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## AppleColor HiRes RGB (Rev B) & Mac IIsi, IICI: Video Blip (2/93)

Article Created: 15 February 1993

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### TOPIC -----

I have a Macintosh IIsi and a Revision B AppleColor (13-inch) Hi-Resolution RGB Monitor. Occasionally, the display will appear to "blip." My computer doesn't "crash" and I don't lose my data.

Why does this happen?

### DISCUSSION -----

When using a Macintosh IICI or IIsi with a Revision B AppleColor Hi-Resolution RGB Monitor connected to built-in RAM Based Video, the display will, on occasion, appear to momentarily "blip." The blip only lasts a split second and there is no loss of data. It tends to occur when performing memory-intensive tasks such as opening and closing several windows on the desktop.

This problem is extremely difficult to duplicate and confirmed field reports suggest that it can occur an average of four times a day. The symptom will not occur when you:

- Use a Revision A Hi-Resolution RGB Monitor or the newer 14-inch Macintosh Color Display with the Macintosh IICI or IIsi.
- Connect a Rev B Hi-Resolution RGB Monitor to a NuBus video card and use them with the Macintosh IICI or IIsi.

We believe that the built-in RAM Based Video in the Macintosh IIsi and IICI may miss a synchronization signal under certain memory intensive conditions. When using RAM Based Video, the DRAM is shared between the CPU and video circuitry.

To minimize this problem, follow these instructions:

- 1) Use Apple 80ns, Fast Page Mode memory SIMMs.

- 2) For maximum performance, add a NuBus video card.
- 3) In the Macintosh IIci, better performance can be obtained with the built-in video circuitry when the larger SIMMs are installed in Bank B. For example, in a 5MB configuration, put the 256K SIMMs in bank A and the 1MB SIMMs in bank B.
- 4) Avoid using incompatible third-party SIMMs.

It is important to note that Apple does not consider this a serious problem due to the nature, frequency, and extremely short duration of the symptom. This symptom is not related to hardware failure. Customer complaints should be handled as Customer Satisfaction issues.

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Keywords: <None>

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19960215 11:05:19.00

Tech Info Library Article Number: 11303