

## Questions and Answers

### If You Encounter Problems...

Some of the common problems that result in questions asked of me are discussed here:

#### Netscape and SoundApp:

Q: I've configured Netscape to use SoundApp as the sound helper application. However, whenever Netscape launches SoundApp, it reports an end-of-file error and won't play the files. Why isn't it working?

A: The "file type" pop-up in Netscape's helper configuration pane is not set properly. "PLAY", which Netscape seems to default to, is a Play List. This setting will confuse SoundApp, since the file downloaded is not a Play List.

To setup Netscape to play Windows ".wav" files via SoundApp, to the following:

1. Open the "General Preferences" dialog and select the "Helpers" pane.
2. Edit the the following entry or create it if it doesn't already exist:
  - a. MIME Type: "audio/x-wav" and Suffixes: "wav".
  - b. Then under "Handled By" click the "Appliction:" radio button.
  - c. Click the "Browse..." button, find and select SoundApp.
  - d. Using the "File type:" pop-up menu, select "WAVE" for the File Type.
3. Repeat for the "audio/wav" MIME Type.

For other file formats, either edit an existing audio MIME type or create a new one for the desired type. Typically you'll receive an alert from Netscape telling you that it can't find an appropriate plug-in for a type. See the "Formats" section for likely suffixes, for example "au" for Sun Audio files.

#### MPEG:

Q: Why can't I play MPEG files?

A: SoundApp can only play MPEG files on PowerPC-based computers.

Q: Why does SoundApp refuse to play some MPEG audio files but not most others?

A: The MPEG audio files that will not play are most likely encoded using MPEG-2 instead of MPEG-1. MPEG-2 files can include multi-channel information and use a different encoding format for the MPEG bitstream. SoundApp cannot currently play MPEG-2 Layer I or II files, but it can play MPEG-2 Layer III files and Shockwave ".swa" files.

#### Sound Playback:

Q: Why do some files (especially MPEG Layer III) start to play then stop?

A: Your computer's processor or disk drive is too slow.

Q: Why doesn't clicking in the progress bar work for some files?

A: Not all file formats inherently support random access and SoundApp doesn't yet emulate this capability for those formats. File encodings that do not support random access are: MOD/S3M/MTM files using the ZSS driver, Amiga IFF Fibonacci-delta compressed files, DVI ADPCM and any of the G72x compression formats.

#### AppleScript Ranges:

Q: Why does the start at and stop at AppleScript parameters work for some files and not others?

A: SoundApp doesn't support these parameters for stereo SoundEdit, non-block based compressed files (Fibonacci-delta, G.72x, Huffman and DVI ADPCM), MOD/S3M/MTM and MIDI. Future versions may support some of the compressed types for conversion.