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TITLE

Power Macintosh G3: DVD Troubleshooting

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TOPIC

This article provides troubleshooting information for a variety of issues which may arise when playing DVD video. This information is mainly directed at the Power Macintosh G3 computers though general DVD troubleshooting is still relevant to other DVD-ROM capable computers.

DISCUSSION

Video Stutter During Playback of a DVD Movie

There are a number of possible causes for stutter when playing back a movie. Stutter is defined as a momentary pause in playback, either sound or video could be affected.

Possible causes are:

- Virtual memory is turned on.
- Speech or other background processes/applications can also cause stutter. Quit all other applications when viewing DVD video.
- The disc could be switching layers.
- The disc may be dirty. Try cleaning it with a soft cloth.

"Cannot find required hardware" Error Message

This error can occur when either the appropriate hardware is not detected, or if the appropriate software components are not detected. Refer to TIL article 30887: **Power Macintosh G3 (Blue and White): Apple DVD Player Cannot Open** for troubleshooting tips.

Pixelation in Dark Areas

- Set the Bit Depth to Millions in the Monitors & Sound control panel.
- Switch resolution to 800 x 600 or 720 x 480 if available (only when connected to an external display).
- Choose normal size as opposed to full screen for the best quality image.
- Select best for video when watching on S-video device such as a television.

Low Sound Volume

- Check preferences and make sure Line In audio is not selected.

No Sound

- Make sure the Sound In source in the Control Strip is set to DVD.
- Try changing the sound setting when playing the movie by selecting the audio button on the DVD Controller.

Stops at Opening Window

- Press Return key and wait a few seconds. If the video has not started, press the spacebar.

Some Items in the Menu Are Not Able to be Selected

- Try using the arrow keys and the return key.

The DVD Disc Box Says "The DVD-ROM features will not work on a CD-ROM or a Macintosh computer."

Many features, including the ability to play the movie, are still available when using the Apple DVD player. Only features that require

additional software to be installed will not be available. For the most part, those features are likely to have software written for a Windows environment.

Movie Does Not Immediately Start

It will take a moment for the movie to load. The system software is accessing necessary information to decode the movie. It is completely normal and not indicative of any hardware or software failure.

EXTENDED Information - Apple Internal Use - Service Providers and Support Professional

Document Information
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