



Tech Info Library

Multiple Scan Display: No Quality Spec w/o Helmholtz cube (2/95)

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TOPIC -----

The Service Guide for the Multiple Scan 15, 17, and 20 Displays refer U.S. Service Providers to contact Apple Customer Service for picture quality problems. Presumably Apple Customer Service talks about the issues and then decides whether or not the monitor is within specs.

Is there somewhere that Service Providers can find out the specifications, so that we can say to a customer what is acceptable and what isn't? It would seem someone must be making this decision, and they must have something to guide them. Really we need something like the PowerBook specification were we know what is good and what isn't.

DISCUSSION -----

I understand your problem. Unfortunately, there is no easy solution. This is because almost all monitor specifications, at least the ones that deal with raster distortion/problems, are only valid when measured or observed in a special "cage" (Helmholtz coil). This cage is approximately a 12 foot cube with coils of wire surrounding the structure that simulate the earth's magnetic field. Additional equipment is also required to operate the field as well as for measuring the results.

Many of the technical engineers who respond to service provider's phone questions have been specially trained to assist the service provider in determining if a particular monitor is within specification. However, without the use of special equipment (convergence gauge, etc.) and actually seeing the display operate in different environments--the technical engineer can usually only provide a best guess with regard to a display's ability to meet specification.

There is no chart or list which can definitively provide this type of information as with the PowerBook computers. However, there are articles in the Tech Info Library that may be of some assistance.

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02 Feb 1995 - Revised formatting of Discussion, misc. corrections.

Support Information Services

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