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Performa 550: Troubleshooting Blank Gray Display (1/94)

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Security: Everyone

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TOPIC -----

My Performa 550 is displaying a blank gray screen.

DISCUSSION -----

If your Performa 550 is displaying a blank gray screen, you need to eject the CD (or CD-ROM) that's in the drive. Here's how:

- 1) Insert a paper clip or similar slender straight tool into the small hole located just below, and to the right of, the CD door. Press slowly and firmly until the CD ejects.
- 2) If this doesn't work, raise the door marked "caddy loaded" straight up. Here's how: With the computer's power on, "walk" the door up with your fingers. Press in and up on the two corners of the CD caddy and it will pop out.
- 3) Once the CD has ejected, hold down hold down three keys simultaneously: the Control key at the bottom left of the keyboard, the Command key (located next to the space bar), and the Power key located at the top of the keyboard.

Hold all three for about one second and let go. Your Performa will restart.

- 4) If you see a message that your Performa was not shut down properly, press the Return key on your keyboard. If you do not see this message, select Restart from the Special menu.

Support Information Services

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