

INFORMATION

Support News 

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**“Get Off the Highway
and Into the Alley™”**



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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:

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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.

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1200 East Anderson Lane
MS: 212-STI
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(512) 908-8975

Diana Ezell, Editor

Regular Columnists:

Mark Aitala Leslie Dolan
Wayne Brissette Diana Ezell
Fred Widmer



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please share when done!

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Words From the Watchdog (Editor)

A Fresh Start



By Diana Ezell

If you read the last issue of the **Information Alley**, you may already know that our editor, Janet Christian, is moving on to another position within Apple. In doing so, she has turned the magazine over to me. I promise to keep up the quality and timeliness of the magazine. I also have some exciting new ideas for publishing this magazine in different formats. Stay tuned for further details in upcoming issues.

Who Am I?

In the mean time, please allow me to introduce myself. I have been working at Apple, writing and editing articles for Apple's Technical Information Library (TIL), for almost a year. Prior to working on articles for the TIL, I answered Apple's 800-SOS-APPL technical support phones for two and a half years. Before I came to Apple I wrote user manuals for a company that manufactures computer-controlled concert lighting fixtures. I also worked for the supercomputer center at one of Texas' largest universities, writing nuclear engineering manuals, as well as editing and laying out their department newsletter.

Introducing the Watchdog

You may be wondering why I have changed from the Alley Cat to the Watchdog. It is not that I don't like cats. As a matter of fact I have a lovely little cat at home. On the other hand, I love dogs. I raise and show Cardigan Welsh Corgis. Since I am taking over the magazine, I decided it was time for a change.

I chose the dog persona because I like the idea of being the watchdog on the lookout for any new, important, interesting, and useful information that would be helpful to Apple Macintosh users of all skill levels. I hope that everyone from home computer users to companies' Systems Administrators will find the magazine a valuable source of Apple Macintosh information. I intend for the **Information Alley** to be a source of helpful software and hardware usage tips, in-depth technical articles, and a wide variety of information covering basic Macintosh computer usage skills.

Inviting Your Suggestions

While I will do my best not to allow any important news to escape me, if you have any suggestions for improving, or questions about, the magazine, please don't hesitate to write to me. The phone number, fax number, and internet e-mail address will remain the same. I look forward to hearing from you.

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1200 East Anderson Lane
MS: 212-STI
Austin, TX 78752
(512) 908-8975. 🍏

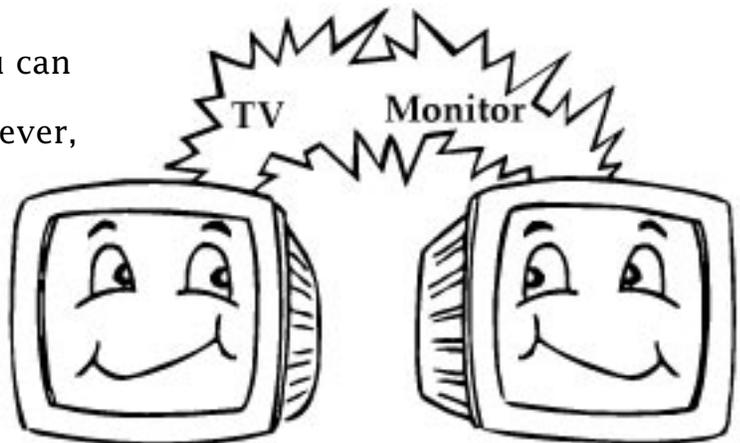
Fax: (512) 908-8018
e-mail: alley@apple.com

Using a Power Macintosh 8500 to Display Video on a TV & Monitor at the Same Time

By Anthony Snyder

If you have a Power Macintosh 8500 you can output video to a television and to your computer monitor simultaneously. However, you may be limited in the way you can set up this configuration by the amount of Video Random-access Memory (VRAM) in your computer.

The Power Macintosh 8500 can be configured with either 2 or 4 megabytes (MB) of VRAM.



2 MB of VRAM

If your Power Macintosh 8500 is equipped with 2 MB of VRAM, you can display video on either a computer monitor or a television, but not both at the same time. The computer detects what type of display device is attached when starting up and makes the proper adjustments. The computer defaults to the monitor when both a monitor and television are attached, hence the television screen will be black. Follow these directions to display video on a television from your computer:

STEP	ACTION
1	Make sure that your computer and television are both turned off.
2	Disconnect your computer monitor from the video port on the back of the computer.
3	Connect the television to the composite or S-video out connectors on the back of the computer.
4	Turn on the television.
5	Start up your computer.
6	The video now appears on your television.

If, after following these steps, there is still no image on the television, you need to make sure that the VRAM Dual Inline Memory Modules (DIMMs) are installed in the slots labelled "1" on the logic board. If the VRAM DIMMs are installed in the slots labelled "2", the video out feature does not work.

If you want to use both the television and monitor at the same time, you need to add an additional 2 MB of VRAM to your computer. If you install additional VRAM you can also use a larger desktop, or use video mirroring for presentations and recording.

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4 MB of VRAM

If your Power Macintosh 8500 is equipped with 4MB of VRAM, you can view the desktop on both the monitor and the television. If no image appears on the television, you need to open the unit and check the video cable connections.

Troubleshooting

Warning! Your computer contains electrically sensitive parts. To avoid damaging your computer, discharge static electricity that may be on your clothes or body by touching the power supply case before working with the assembly.

The following troubleshooting directions are provided primarily for Apple Service providers. If you attempt to perform upgrades or repairs yourself, any damage you may cause to your equipment will NOT be covered by your warranty.

Examine the internal AV ribbon cable and make sure it is attached between the logic board and the external composite and S-video connectors on the back panel of the computer. The internal ribbon connector must be attached to the logic board for the detection circuitry to operate properly. If the cable is not connected properly, reconnect the internal cable to correct this problem. 🍏

Creating Partitions on an Apple IDE Hard Disk

By Jeff Guidice

It is possible to partition an IDE hard drive on a Macintosh using Apple's Drive Setup software.

Drive Setup is supported on all of the current Power Macintosh computers and 68LC040 computers that have IDE drives installed. This includes all the original Power Macintosh machines as well as the new PCI-based Power Macintosh computers. The Power Macintosh upgrade card is not supported.

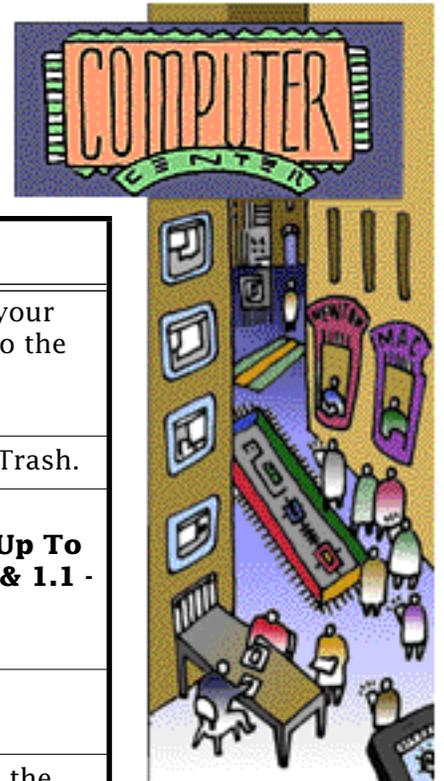
Drive setup 1.0 shipped with the Power Macintosh 9500/120 and 9500/132. Drive Setup replaces both Apple HD SC Setup and Internal HD Format utilities. Drive Setup 1.0.2 is available on online services. With Drive setup you may partition Apple hard drives as follows:

1 HFS Volume	6 HFS Volumes
2 HFS Volumes	7 HFS Volumes
3 HFS Volumes	8 HFS Volumes
4 HFS Volumes	1 ProDOS, 1 HFS Volume
5 HFS Volumes	2 ProDOS, 1 HFS Volume 🍏

When eWorld Fonts Appear Jagged on Screen

By James Ezell

Most new Macintosh computers are shipping with a copy of eWorld. If the fonts on your screen look jagged and jumbled together when you use eWorld, your eWorld fonts may be damaged or missing. You can correct this problem by following these steps:



Step	Action
1	Open the Fonts folder in your System Folder. If you locate your eWorld Fonts suitcase outside your Fonts folder, drag it into the Fonts folder and relaunch eWorld. If your fonts still do not display properly, go to Step 2.
2	Remove the eWorld fonts you have now, place them in the Trash.
3	Download a new set from eWorld. They are available in the eWorld Info Booth (go shortcut info). The path is: eWorld Up To Date → Latest eWorld Software → eWorld Fonts 1.0 & 1.1 - Replacement Only . The fonts take about one minute to download.
4	Disconnect from eWorld and the downloaded file will automatically decompress.
5	Open the folder created by the compression software. Drag the three font suitcases to your Fonts folder in your System Folder. If you are asked if you want to replace items, click OK .
6	Your new eWorld fonts are ready to use. Relaunch eWorld to see if your fonts appear normally.

If this does not resolve your issue, you can post this question in the eWorld support forum in the Info Booth by using the shortcut **eac** or clicking on the **Info Booth** icon in the Town Square. There, you can find answers to your eWorld questions, eWorld usage tips, and a member's support board where other users can help you out. Additionally, you may call the eWorld Assistance Center at 800-775-4556. 🍏

Tips and Tidbits

PhotoFlash and QuickTime 2.1 – Blank Images

After installing QuickTime 2.1, PhotoFlash 2.0 may display blank white images instead of pictures. To correct this you must reinstall PhotoFlash 2.0, then install the PhotoFlash patcher, then re-start your computer.

[Contributed by Murray Wheeler] 🍏

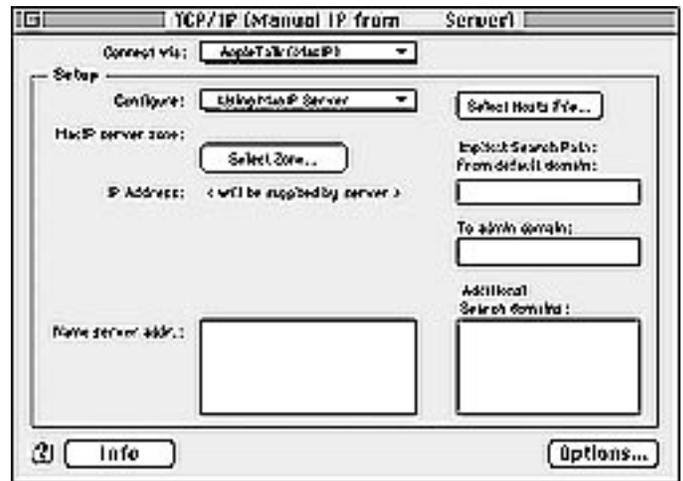
The Open Transport TCP/IP Control Panel Simplified For Beginners

By Terrie Beloin

This article provides a simplified explanation of the elements of the Open Transport, TCP/IP control panel settings.

Q: What does the TCP/IP control panel let me do?

A: The Transmission Control Program/Internet Protocol (TCP/IP) control panel lets your Macintosh speak the protocol or "language" of the Internet. The Mac OS uses AppleTalk, the protocol of Apple Macintosh computers and LaserWriter printers. But the Internet uses the TCP/IP protocol suite, which is the "language" of UNIX systems.



Q: What is an IP address?

A: Each machine or "host" connected to the Internet must have a unique IP address in order to communicate with other hosts. It is like a telephone number. An IP address is a 32-bit number, usually expressed in dotted decimals, for example: **128.1.1.24**

Q: What is the significance of the dotted decimals in an IP address?

A: Similar to the way a telephone number is divided into area code, exchange, and individual phone number, an IP address is also subdivided into octets (each "octet" is 8 bits, 8 bits X 4 octets = 32 bits) that designate network, subnetwork, and node.

The network is like the area code; it describes a certain piece of the Internet where your Macintosh is connected. A subnetwork is similar to an exchange; it further breaks down the network into smaller chunks, and each subnetwork can have its own range of nodes, like the individual phone numbers on that exchange. Note that not all networks use subnetworking to further divide their network.

Q: What is the subnet mask?

A: This mask is what is used to indicate which bits of your 32-bit IP address designate the "network", and which bits designate the "node".

Remember that the dotted decimal format is just an easy way of expressing the 32-bit address. If you were to write out the example address, **128.1.1.24**, in binary numbers, it would look like this:

10000000.00000001.00000001.00011000

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The subnet mask is also a 32-bit number; when superimposed over the IP address, every bit that matched a "1" would be part of the "network", and every bit that matched a "0" would be part of the node. For example, a subnet mask of **255.255.0.0** would look like this:

11111111.11111111.00000000.00000000

This would indicate that the first two octets of the IP address (128.1) indicated the network. The last two octets (1.24) are the node on the network 128.1.0.0.

There are three main classes of IP addresses and each class has a default subnet mask. The class is determined by the first few bits of the 32-bit IP address, as indicated below. For example, because the first bit of a class A address must be 0, when expressed in decimal numbers, the first octet will be 127 (01111111) or lower, because 128 in binary numbers starts with a "1": 10000000.

Class	Identified by 1st Octet	Default Subnet Mask
A	First bit = 0 (0-127)	255.0.0.0
B	First two bits = 10 (128-191)	255.255.0.0
C	First three bits = 110 (192-223)	255.255.255.0

Each organization can use the bits for their nodes to define subnets at their routers. For example, a class A address has the first 8 bits defining the network. An organization might decide to take the two middle octets — 16 bits — to define subnets, and then the final 8 bits would define a node on the subnet on the network.

This information is used by routers to determine how to route the IP packets to the network you are attached to.

Q: What are the different ways I can connect to the Internet?

A: If you are connected to a LAN that has access to the Internet, you simply use that LAN connection for your Internet communications. If you are on an Ethernet or Token Ring LAN, you can select either **Ethernet** or **Token Ring**, respectively, in the **connect via** field of the TCP/IP control panel. These types of networks support different protocols, so you can direct AppleTalk and TCP/IP, as well as other protocols such as IPX, over these networks at the same time.

If you are on a LocalTalk LAN, or connecting via Apple Remote Access, then you are limited to using AppleTalk protocols. However, TCP/IP packets can be encapsulated in AppleTalk packets for transmission over these connections. This is referred to as "MacIP". To use MacIP, you need a MacIP server, which sits on both an AppleTalk and a TCP/IP network, and acts as a middleman between you and the Internet. You send your AppleTalk encapsulated IP packet to the MacIP server using AppleTalk protocols; it strips off the AppleTalk encapsulation, and places the IP packet out on the Internet. When packets are destined to you from the Internet, it does the reverse.

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If you are not on a LAN that has connections to the Internet, then you can gain access through Internet Service Providers (ISPs). SLIP (Serial Line IP) or PPP (Point-to-Point Protocol) connections give you access to the Internet, using your modem and phone lines.

Q: Where do I get an IP address and a subnet mask?

A: This information must come from the person who is in charge of the network you are physically connecting to. If you are connected to a LAN that has a connection to the Internet, talk to your network administrator. If you are using a SLIP or PPP connection, talk to your Internet Service Provider (ISP).

The network administrator or ISP will also tell you the manner in which you can obtain your IP address (whether you are assigned one that you have to enter manually, or whether you get one from a server), in addition to the other information you need to configure TCP/IP.

Q: What are BOOTP, RARP, and DHCP?

A: These terms stand for Bootstrap Protocol, Reverse Address Resolution Protocol, and Dynamic Host Configuration Protocol. These protocols let a computer obtain its IP address (and sometimes other information, such as subnet mask) from a server. In the simplest terms, when a machine needs an IP address (on a Macintosh, this might be when you first attempt to launch an application that uses TCP/IP protocols), it asks the server for an IP address. Depending on the type of server, you are either assigned an address that has been set aside especially for your machine, or you are given one from a pool of available addresses.

These protocols are used to make administration of large networks easier.

Q: What is a domain name and a domain name server?

A: Because it is difficult for humans to remember a series of somewhat meaningless numbers, we assign names to them. Apple Computer's domain is **apple.com**; it also has lots of subdomains, such as **corp.apple.com**, and **austin.apple.com**. The subdomains simply define smaller areas within the apple domain. A machine called **max** on the subdomain **info.apple.com** would have a fully qualified domain name of **max.info.apple.com**, and its IP address might be **204.16.92.4**. A domain name server in each domain is in charge of keeping a table of the machines in its network and their IP addresses. If you want to talk to **max** you can address it with either its IP Address or with its name. If you use its name, you need to resolve the name by asking a domain name server for that machine's IP address. This is all done behind the scenes.

Q: How does domain name resolution work?

A: Your network administrator or ISP should give you the IP addresses of one or more domain name servers. You list these in the field called **Name server addr:** in the TCP/IP control panel.

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Here is an example which shows how a name is resolved. Assume that Sue's TCP/IP control panel is configured with a domain name of **drc.corp.apple.com**. Her **admin** domain is **apple.com**. Also in her search domain names, she has entered **info.apple.com**.

She has listed three different IP addresses in the **Name server addr** field.

When Sue attempts to connect to a machine using its domain name, **max.austin.apple.com.**, her Macintosh computer contacts the first domain name server in the list to see if it can resolve the name (if it can give her the machine's actual IP address). If it cannot do so, the other name servers are tried, in the order Sue has listed them.

Note that **max.info.apple.com.** is a "fully-qualified" domain name; the period at the end indicates this. Using simply **max** is possible, but because **max** is not fully qualified (and this is clear because it does not contain a single "."), a domain name must be appended to it before a domain name server can resolve it.

First, Sue's own domain is tried: **max.drc.corp.apple.com**. If a search on this name fails, other attempts to resolve the name are made by dropping off one subdomain at a time, until she reaches her admin domain. For example, the searches are conducted on the following names, in the order given:

max.drc.corp.apple.com

max.corp.apple.com

max.apple.com

If the name is not found, it attempts to resolve the name using the domain name in the **Search domain names** field, in this case:

max.info.apple.com

Q: What is the host file?

A: A host file is a text file that resides at the root level of your System Folder, and contains a table of domain names and IP addresses. This table can also be used for domain name resolution, but domain name servers are more commonly used, because they are easier to manage and maintain. If your network administrator gives you a host file to use, simply place it within your System Folder. 🍏

Tips and Tidbits

Use this table to decide which ColorSync System Profile (in the ColorSync System Profile control panel) to use for your PowerBook:

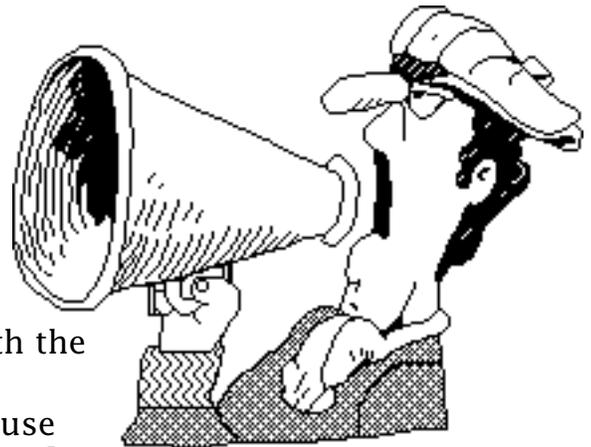
If you have this PowerBook...	Select this profile...
180c, 540c, 5300c, 5300ce	PowerBook 180c Standard
165c, 520c, 5300cs	PowerBook 165c Standard
270c, 280c, 2300c	PowerBook 270c Standard

Non-color PowerBooks computers do not use ColorSync. [Contributed by John Scalo] 🍏

Use MegaPhone to Record an Outgoing Message

By James Ezell

MegaPhone is a screen-based telephone designed to work with the Macintosh Telephony Architecture and other features of the Macintosh Operating System such as PowerTalk. It comes bundled with the following Apple products: Macintosh Performa 6200CD, Macintosh Performa 6216CD, Macintosh Performa 6218CD, Macintosh Performa 6220CD, Macintosh Performa 6230CD, and Macintosh Performa 5215CD and with the GeoPort Telecom Adapter Kit.



One feature of MegaPhone is that it allows you to use your Macintosh computer as an answering machine. In order to do this your computer must be powered on and the MegaPhone application must be running. MegaPhone can be running in the background when the call comes in. In the Macintosh Performa computers the Global Village internal modem automatically handles arbitration between the GlobalFax and MegaPhone software.

To setup the software so the modem will determine what type of call is coming in, open the Telephone Setup control panel and select the **Auto-answer incoming calls after 4 rings** option. This selection directs the incoming call to the appropriate software, whether the call is voice or fax. Follow these steps to record the outgoing greeting your callers hear:

STEP	ACTION
1	Launch MegaPhone.
2	You can reach the area to record an outgoing message by two routes: <ul style="list-style-type: none"> • Pull down the File menu and choose Preferences. Select Voice Messaging from the Topic pull down menu. • From the Windows menu select Voice Messages and click the Setup button in the top right corner of the Voice Messages window. You are now in the Voice Messaging Preference window. Make sure you have placed an X next to Use MegaPhone Voice Messaging otherwise, you cannot record your greeting.
3	Check if there is a greeting already recorded by clicking the Play button in the Outgoing Message area of the window. You hear the original MegaPhone greeting if you have not recorded a previous one. If you do not hear it, check the volume level of your computer in the Sound control panel. If you have a computer with volume control buttons, press the Volume Up button to make sure you hear your system sounds.
4	If you do not hear the greeting or you do not hear any system sounds, make sure that your microphone is not connected to the speaker port, as this will not allow sounds to play or be recorded. Make sure your microphone is plugged into the port with the microphone icon.

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STEP	ACTION																				
5	In the Outgoing Message area, click the Record button. You should hear MegaPhone speak and your computer say "Record your new greeting at the tone," followed by a short tone. If you do not hear MegaPhone tell you to record your greeting, refer to Restoring the Original Greeting section below this table to remove the "Voice Mail Sounds" file. Afterwards, test it again.																				
6	<p>Record your announcement and then click the Stop button. Click the Play button to hear your recording. You should hear your message.</p> <p>If you hear nothing, check your sound input in the Sound control panel:</p> <table border="1" data-bbox="277 548 1507 1192"> <thead> <tr> <th data-bbox="284 556 402 623">STEP</th> <th data-bbox="402 556 1500 623">ACTION</th> </tr> </thead> <tbody> <tr> <td data-bbox="284 623 402 674">1</td> <td data-bbox="402 623 1500 674">Under the Apple Menu, choose Control Panels.</td> </tr> <tr> <td data-bbox="284 674 402 724">2</td> <td data-bbox="402 674 1500 724">Double-click the Sound Control Panel.</td> </tr> <tr> <td data-bbox="284 724 402 812">3</td> <td data-bbox="402 724 1500 812">Choose the Sound In option from the pull down menu in the control panel window.</td> </tr> <tr> <td data-bbox="284 812 402 863">4</td> <td data-bbox="402 812 1500 863">Click the Options button.</td> </tr> <tr> <td data-bbox="284 863 402 913">5</td> <td data-bbox="402 863 1500 913">Change the Input Source to microphone.</td> </tr> <tr> <td data-bbox="284 913 402 963">6</td> <td data-bbox="402 913 1500 963">Click OK.</td> </tr> <tr> <td data-bbox="284 963 402 1052">7</td> <td data-bbox="402 963 1500 1052">Choose the Alert Sounds option from the pull down menu in the control panel window.</td> </tr> <tr> <td data-bbox="284 1052 402 1102">8</td> <td data-bbox="402 1052 1500 1102">Click Add.</td> </tr> <tr> <td data-bbox="284 1102 402 1190">9</td> <td data-bbox="402 1102 1500 1190">Tap your microphone and look for the sound waves coming from the speaker icon to confirm it is receiving input.</td> </tr> </tbody> </table>	STEP	ACTION	1	Under the Apple Menu, choose Control Panels .	2	Double-click the Sound Control Panel.	3	Choose the Sound In option from the pull down menu in the control panel window.	4	Click the Options button.	5	Change the Input Source to microphone.	6	Click OK .	7	Choose the Alert Sounds option from the pull down menu in the control panel window.	8	Click Add .	9	Tap your microphone and look for the sound waves coming from the speaker icon to confirm it is receiving input.
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8	Click Add .																				
9	Tap your microphone and look for the sound waves coming from the speaker icon to confirm it is receiving input.																				
7	MegaPhone comes with its own prerecorded greeting that states "Hello, thank you for calling. Please leave your message at the tone." This message will be erased as soon as you record your own new greeting.																				

Restoring the Original Greeting

If you would like to go back to the original greeting, quit MegaPhone and delete the file **Voice Mail Sounds** from your computer.

The file is located at the following path:

Hard Disk → System Folder → Preferences → Cypress → MegaPhone → Voice Mail Sounds.

Move it to the Trash, empty the Trash, and then relaunch MegaPhone. A new Voice Mail Sounds file is created automatically. Please note that doing this erases any outgoing message you have recorded.

If you are still unable to record a greeting, reinstall MegaPhone from your Macintosh Performa CD or Geoport Telecom Adapter Kit software. 🍏

Arabic or Hebrew May Freeze a StyleWriter 1200

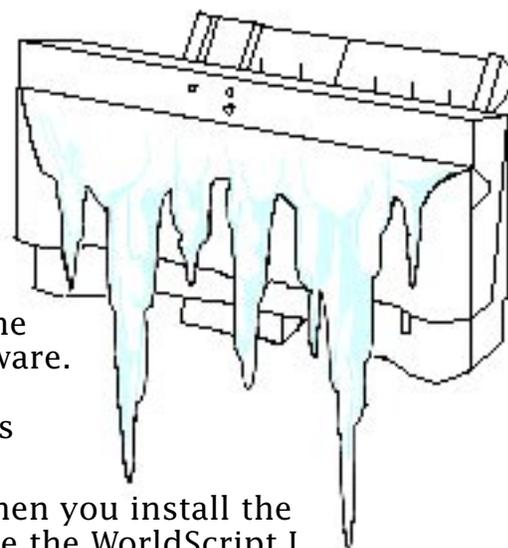
By Andrew Gonzalez

If you are using a StyleWriter 1200 and WorldScript I with Arabic or Hebrew resources, you may notice the following problem: Whenever you attempt to print, the computer seems to hang for several seconds after the print dialog closes. This happens when you try to **Print Window** (in System 7.1) or **Print Desktop** (in System 7.5).

This problem is caused by a known conflict between the WorldScript I software and StyleWriter 1200 v.2.0 software. Printing with the StyleWriter 1200 v2.0 printer driver freezes your 1-byte international system a few seconds after the print dialog box closes.

Your system becomes a 1-byte international system when you install the secondary language resources. These resources include the WorldScript I software. The system does not freeze when printing if WorldScript I is not installed, but then you will not be able to see or print Arabic or Hebrew properly. Only the Arabic and Hebrew Language Kits are affected by this conflict.

The problem was fixed in the StyleWriter 1200 v2.1 and also in the Color StyleWriter 2400 v2.1 software which are both available from online services. 🍏



Why the DOS Compatibility Card Uses Less RAM Than Set in the PC Setup Control Panel

By Mike Radowski

You can allocate half of the total physical RAM in your Macintosh computer to the DOS Compatibility Card using shared memory. However, the only choices for how much memory can be shared are the choices in the menu of the PC Setup control panel: **2, 4, 8, 16, 32**.

You cannot share Virtual Memory (VM) to the DOS Compatibility Card. For example, if the system only has 16 MB of physical RAM and you set VM to 32 MB, you can still only share a maximum of 8 MB of RAM.

There are two situations that must be kept in mind when sharing RAM between a Macintosh computer and DOS Compatibility Card:

- When changing the RAM allocation in the PC Setup control panel, you must restart the Macintosh before the RAM change takes effect.
- During startup, if you have several extensions or control panels that load before PC Setup, a reduced amount of RAM is available for the DOS Compatibility Card. For example, a large RAM Disk mounted at startup may allocate too much memory to itself before PC Setup loads. This will force PC Setup to reduce its memory allocation below the control panel setting. If this happens, you must evaluate whether all of your extensions and/or control panels are necessary, and turn off the unnecessary items. 🍏

Modem Initialization Strings for MacPPP Access

By Stephanie Hahn

This article lists some modem initialization strings for MacPPP access. This article does not have the initialization strings for every modem. It only lists those of which Apple has been notified. MacPPP requires you to know your modem's initialization string. If your modem is not listed in the following table, you should consult your modem manual, contact your modem vendor, or check with your Internet Service Provider.

Modem	Modem Initialization String
Aceex 1414 v.32bis	AT&F&D0\N3\Q3
Apple Express Modem	AT&F\N3
Apple GeoPort Modem	AT&F\N3
AT&T DataPort 14.4	AT\N7%C1&C1&D0\Q3
Best Data Smart One 14.4	AT&Q5%C1&C1&D0&K0
Boca 14.4Kbps v.32bis	AT&F&C1\N3
Boca Research V.32bis	AT&Q5%C1&C1&D0&K3
Cardinal 14.4	AT&F&C1&D0&Q5
Compudyne 1442F	AT&F&C1
CPC Turbo Modem+	AT\N6%C1&C1&D0\Q3\V1
Data Race Apex V.32/V.32bis	AT\N7%C1&C1&D0\Q3
Data Race APL 1496	AT\N7%C1&C1&D0\Q3
Digicom Eagle 9600/Scout Plus	AT&F&D0
Focus 14.4	AT&Q5%C1&C1&D0&K3S36=7
Global Village PowerPort	AT\J0\N3%C1&C1&D0\V1\Q3
Global Village PowerPort Gold/Silver	AT&F1\Q3
Global Village TelePort Gold	AT&F1%C1W1
Global Village TelePort Mercury	AT&F1&K3
Global Village TelePort Silver	AT\J0\N3%C1&C1&D0\Q3\V1
Global Village TelePort Platinum	AT&F1%C1&K3
Global Village Bronze	AT&F&D0? 6/27/95
GVC Fax 144	AT\N6%C1X4&C1&D0\G0\J0\Q3\V1
Hayes Accura 144	AT&F

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Modem	Modem Initialization String
Hayes Optima 14400 v.32bis	AT&F&D0
Hayes V-Series/Ultra	AT&Q5S36=7&C1&D0&K3
Intel 14.4 EX	AT&F&D0
Intel 14.4EX	AT\N3%C1&C1&D0\Q3
Intel 96EX	AT\N3%C1&C1&D0\Q3
Line Link 14.4 E	AT&F&C1
Macintosh Express Modem	AT&F\N3&D3&Q5
Macronix	ATS36=7&Q5%C1&C1&D0&K3
Macronix Maxlite 14.4	AT&F&C1&Q9\N3
Magic 14.4 V.32bis	AT&F&C1
Megahertz 14400/P2144	AT&F&C1&D0
MegaHertz V.32bis	ATS36=7&Q5%C1&C1&D0&K3
Microcom Desk Porte/QX/4232 bis	AT&F&D0
Microcom QX/V.32c	AT&Q5%C3&C1&D0\J0\Q3
Multitech MT 932 Series	AT&F&D0&E4
Multitech MT1432 Series	AT&F&D0&Q1&E1 1
Multitech MT1432 ZDX	AT&F&D0
MultiTech MultiModem 224E/V.32	AT&E1&E15&C1&D0&E4\$BA0
Phoebe V.34	AT&F1
PowerUser 14.4E	AT&F&C1
Practical Peripherals 14400FXMT	AT&F&C1
Practical Peripherals 14400FXSA	AT&F&C1S37=9N0
Practical Peripherals 9600SA/14400SA	ATS36=7&Q5&C1&D&K3
Prometheus Pro Modem Ultima	AT&F&D0
Prometheus Ultima/Home Office	AT\N3%C1&C1&D0\J0\V1\Q3
Prometheus V.32/V.32bis	AT&C1&D0*E1*F3*S1
PSI Comstation V	AT&F&C1&D0&K3&Q5\N3
PSI PowerModem II/IV	AT&Q5%C1&C1&D0&K3
Quicktel Xeba 14.4	AT&F&C1
Racal ALM 3223	AT&F&D0
Racal ALM 3226 V.32bis	AT&F&C1

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Modem	Modem Initialization String
Spectra Pocket Modem 14.4	AT&F
SpectraCom V.32bis PocketFax	AT&Q3S36=7%C1&C1&D0&K3
Supra 14.4 LC	AT&F1
Supra 2400 V.42bis	AT&Q5S36=7%C1&C1&D0&K3
SupraFAXModem V.32/V.32bis	AT&F1&Q5S36=7%C1&C1&D0&K3
SupraFAXModem v.32bis	AT&F1
SupraFAXModem V.34	AT&F1 (probably. 7/18/95)
Telebit QBlazer	AT&FS58=2S180=1S190=0
Telebit QBlazer/T1600/T3000	ATS180=2S190=1S51=252S58=2S68=2
Telebit WorldBlazer	AT&F9X2
UDS FasTalk Fax32bx/V.3225	AT\N3%C1&C1&D0\G0\J0\V1\Q3
UDS Fastalk V.32 bx	AT&F&C1\N3\Q3
UDS Motorola V.3225L/V.3229L	AT&F&C1\Q3
USRobotics	AT&M4&K1B0&A3&B1&D0&H1&I0&N0&R2
USRobotics Courier V.34	AT&F1&K3&D0
USRobotics Courier HST Dual	AT&F&C1&D0
USRobotics Courier V.32 bis/as	AT&F&D0&H1&K2
USRobotics Mac & Fax 14.4	AT&F&D0&H1&R2
USRobotics Mac & Fax 28.8 V.34	AT&F1
USRobotics Sportster 14.4	AT&F&H1&C1&D0
USRobotics Sportster 9600	AT&F&H1
Viva 14.4	AT&F&C1
Wang 14.4	AT&F&C1&D0
Zoltrix 14.4	AT&F&C1&D0
Zoom 14.4 V.32/V.32 bis	AT&F&C1
Zoom 2400 v.42bis	AT&Q5%C1W1&C1&D0S36=7&K3
Zoom V.32/V.32bis	AT&Q5S36=7%C1&C1&D0&K3
Zyxel U-1496	AT&F&D0
Zyxel V.32bis	AT&C1&D0&H3&K4&N0

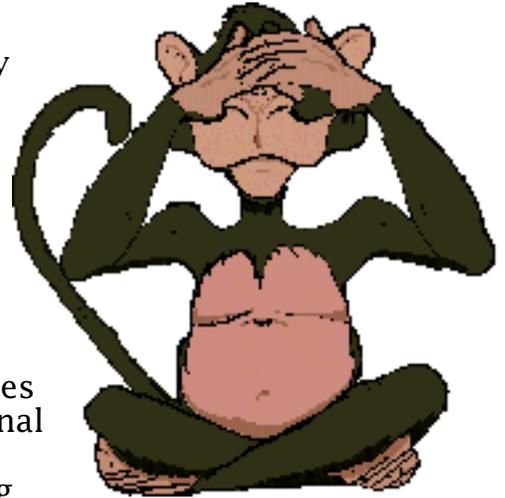
This article provides information about non-Apple products. Apple Computer, Inc. is not responsible for its content. Please contact the vendor of your modem for additional information and usage support. 🍏

What to Do When Internal HD Format Cannot See IDE Drives

By Paul Rodriguez

If you have a Performa 6200 series computer, you may have noticed that you cannot run Internal HD Format when you start up from the included CD-ROM disc. You get a message stating that this software does not work on this hard disk. It tells you to use Apple HD SC Setup instead. Of course, Apple HD SC Setup does not recognize the hard drive because the Performa 6200 has an IDE hard drive.

A change was made to the way IDE hard drives are formatted during the manufacturing process. IDE drives now include partitioning information, which the Internal HD Format application does not recognize. When the Internal HD Format application checks the partitioning information, it does not recognize the format and, by default, reports that the hard disk is a SCSI drive, thus it displays the error message referring you to Apple HD SC Setup. This problem can occur on any IDE hard drive-equipped computer, including the Power Macintosh 5200 series, Power Macintosh 6200 series, Macintosh 630 family, and Macintosh 580 family of computers.



The Drive Setup utility that originally shipped on System 7.5.2 computers is able to correctly reformat these IDE hard drives without any problem. Drive Setup 1.0.2 is available on online services.

Once you have downloaded the file, you can use it to reformat your hard disk by following these steps:

Warning! Reformatting or reinitializing your hard drive erases all information on your disk. Make sure you have a backup of all files you may have created and any preinstalled software that came with your computer.

STEP	ACTION
1	Copy the Drive Setup utility to a 3.5 inch Macintosh-formatted floppy disk.
2	Insert your Macintosh Performa CD . Restart the computer, while holding down the C key on your keyboard. Once the computer has finished starting, confirm that the Performa CD is the topmost item in the upper right corner of your screen. This means its system software is running your computer.
3	Insert the floppy disk containing Drive Setup 1.0.2. Double-click the floppy disk icon to open it. Double-click on the Drive Setup utility in the floppy disk window.
4	Select the name of your internal hard disk (its type is IDE, and its name is normally Hard Disk).
5	Click on the Initialize... button. A second dialog appears, asking for confirmation.
6	Click on Initialize again to confirm that you do want to initialize the hard drive. 🍏

New Apple Software Updates Posted Online

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

- **QuickTime 2.1 for Macintosh** → Macintosh → SSW → OSS – QuickTime 2.1 includes support for smoother video, sprite animation, CD-ROM AutoStart, 16-bit audio compression, and MPEG. It also includes the capabilities of the Apple Multimedia Tuner.
- **QuickTime for Windows 2.0.3** → DOS/Windows – There are two files: A Macintosh self-extracting archive of a Disk Copy 1440k DOS disk image and a DOS executable file. Note that QuickTime for Windows 2.0.3 must be licensed for distribution. If you have received QuickTime for Windows as part of an Apple or third-party product, you are licensed to install and use QuickTime for Windows on your computer. You MAY NOT redistribute QuickTime for Windows in any form without a distribution license from Apple Computer.
- **MoviePlayer 2.1** → Macintosh → Utilities – MoviePlayer is an application you use to play and edit QuickTime movies. It requires QuickTime 2.1 or later.
- **Intelligent Battery Update 1.0.3** → Macintosh → SSW → OSS – The Intelligent Battery Recondition software consists of two parts: a system extension (**Intelligent Battery**, version 1.0.1) an application (**Intelligent Battery Recondition**, version 1.0.3). It fixes a problem with charging certain batteries in PowerBook 500 series computers.
- **Apple Telecom 2.3** → Macintosh → N&C → Apple Telecom – This software replaces Apple Telecom 2.2. Version 2.3 adds support for PowerBook 190 and 5300 series computers.
- **52xx/62xx Diagnostic Utility** → Macintosh → Utilities – This self extracting archive (SEA) file contains a diagnostic utility, ReadMe file, and a Q & A document which provides information on an issue with the PowerPC 603 microprocessor used in a limited number of Macintosh 5200 and 6200 series computers.
- **Apple Telecom/PC Card Modem** → Macintosh → N&C → Apple Telecom – This software replaces Apple Telecom 2.2. Version 2.3 adds support for PC Card Modem. Apple Telecom 2.3/PC Card Modem consists of 2 disks: Apple Telecom/PC Card Modem.sea and Apple Telecom Disk 1 and Apple Telecom 2.3 Disk 2of2.sea Fax Software.
- **System Enabler 403 1.0.2** → Macintosh → SSW → System Enablers – This version of the enabler adds support for the Macintosh LC 550.
- **Battery Tools 2.0** - Macintosh → SSW → OSS – This software is specifically for users of PowerBook 200 series (Duo) computers 210, 230, 250, or 270c who are running System Software prior to System 7.5 and are using Type III batteries. PowerBook 200 series computers running System 7.5 or later do not need this software to use Type III batteries.
- **Desktop Printing Software 1.0.3** → Macintosh → Printing SW → OPS – Fixes a problem on Power Macintosh computers with Open Transport installed and includes support for the Extensions Manager. 🍏

Macintosh Monitors – Screen Size, Pixels, and Page Rulers

From the Technical Information Library

Application programs may display a different page width on different Macintosh monitors. For example, a Macintosh Classic can display a Microsoft Works document up to 6.5 inches. A Macintosh LC with a 12-inch RGB monitor displays up to 6.5 inches.

This is because the page width on a Macintosh monitor is determined by the number of pixels available, not by the physical screen size. The Macintosh Classic (and other compact Macintosh 9-inch screens) and the 12-inch RGB monitor are 512 pixels wide. They display the same ruler length.

The 9-inch monitor is 342 pixels tall, while the 12-inch RGB monitor is 384 pixels tall. The 13-inch RGB monitor and the 12-inch monochrome monitor are 640 pixels wide and 480 pixels tall.

Here is a table of some monitors and the pixels per inch available:

Monitor	Pixels Per Inch
9-inch	72
12-inch RGB	64
12-inch monochrome	76
13-inch RGB	69
Performa Display	67
Performa Plus Display	67
14-inch Color, AudioVision 14, Performa 575	69
Multiple Scan 14, 15, 17, 20	64-79
16-Inch Color	70
Portrait Display	80
Multiple Scan 20 1152x870, 21-inch color	79
Two-Page monochrome	77



QuickDraw is based on 72 pixels per inch. Unless the application takes into consideration the monitor used, the displayed measurements on the screen use 72 pixels per inch. When the application considers the pixels available, the measured size of the displayed ruler varies according to the monitor.

Since all Apple printing devices take into consideration the 72 pixels per inch of QuickDraw, they provide correct measurements shown on the screen-displayed ruler. 🍏

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Information Alley, 1200 East Anderson Lane, MS: 212-STI, Austin, TX 78752 – email: alley@apple.com; fax: (512) 908-8018 
