



# Tech Info Library

## Macintosh 630 Family: Sound Issues (9/94)

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### TOPIC -----

Our customer starts up their Performa 636CD and the menu bar is constantly flashing. The entire bar flashes about two to three times a second. A secondary symptom would be no sound being generated through the speaker or headphone/external sound jack.

### DISCUSSION -----

There are two possible causes for this problem which can manifest itself on any member of the Macintosh 630 family of computers. This includes the Performa 630, 635, 636, 637, 638, Quadra 630, or Macintosh LC 630.

The first is the front bezel volume button could be stuck in the sound off position.

Since the menu bar blinks when the sound is muted and holding down the volume button causes repeated system beeps at startup, a stuck volume button can cause the system's menu bar to blink constantly. Also, if the volume button is stuck in the louder position at startup, the computer system will constantly generate system beep.

To troubleshoot the bezel, remove it and restart the computer. A flat tip screwdriver may be necessary to unfasten the front bezel tabs.

If removing the bezel does not fix the problem, the problem could be related software, or a hardware failure of the Front Panel Control assembly (661-0139).

The second cause of the failure is related to the "Volume Control/Infrared Receiver can" cutting the insulation of its cable when the "Volume can" is inserted.

In that case, the cable may not be functional, and may need to be replaced. First, you may try removing the can and gently reinserting it, being careful to push the cable out of the way as the can inserts. If the insulation or the conductor is cut, then the cable harness, part number 922-1154, will need to be replaced.

Article Change History:

08 Sep 1994 - Additional symptom documented, title changed.

07 Sep 1994 - Added specific Macintosh 630 family members to aid in searching.

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