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AppleVision 1710: Black Screen Calibration Issue (10/96)

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TOPIC -----

Apple has received a few reports of AppleVision 1710 and AppleVision 1710AV displays losing video after being calibrated. Some of the symptoms customers have observed are; black screen, white screen, red, green, or blue tint (all occurring after calibrating the display).

DISCUSSION -----

Apple is aware of these issues and after 16 October 1996 is offering the following solutions for customers whose AppleVision 1710 or AppleVision 1710AV Display turns black (or another color) either during startup or after recalibration.

1) Recommend the customer take their AppleVision 1710 Display into an Apple Authorized Service Provider for further testing.

OR

2) Use the Advance Replacement process to replace the customer's display.

IMPORTANT!

As of 16 October 1996, Apple no longer ships the AppleVision Recovery Disk to customers. The utility did not achieve the success rate Apple desired or its customers expected, so the program was eliminated and Apple stopped fulfilling the Recovery Disk to customers.

Article Change History:

22 Oct 1996 - Rewrote discussion based on current solutions.

10 Oct 1996 - Added information on write-protecting disks.

04 Oct 1996 - Added keyword.

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