



Tech Info Library

Apple Multiple Scan 14:Some Models Don't Support 832x624 (5/96)

Article Created: 25 August 1995

Article Reviewed/Updated: 31 May 1996

* RESTRICTED: Apple Internal and Support Providers Only *
Not For General Public Release

TOPIC -----

I have selected an 832x624 resolution on my Apple Multiple Scan 14 Display and now my screen is off center and cannot be adjusted.

DISCUSSION -----

Early models of the Apple Multiple Scan 14 Display did not support the 832x624 screen resolution. Model M3935LL/A supports only 640x480 and on some computers, 800x600.

If you select 832x624 from the Monitors control panel, the raster will shift to the right and cannot be adjusted back to the center until the resolution is changed back to 640x480. If you have problems using the Monitor control panel at this point, try resetting the Parameter RAM (PRAM) to return the monitor settings to 640x480.

In November of 1995, Apple introduced an upgrade program to update qualified customers to the Revision B Display which will support the 832x624 resolution.

You can determine whether or not a customer qualifies for this upgrade in the following way:

Step 1

Open the Monitors or Sound & Displays control panel.

Step 2

Locate the resolution section of the control panel. They should at least have an option for 640x480 scan rate listed.

a. If there is only an option for 640x480, the computer will not support either 800x600 or 832x624 and therefore would NOT benefit from this upgrade.

b. If there is also an option for 832x624, the computer can support 800x600

scan rates but the system software may or may not make 800x600 available. Hold down the option key on the keyboard while clicking the Options button in the Monitors control panel. If 800x600 is now available, select it and then close the control panel. A restart may be necessary to activate the new scan rate. These customers also should NOT be upgraded, as they are able to use multiple scan rates with the display.

c. If the customer can see 832x624 in the Monitors control panel, but cannot access the 800x600 scan rate using the option-click method in step b above, they will not benefit from upgrading to the Revision B display. Non-Macintosh "hidden" resolutions, such as 800x600 and 640x400 are not available with System 7.5.1 and higher. These customers have a computer that can support multiple scan rates, but the system software does not make the additional 800x600 scan rate available.

NOTES:

* Customers will always see 832x624 as a scan option if their computer supports either 800x600 or 832x624 scan rate. System software may not always make the 800x600 scan rate available.

* Other computers that generally should not be upgraded are the 630 series, Power Mac 6200, Quadra 660, 800, 840, 900, and 950 (check by using the information in Step 2 above).

Article Change History:

31 May 1996 - Updated system software version information.
05 Feb 1996 - Updated information; removed list of products.
10 Jan 1996 - Added information about Duo Docks.

Copyright 1995-96, Apple Computer, Inc.

Keywords: hts

=====
This information is from the Apple Technical Information Library.

19960603 14:32:16.00

Tech Info Library Article Number: 18487