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## Apple Displays: Frequently Asked Questions (7/96)

Revised: 3/19/97  
Security: Everyone

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Article Created: 19 July 1995  
Article Reviewed/Updated: 02 July 1996

TOPIC -----

This document contains the answers to frequently asked questions (FAQ) about Apple displays.

Questions in this FAQ:  
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- 1) I have an Apple Multiple Scan 15 Display and a Macintosh IIsi and IIfx.  
The monitor will not work with either computer. Do I need an adapter?
- 2) I attached an Apple Multiple Scan Display to my computer and I am not able to switch resolutions, even though the computer I am using supports the different resolutions. What is causing this?
- 3) I have a monitor which uses a Sony Trinitron picture tube. About a third of the way from the top and/or bottom of the monitor, I see a very thin gray line. Is there something wrong with my monitor?
- 4) There is a large black border around the edge of the viewable area of my monitor and the picture does not fill the entire screen. Is there something wrong with my monitor?
- 5) I have a monitor experiencing one of the following symptoms:
  - A jittering or shaking picture
  - Discolored areas in the picture
  - Horizontal lines cycling across the screen
  - Distorted image

What is causing this?

- 6) I purchased an Apple monitor and I cannot plug the power cable into the wall outlet. It has a shield around it that prevents this. How do

I plug this monitor in?

- 7) I have changed some of the settings on my Apple Multiple Scan Display. How can I restore the monitor to the factory settings?
- 8) I connected my Multiple Scan 15 Display to my computer and I cannot get sound to play through the speakers on the monitor. Why is this?

#### DISCUSSION -----

##### 1) Question:

I have an Apple Multiple Scan 15 Display and a Macintosh IIsi and IIfx. The monitor will not work with either computer. Do I need an adapter?

##### Answer:

Out of the box the Apple Multiple Scan 15 Display is not compatible with the Macintosh IIsi and IIfx. The problem is related to the sync lines. The IIfx and IIsi were designed to work with the 13-inch HighRes RGB, which uses a composite sync input. The Multiple Scan 15 Display only accepts sync on separate input lines, one for the horizontal and one for the vertical.

To use the monitor with either of these computers, you must either use a video card that is compatible with the Apple Multiple Scan 15 Display, or use a special display adapter available from some third-party companies.

Display adapters are available from several third-party companies such as Enhanced Cable Technology, Griffin Technology, and MacAdapt.

##### 2) Question:

I attached an Apple Multiple Scan Display to my computer and I am not able to switch resolutions, even though the computer I am using supports the different resolutions. What is causing this?

##### Answer:

Many older Macintosh computers did not support resolution switching using software and require a cable adapter to produce different resolutions. Other computers do not provide the proper sync signals to work with the monitor and require an adapter to get any picture. The table below gives details for what is needed to use Apple computers with Apple Multiple Scan Displays.

The following (B revision) video cards can provide 832x624 resolution when used with a video adaptor:

- Macintosh 4/8
- Macintosh 8/24
- Macintosh 8/24GC

The following computers do not produce the proper sync signal to produce a picture on the monitor. An adapter must be used to view a correct video signal on these computers. These computers can support a maximum 640x480 video signal.

- Macintosh LC

- Macintosh LC II
- Macintosh Performa 400, 405, 410, 430
- Performa 600, 600CD
- Macintosh IIfx
- Macintosh IIsi
- Macintosh IICI

The following computers and video cards require a cable adapter to provide 832x624 resolution:

- PowerBook 180, 180c, 160, 165, 165c
- PowerBook 500 Series
- PowerBook MiniDock and DuoDock (The DuoDock does not require an adapter when used with System 7.5)
- Macintosh LC III
- Macintosh Performa 450, 460, 466, 467
- Macintosh Display Card 4•8, 8•24, and 8•24 GC

The following computers and video card do not require an adapter

- Macintosh Quadra Series
- Macintosh Centris Series
- Macintosh LC 475
- Macintosh Performa 475 and 476
- Macintosh 630 family
- Power Macintosh Family
- Macintosh Display Card 8•24AC

Multiple Scan 17 and 20 Displays

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To get higher resolutions, your computer must support that resolution. The number of colors at the various resolutions depends on the amount of Video RAM (VRAM) you have in your Macintosh.

The following computers and video cards require a cable adapter to provide different resolutions

- Macintosh II series
- PowerBook 180, 180c, 160, 165, 165c
- PowerBook 500 Series
- PowerBook MiniDock and DuoDock (The DuoDock does not require an adapter when used with System 7.5)
- Macintosh LC, LC II, LC III
- Macintosh Performa 450, 460, 466, 467
- Macintosh Display Card 4•8, 8•24, and 8•24 GC

The following computers and video card do not require an adapter

- Macintosh Quadra Series
- Macintosh Centris Series
- Macintosh LC 475
- Macintosh Performa 475 and 476
- Macintosh 630 family
- Power Macintosh Family
- Macintosh Display Card 8•24AC

Display adapters are available from several third-party companies such as Enhanced Cable Technology, Griffin Technology, and MacAdapt.

3) Question:

I have a monitor which uses a Sony Trinitron picture tube. About one third of the way from the top and/or bottom of the monitor, I see a very thin gray line. Is there something wrong with my monitor?

Answer:

When you display a white or light background on some Apple color displays, you may notice a thin gray horizontal line or lines across the screen. These thin lines are supporting or stabilizing wires inside the CRT and are part of Sony's Trinitron CRT technology.

Sony Trinitron CRTs have a specially constructed aperture grill which improves the CRT's convergence and produces a sharp and clear image. The aperture grill is a grid of vertical wires located just behind the CRT screen. These CRTs require a horizontal stabilizing wire or wires to help support the aperture grill. The supporting wires, which are thinner than a human hair, stabilize the aperture grill against shocks.

The Macintosh 13-inch Hi-Res RGB Monitor and 14-inch Macintosh Color Display have a single support wire across the bottom third of the display. The Macintosh 16-inch Color Display and the Multiple Scan 17 and 20 Displays have two support wires visible across the top and bottom thirds of the screen.

Note that these are not screen defects. Their presence cannot be adjusted out or eliminated by repairing or replacing modules in the display.

4) Question:

There is a large black border around the edge of the viewable area of my monitor and the picture does not fill the entire screen. Is there something wrong with my monitor?

Answer:

It is normal for your monitor to have a black border around the displayed picture. The closer an image gets to the edges of a display, the lower its quality. The black border will vary in size, depending on the type of monitor you have. Some Apple displays allow you to fill most of the screen using a button on the front of the display.

5) Question:

I have a monitor experiencing one of the following symptoms:

- A jittering or shaking picture
- Discolored areas in the picture
- Horizontal lines cycling across the screen
- Distorted image

What is causing this?

Answer:

These symptoms can all be caused by electromagnetic interference. All monitors are subject to electromagnetic interference. Larger monitors are affected more by this than smaller ones.

If your monitor is exhibiting any of the above symptoms, try temporarily moving it to a different location to check for interference. If the symptom does not occur after moving the monitor, then there was likely a source of interference in the area where the monitor was originally located.

Possible sources of electromagnetic interference include:

- Other monitors
- Fluorescent lights
- Any thing with a motor (fans, air conditioners, and so on)
- Anything with a magnet (some mobile phones, speakers, and so on)

6) Question:

I purchased an Apple monitor and I cannot plug the power cable into the wall outlet. It has a shield around it that prevents this. How do I plug this monitor in?

Answer:

The power cable you are describing is designed to be connected to the power outlet on the back of your computer. Look on the back of the computer just above where the computer's power cord is connected. There will usually be a receptacle there with three prongs in it. Plug the shielded end of the monitor's power cable into this receptacle.

If your computer does not have such a receptacle (many older Macintosh models did not), you can obtain a regular power cord from most computer dealers and electronic stores. If you take the power cord you have to the location from which you purchased it, they may be able to swap it for the power cable you need.

7) Question:

I have changed some of the settings on my Apple Multiple Scan Display. How can I restore the monitor to the factory settings?

Answer:

You can restore the monitor to factory settings as follows:

- Multiple Scan 15 Display: open the front panel and press the Recall button.
- Multiple Scan 17 and 20 Displays: Open the front panel. On the extreme left, you will see a recessed button with a triangle icon over it and next to it, a button with a circle icon. Using a pen tip or something similar, hold in the button with the triangle and while holding it in, press the button with the circle.

This procedure may also help if the monitor is out-of-focus, has a tilted raster, is experiencing pin-cushioning, and so on.

8) Question:

I connected my Multiple Scan 15 Display to my computer and I cannot get sound to play through the speakers on the monitor. Why is this?

Answer:

To get computer sounds to play through the speakers of an attached Multiple Scan 15 Display, you must connect the sound out cable that came with the monitor from the sound output port on the back of your computer (the one with the speaker icon) to the sound port on the monitor.

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Article Change History:

02 Jul 1996 - Added Fax Doc word

20 Mar 1996 - Added additional third-party information.

08 Feb 1996 - Revised question 1 to include new third-party information.

09 Jan 1996 - Clarified question 2.

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Tech Info Library Article Number:18216