs do not play

Issue: I cannot play audio compact discs. I can mount audio CD–ROM discs, and see the counter working in the AppleCD Audio Player, but I hear no sound. I can hear audio from multimedia CD–ROM discs and alert sounds without any problems.

Resolution: This is an issue involving accessing sound options while running Speech Recognition. When you turn Speech Recognition on, it "listens" for commands captured by the microphone. Because of this, Speech Recognition will not allow you to select the Audio CD as the input source. Therefore, you cannot play an audio compact disc through your internal speakers while speech recognition is turned on. Turn Speakable Items off in the Speech control panel and then select Audio CD as your sound input source in the Sound & Displays control panel.

Unable to locate the AppleVision Setup control panel

Issue: I have successfully installed the AppleVision software that came with my AppleVision 1710AV display, but I am unable to locate the AppleVision Setup control panel. I am using a Power Macintosh 8500. What do you recommend?

Resolution: AppleVision Setup does not appear as a separate control panel on either the Power Macintosh 8500 or 7500 series computers. If you have installed the AppleVision software, the settings options found in the AppleVision Setup control panel are automatically incorporated into the Sound & Displays control panel.

To access the configuration options for an AppleVision 1710AV monitor connected to either the Power Macintosh 7500 or 8500, follow these steps:

Step	Action
1	Choose the Sound & Displays control panel from the Control Panels folder under your Apple Menu.
2	In the lower right corner of the Sound and Displays control panel in the Displays option section, double–click the text "AppleVision 1710AV".

Although the interface may be slightly different than described in your AppleVision manual, you can now access the same options mentioned in the documentation for the AppleVision Setup control panel.

AppleVision options do not appear in Sound & Displays Control panel

Issue: The AppleVision options do not appear in the Sound & Displays control panel.

Resolution: The ADB (keyboard) cable is plugged directly into the computer. Plug the ADB cable into the monitor, and connect an ADB cable from the monitor to the computer's ADB port.
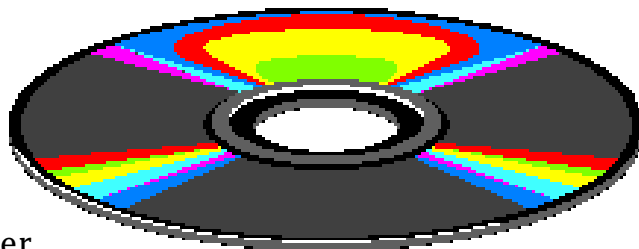

Tips and Tidbits: Apple Internet Dialer Incompatible with Virtual Memory

The Apple Internet Dialer, which is part of the Apple Internet Connection Kit (AICK), is incompatible with virtual memory (VM). VM must be turned off for the dialer to make a functional PPP connection. [Contributed by BT of DRC]

Issues With CD Plus (CD+) Discs and the AppleCD 600

By Jim Armstrong

This article describes some common issues you may encounter with the AppleCD 600 quad speed CD–ROM drive when using CD Plus (CD+) formatted CD–ROM discs. These symptoms could include things such as a stuttering or skipping sound from the computer, or the CD–ROM disc not mounting or not reading consistently.

CD–ROM Drives

There is a known issue with early versions of the Matshushita quad–speed drive that had the wrong ROM installed when they were manufactured. This ROM did not allow the drive to read multi–session data CD–ROM discs. If you are having problems reading multi–session CD–ROM discs, an authorized Apple service provider can replace the drive. The Sony quad–speed drive always worked properly with multi–session CD–ROM discs.

CD–ROM Setup Software

You should install the latest version of CD–ROM Setup (this should be version 5.1.2 or greater), for complete compatibility with multi–session data CD–ROM discs.

Titles Created with Apple Media Tool

Many CD–ROM Discs created with Apple Media Tool version 1.2 and earlier have a problem known as the AMK Spinning Cursor Bug. This is fixed with the software of the same name posted in Apple SW Updates area of online services.

CD Plus Standards

There is not yet a "CD Plus" or "Enhanced CD" standard. The final specification created by Apple, Microsoft, Sony, and Philips was to be completed by the end of 1995. This means that no CD–ROM discs currently on the market conform completely with the Blue Book standard, which is in its final revision. Even the name "CD Plus" will not be used, because of trademark conflicts.

Corel Drivers and CD–ROM Setup

The Corel Drivers for Enhanced CD that come with the Bob Dylan's Greatest Hits Volume 3 are intended for non–Apple CD–ROM drives. The Corel CD contains a multimedia update, which is the Apple Multimedia Tuner used prior to QuickTime 2.1 to fix some older problems in QuickTime 2.0, and is unrelated to CD Plus discs. The multimedia update should not be installed. The Corel CD also contains Apple's CD–ROM Setup 5.1.1. This driver should also not be used, and instead you should get CD–ROM Setup 5.1.2 from Apple SW Updates.

Interactive Music Formats

There are several different formats of interactive music discs on the market.

- Yellow Book CD–ROM only.
- Yellow Book CD–ROM Hybrid with Red Book audio tracks that may damage audio players, or users ears.
- Hybrid discs with CD–ROM and Red Book audio tracks, known as a track 0 solution.
- Hybrid discs with Macintosh and Windows partitions – ISO–9660 compatible.
- Multi–session CD–ROMs with separate CD–ROM and Red Book audio volumes.
- Blue Book standard discs by whatever name it is called. These CD–ROM discs will be stamped multi–session discs with Red Book audio tracks.

Power Macintosh 7500 & 8500:
Video Player Resets Gamma

By Anthony Snyder

The Apple Video Player installed with the Power Macintosh 7500 and 8500 computers shows a TV option in the Controls window. However, when you click TV, you get a message stating "To use this feature you must have a TV tuner installed in your computer". If you click OK, you will immediately notice the color and brightness change on your screen.

Even though the Apple Video Player installed on Power Macintosh 7500 and 8500 computers has an option for displaying input from a TV tuner, there are no hardware TV tuner options available from Apple for these computers. Therefore, if you select the option for displaying input from a TV tuner and launch the Apple Video Player, it reports that it cannot use the TV option. It also resets the gamma settings in the Sound & Displays control panel to the default Mac Standard gamma in the control panel.

If you have set the gamma setting to anything other than the default Mac Standard gamma in the Displays area of the Sound and Displays control panel, you will see the screen image change as the Apple Video Player resets the gamma to Mac Standard.

This issue has been investigated by Apple engineering and will be resolved in the next release of the Apple Video Player. For now, the only way to prevent Apple Video Player from resetting the gamma settings you originally changed is to avoid pressing the TV options button in the Apple Video Player Controls window.

Megaphone – 17 Error Message

By Robert Dorsett

You may get an error message that says "An error occurred opening the sound recording driver; an unexpected error has occurred (–17)" when you try to open the Megaphone telephony application. Megaphone quits and goes back to the Finder. This article describes how to correct this situation.

Cypress Technologies, the makers of Megaphone, recommend the following to fix this issue caused by one or more corrupted files:

Step	Action
1	Open the System Folder on your hard drive. If you have a Performa computer go to Step 2, if you have any other Macintosh computer, go to Step 3:
2	Open the Preferences folder. Drag the TelePort Gold Tool preferences to the Trash. Close the Preferences folder.
3	Open the Preferences folder in your System Folder. Drag Sound Preferences to the Trash. Close the Preferences folder.
4	Open the Cypress folder in your System Folder. Open the Megaphone folder and drag Megaphone Prefs to the Trash.
5	Move Voice Mail Sounds out of the Megaphone folder. Voice Mail Sounds contains previously recorded calls. You can trash the file but if you want to keep your recorded inbound calls, you should move this file out of your System Folder completely and store it some place else on your hard drive.
6	Choose Restart from the Special menu. When the computer has restarted Megaphone is ready to use. 🍎

Tips and Tidbits: South–Western Publishing's Templates Issue

The Apple Business Education Bundle includes South–Western Publishing's ClarisWorks Templates. You may get a message when you double–click on either the Bonus Letter or Projected vs. Actual Sales items in Lesson 13 of the QuickCourse Solutions folder that says, "Please insert the disk: ClarisWorks Template." The options are Cancel or Open.

South–Western Publishing is aware of this issue and recommends clicking Cancel. You will receive the same error message again, but the files will open when you click Cancel the second time. [Contributed by Jack Simonton] 🍎

Color LaserWriter 12/600 PS & Quark XPress Pantone Colors

By Denny Carag

If you are using the Color LaserWriter 12/600 PS Pantone files for Quark XPress, the printing result should be what you expected (the colors are similar). However, you may encounter problems when you have the file printed by a printing firm, because the Color LaserWriter 12/600 PS pantone color percentage values are different from the ones normally used in the Pantone specification.

The values in the Quark Xpress Pantone files for the Color LaserWriter 12/600 PS are different than those specified by the Pantone specification. The CMYK values provided in the Pantone specification are more or less "starting points" for color matching. Since there are a very large number of variables in color matching (type of paper, lighting condition, different toner/inks, characteristics of various print engines, and so forth), desktop publishing professionals by requirement have to fine tune their printers or color values in order to get the output they desire.

The Pantone CMYK values in the Quark document for the Color LaserWriter 12/600 PS are fine–tuned ONLY for the Color LaserWriter 12/600 PS printer. Some customers are trying to use the Color LaserWriter as a color proofer, which is NOT what the printer was really designed for. There are much more expensive color proofing devices available that are designed specifically for this need.

There are no utilities available for converting the Quark Pantone values to the Pantone specification, nor is there a "formula" for calculating the difference. Pantone most likely measured each individual color and determined what CMYK values on the Color LaserWriter 12/600 PS printer most closely matched their colors.

If you use a Pantone swatch, the colors on the swatch should be very close to those produced by the Color LaserWriter 12/600 PS Printer using the "PANTONE for Color LW 12/600 PS" files. Your final output should be exactly the same as the Pantone swatch. Printers adjust their ink values so that the colors match the Pantone swatch books. Since Pantone swatch colors fade over time, you should use a recent swatch book for color matching.

Tips and Tidbits: Puzzle Pasting

You can replace the Puzzle's Apple logo with the picture of your choice to make a custom puzzle. Copy the graphic you'd like to turn into a puzzle. Open the Puzzle and choose Paste from the Edit menu. Your graphic will automatically be sliced up into 15 tiles and scrambled. To avoid ending up with an overtly distorted image, use a graphic that is the same size as the Puzzle.

Power Macintosh 8500 Zoom Feature

By Conrad Klahn

Although it is an undocumented feature, the Power Macintosh 8500 computer has a hardware zoom option.

The Power Macintosh 8500 computer includes a high performance chip set, which is capable of doubling or tripling the size of the video image displayed when outputting video to television. This feature could be useful for viewing video because movies will appear to be played back at full screen. These resolutions do not affect the actual data being displayed, but they do magnify the size of the image.

Follow these steps to enable resolution doubling and tripling:

Step	Action
1	Follow the instructions in your User's Guide to display video on television.
2	At the Finder, select the Monitor Resolution module (checkerboard) in the Control Strip. (Or, you can change the resolutions using the Sound & Displays control panel.)
3	Select 320x240 for resolution doubling or select 160x120 for resolution tripling.

Power Macintosh 8500 Resetting Video

By Conrad Klahn

While I was displaying video on my television from my Power Macintosh 8500, I selected a resolution that caused the menu and control strip to disappear. Now I cannot access any of the settings to change the resolution. How can I restore the resolution? Follow these steps to restore the resolution.

Step	Action
1	Shut down the computer. If you cannot see the menu bar, press the Power key on the keyboard. A dialog box will appear with the default option of Shut Down. To respond to it, press the Return key.
2	Restart the computer, and reset the parameter RAM (PRAM). To restart PRAM, hold down the Command–Option–P–R keys simultaneously.
3	Disable extensions by holding down the Shift key until you see the message, "Welcome to Macintosh Extensions Off".
4	Delete the Display Preferences file, which is located in the Preferences folder inside the System Folder. Deleting this file will set the resolution to its default setting of 512x384.
5	Restart the computer
6	You should now be able to access the menu bar and control strip to change the computer display's resolution.

New Apple Software Updates Posted Online

Contributed by Christine Joannidi and Charlie McCabe

The following Apple software updates have recently been released and posted on AppleLink, Compuserve, eWorld and Apple's Internet sites:

- **PowerBook 5300 System Software Update** – System Enabler 1.2.1. The software posted here is available in two formats (14 disk images and "Net Install"). System Software Update for the PowerBook 5300 can only be utilized with these computers: PowerBook 5300 Series, PowerBook 190 Series, PowerBook 2300 Series, PowerPC Upgrade for the PowerBook 500 Series, and the PowerPC Upgrade for the PowerBook Duo computers.

  This update offers better system performance for the PowerPC microprocessor, improved emulator performance, integration of Finder 7.5.4 which optimizes caching to improve performance, native resource updates to improve system level performance, an improved PC Card modem extension for faxing, and an improved application launch process which increases the launch speed of applications.

  PLEASE NOTE: If you still have the disk images that were included on your PowerBook computer's hard drive when it was purchased, you only need to download and decompress disk images 1,8,10,11,12 and 13. Then, drag these images into the "System Software Images" folder.

- **Ethernet (Built–In) 1.0.2** Reposted – (Note: This version properly displays the correct icon when decompressed, the previous version displayed a blank or generic icon.) This update fixes a problem with transferring large files from PCI–based Power Macintosh computers to AFP–based file servers.

  This problem is present in the built–in Ethernet drivers that ship with the Power Macintosh 7200, 7500, 8500, and 9500 systems. This driver is located in the "Extensions" folder in a file called "Ethernet (Built–In)".

  The first Power Macintosh 9500 systems shipped with version 1.0 of this file. The Power Macintosh 7200, 7500, and 8500 systems shipped with version 1.0.1 of this file. This file is for PCI–based Power Macintosh systems only.

- **LaserWriter 8.2.3f** – This LaserWriter software with fax support replaces version 8.2.2f. Complete information is provided in the Read Me. The software posted is available in two formats (disk images and "Net Install").

- **At Ease for Workgroups 3.0.1** – This software updates your current version of At Ease for Workgroups 3.0 to the latest version, 3.0.1. Includes enhancements for the networking environment and bug fixes. Please see the Read Me included with this update for complete information.

- **ZM-AppleShare Workstation 3.6.1** Reposted – Provides the functionality to mount Apple File Protocol Servers like Personal File Sharing or AppleShare using the Chooser. This software can be installed on these Mac OS versions: British, Danish, Dutch, Finnish, French, German, Italian, Norwegian, Spanish, Swedish, and US. There are 3 reasons that you should install Workstation 3.6.1: **1)** Improved file transfer performance when installed on systems with System 7.5.1 or later and Network Software Installer 1.5 or later. **2)** The proper error code is returned to applications that open files that are already in use. **3)** This software now works with Virtual Memory.

Tell Us What You Think

Tell us what you think of the ***Information Alley***. We want it to be as useful for you as possible. Your feedback will help us reach this goal. Please fill out this form and fax, mail, or e–mail it to the address at the bottom of this page.

Content

Were the articles interesting and informative?　　YES　　　　NO　　　　　If NO, please explain:

_____

How was the technical depth of the articles?　　NOT ENOUGH　　ABOUT RIGHT　　TOO MUCH
Comments: _____

Did you find any specific article especially useful?　YES　　　　NO　　　　　If YES, list which one:

_____

Format and Layout

Is the format and layout easy to read and follow?　YES　　　　NO　　　　　If NO, please explain:

_____

Which format of the magazine do you read?

　　COMMON GROUND (MAC)　　　　　SETEXT　　　　　ADOBE ACROBAT

Do the graphics enhance or clutter the magazine?　　　　ENHANCE　　　　　CLUTTER
Comments: _____

Did you read the magazine online or did you print a copy?　　ON–LINE　　　　PRINTED COPY
Comments: _____

Please describe ways in which the ***Information Alley*** could be improved, or give us your ideas on future articles.

_____

Personal Information (optional)

Please let us know who you are in case we have questions about your suggestions or comments.

Name _____　　Telephone _____

Company _____　　Email _____

Address _____

City _____　State _____　Country _____　Zip _____

Type of computer(s) _____

Primary software applications: _____