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PowerBook 5300: Focus Enhancements Video Card Sound Issue (9/96)

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TOPIC -----

I have a Focus Enhancements MV16 video card installed in my PowerBook 5300 computer, and I have an external monitor connected to the Focus card. Whenever, a sound plays, the system locks up. This started happening after I installed additional memory in my computer. What could be causing this?

DISCUSSION -----

This issue only occurs with the MV16-EN and MV16 Focus Enhancement cards when more than 32 MB of system memory is installed in the PowerBook 5300 series computers and an external monitor is connected. Focus Enhancements has been able to reproduce this issue consistently when memory cards that increase the total memory in the system to over 32 MB are installed along with the Focus MV-16 or MV16-EN card.

Apple Computer, Inc. is in the process of resolving this issue by changing a resistor value on the logic board of the PowerBook. If you are experiencing this issue, contact Apple or an Apple Authorized Service Provider to have your logic board replaced.

In the interim, you can use these workarounds:

- * Reduce the sound level to minimum in the Sound control panel.
- * Temporarily remove the RAM expansion card, reducing the actual RAM to 32 MB or lower when needing to play a sound with an external monitor attached.

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05 Sep 1996 - Updated technical information.

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