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## Multiple Scan 17 Display: Parameter Causing Shifted Raster 9/94

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### TOPIC -----

The raster on a Multiple Scan 17 Display always shifts to the right when the monitor is powered on. This requires readjusting the image everytime. If the resolution is changed the image shifts to opposite side of the monitor. The display is running off DRAM and not a separate video card.

So far, the Deflection board and 2 microprocessor boards have been replaced on the monitor. When the monitor is placed on a different computer, the problems remain. How can I fix this monitor?

### DISCUSSION -----

Based on your description, it sounds as though the memory on the monitor's microprocessor board has lost the ability to store the parameters set using the front panel user controls. I'm not surprised that the replacement of the microprocessor board did not fix the problem, since this cannot be done correctly without first down loading the boards stored data. The software for doing this will not be available to dealers until October. At this juncture, all you can do is replace the entire monitor, since the microprocessor board must be matched to the CRT--and that is no longer possible in our case (it now requires a setup at the depot service level).

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