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QuickTime Conferencing: H.320 ISDN NuBus Card Troubleshoot 2/96

Revised: 2/14/96
Security: Everyone

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Article Created: 8 December 1995
Article Reviewed/Updated: 14 February 1996

TOPIC -----

This article contains common troubleshooting information taken from the Read Me for the QuickTime Conferencing software included with the H.320/ISDN Card.

DISCUSSION -----

- Local Macintosh computer sounds are disabled while in hands-free mode

When Hands-Free mode is selected, only audio from the remote connection is played. The computer will not be able to play any local sounds or system beeps or sounds unless you switch to Handset mode or end the call.

- Audio is distorted when in hands-free mode

The H.320/ISDN card is optimized to process 22 kHz audio information. Verify that the sound output rate in the sound control panel is set to 22 kHz.

- Cannot hear audio when broadcasting

If other users watching your broadcast cannot hear audio from your machine, open the Sound Settings dialog box and verify that Built-in is selected as your sound source device.

- Handset sound gain will not adjust with slider control

The sound gain control slider located in the Self View Window will only adjust the volume level of the computer's internal or external speakers. It has no affect on the handset sound gain.

- Making a LAN (Local Area Network) connection with PowerTalk and H.320

Although you are able to make a LAN connection through PowerTalk when the connection type selected is H.320 (for Wide Area Networks) it is highly recommended you switch your connection type from H.320 to MovieTalk Protocol before you attempt a LAN connection. Placing a LAN call when the connection type selected is H.320 may cause memory allocation problems with your computer. To change your connection type from H.320 to MovieTalk Protocol choose Preferences/Conference from the Settings menu and set "Connection type:" to MovieTalk Protocol.

- Formatting a floppy disk during a conference connection

Formatting a floppy disk will disconnect you from your conference connection. Do not format floppy disks during a conference connection.

- PowerTalk Catalog Browser with TCP/IP and H.320

The PowerTalk Catalog Browser does not operate in TCP/IP and H.320 environments. To place calls to TCP/IP and H.320 users through PowerTalk you must create business cards for those users. For assistance in creating PowerTalk business cards refer to the Using PowerTalk topic in Apple Media Conference Guide. Read the Getting Help and Information section of this document for information on Apple Media Conference Guide. To bypass PowerTalk hold down the option key when you choose Call from the File menu. You will then be presented with a dialog box for entering the information needed to place your TCP/IP or H.320 call.

- Turning off sound during a conference connection

If you turn off the sound in the Media Setup dialog box you may get a dialog box stating there has been an unexpected error System Error: -223. Click the button located in the dialog box to continue. The error will not affect your computer or your conference connection.

- Installing H.320 software and folder names

When you installed the QuickTime Conferencing software on your hard drive a folder named "QuickTime Conferencing" was created and several items were placed within it. If the name of this folder is changed before you install the H.320 software the H.320 software installer will place the Apple Media Conference Guide document in a new folder named "QuickTime Conferencing." Before you install the H.320 software make sure the name of the folder created by the QuickTime Conferencing software installer is "QuickTime Conferencing."

- Sound compression and ISDN, 1 channel connections

It is not recommended to select the Best Quality (G.722) compressor if you have

selected ISDN, 1 channel or ISDN, 1 channel, 56k adaptation. The reduced bandwidth capacity of ISDN, 1 channel may not have the ability to operate with Best Quality sound compression. Select the Best Efficiency (G.728) compressor if only one ISDN channel is available.

- H.320 software and Macintosh computers equipped with the PCI expansion bus

Some of the newest Macintosh computers have replaced the NuBus expansion bus with a faster expansion bus named PCI (Peripheral Component Interconnect). The H.320 software should not be installed on these computers. Installing the H.320 software may cause these computers to crash during boot up. Starting up the computer while holding down the shift key and removing the "~H.320 Extension" file from the Extensions folder in the System Folder will allow the computer to boot properly.

- Typing below the bottom of the Shared Window in Apple Media Conference

When the bottom of the Shared Window is at or below the bottom of the screen do not type text below the bottom-visible edge of the Shared Window. Text which falls below the bottom-visible edge of the Shared Window may be lost.

- Record button appears in Self View window when connection type selected is H.320

Record does not operate when the connection type selected is H.320. If the sound source has been manually changed from "H.320 Card" to "Built-in" the record button will appear in the Self View window but will not operate. Changing the sound source back to "H.320 Card" will remove the record button.

- Error when disconnecting video or audio cables during a connection

Avoid 'hot plugging' video and audio cables while you have an active connection. This can temporarily confuse the QuickTime software and display error messages.

- Inconsistent behavior when using WindowShade product

Do not use the Windowshade option to hide windows in the Apple Media Conference application. The software may not realize that the window has been hidden and display error messages.

- Increasing memory allocated for the Apple Media Conference application

The system is optimized for ISDN connections and small LAN connections. If you receive low-memory warnings in Apple Media Conferencing you should increase the amount of memory allocated for the Apple Media Conferencing application. To do this, click once on the Apple Media Conferencing icon, choose the Get Info

command from the File menu, and increase the value in the Preferred Size box.

- Calling TCP/IP users who use 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 Mac 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 Macs requiring an IP address to the MacIP server.

- Video image is distorted

Check that the Apple Media Conference software is configured for the video format supplied by your camera (NTSC, PAL, or SECAM). To change this setting, choose "Video Settings" from the "Settings" menu, switch to the page marked "Source", and select the video format from the "Format" pop-up menu.

- Audio and Video freezes when pasting images during a 1B connection

With a 1B channel connection (56K/64K), outgoing video and audio may stop during a shared window transfer. To restart video and audio, wait for the shared window transfer to complete, open up media settings, disable video and audio, press OK, then open up media settings again and re-enable video and audio.

- Pausing self-view window temporarily disables incoming video

If you pause the outgoing video and audio from your machine, your remote window may temporarily freeze. To recover from this problem, simply click anywhere inside the remote window and the video from the remote site will resume.

Article Change History:

14 Feb 1996 - Added additional troubleshooting.

08 Jan 1996 - Changed distribution status.

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Tech Info Library Article Number:19041