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Multiple Scan 20 Display: Snaps Goes Blank and Returns (8/95)

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TOPIC -----

I've been using an Apple Multiple Scan 20 Display for about a month, and I've noticed that once a day the monitor emits a sharp snapping sound, then the screen goes black for about a second, and then comes back to normal.

When the monitor snaps and goes blank, the display image usually returns just fine, but three or four times I've noticed that the image has come back noticeably out of focus -- this I remedied simply by turning the display off then back on. On one occasion, the display went black, but when it came back, the top two inches of the display area remained black. The image was not compressed just missing the top two inches.

Is the daily snapping/blinking a common characteristic of the Multiple Scan 20 display (maybe degaussing) or is it more likely that a defective component is causing the problem?

DISCUSSION -----

It is not unusual for a new monitor to occasionally snap as the CRT tries to rid itself of any residual internal debris. However, this symptom should not occur for more than a week. What you are hearing is a high voltage discharge. I recommend you do the following.

- 1) Turn the monitor OFF, then check to see if the anode connector is firmly secure to CRT. Give it a good solid tug to ensure that it is seated correctly.
- 2) Make a visual inspection of the flyback transformer area and note any signs of arcing. If this is the case, you should have the main board replaced.
- 3) If none of the above isolate the problem, replace the power supply. Only the Multiple Scan 20 Display should have the power supply replaced, on all other Macintosh displays, replace the CRT.

Article Change History:

25 Aug 1995 - Revised step 2.

07 Nov 1994 - Added replacing the power supply.

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