



Tech Info Library

Apple Multiple Scan Display: Troubleshooting Tips (5/94)

Revised: 5/2/94
Security: Everyone

Apple Multiple Scan Display: Troubleshooting Tips (5/94)

=====
Article Created: 2 May 1994

TOPIC -----

This article lists some potential problems and solutions when using the Apple Multiple Scan 17 Display and Apple Multiple Scan 20 Display.

DISCUSSION -----

- AFTER CHANGING SCREEN RESOLUTION IN THE MONITORS CONTROL PANEL, I CAN'T MOVE A WINDOW, OR IT IS HALFWAY OFF THE SCREEN OR ALTOGETHER MISSING.

Try one of the following:

- Close the Monitors control panel before using any other window.
- Quit the program you're running and then open it again.
- Use the Monitors control panel to revert to the resolution you were using before making the change.
- If you have problems with one particular program, contact the publisher of that program. Not all programs can take advantage of the Multiple Scan Display's new features.

- THE COLORS DON'T LOOK RIGHT AFTER I CHANGE THE NUMBER OF COLORS IN THE MONITORS CONTROL PANEL.

Try one of the following:

- Quit the program you're running and start it again.
- Use the Monitors control panel to revert to the number of colors you were using before making the change.

- THE ICONS ON MY DESKTOP MOVE AFTER I CHANGE SCREEN RESOLUTION IN THE MONITORS CONTROL PANEL.

Because changing resolutions affects how much you can fit on your screen, the display software automatically repositions the icons after you change the screen resolution. In most cases, it repositions them as you would expect. You can use the mouse to move the icons where you like.

- I CHANGED THE KIND OF MONITOR ATTACHED TO MY COMPUTER, AND THE NEW MONITOR IS BLANK OR SHOWS "GARBAGE" OR "SNOW."

Try the following:

- Turn off the computer and detach the new monitor. Start the computer with no monitor attached. Turn off the computer again and reattach the new monitor.

- I CAN'T SEE SOME OF THE WINDOWS IN MY PROGRAMS AFTER CHANGING THE SCREEN RESOLUTION IN THE MONITORS CONTROL PANEL.

Try one of the following:

If your program has a Windows menu, use the commands in the menu to "hide" each invisible window and then to show it again, using the commands in the Windows menu.

- Use the Monitors control panel to revert to the resolution you were using before making the change.
 - Quit and reopen the application that has the missing window.
- AFTER USING THE ENERGY SAVER CONTROL PANEL TO TURN ON THE ENERGY-SAVING FEATURES, ONE OR MORE OF MY MONITORS DO NOT DIM.

Not all monitors and video cards support this feature. See the user's guide for more information.

- WHEN I TRY TO USE BOTH ENERGY SAVER AND A SCREEN SAVER PROGRAM, THE SCREEN FREEZES.

Turn off either the screen saver program or the Energy Saver control panel.

IMPORTANT: Some programs and video cards do not yet take advantage of the Multiple Scan Display's new features. If you experience problems with your application programs or video cards, contact the publisher or manufacturer.

Support Information Services

Copyright 1994, Apple Computer, Inc

Tech Info Library Article Number:15258