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Multiple Scan Display: Monitor Shutdown & Diagnostics (4/95)

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TOPIC -----

Does the Apple 20 inch Multiple Scan Display have a monitor sleep mode? If it does, what indication is given that it's in sleep mode?

Here are the symptoms we are seeing. Display is darkened. Monitor appears as if it is in sleep mode. Power light flashing and one of the yellow picture control lights is on. Can happen with or without video cable plugged into the computer.

DISCUSSION -----

The symptoms you describe can appear on both the Apple 17 inch Multiple Scan Display, and 20 inch Multiple Scan Display. Try the following:

- Turn the monitor power off using the monitor power button. Restart the monitor.
- Check cables, brightness, and contrast controls to be sure the monitor is set up correctly.
- Check "sleep" mode for the monitor using the Energy Saver control panel. The yellow lamp (next to the power indicator) on the right of the monitor indicates that the monitor is in energy saving mode. If the display was fine, and then darkened or blanked out, try moving the mouse or pressing any key on the keyboard. If Energy Saver was on, this action should "wake up" the monitor. The computer will beep for about 20 seconds while the monitor is waking up.
- Check the diagnostic shutdown mode in the Multiple Scan 17 and 20 Displays.

Diagnostic Shutdown Mode

The Multiple Scan 17 and 20 Displays both have a diagnostic shutdown mode that can assist in finding a failed board in the monitor. Certain failures will cause the monitor to shut down and light the picture control indicators to point to the failed board.

If the screen goes blank and cannot be returned from sleep mode with the mouse or keyboard, and both the front right green and yellow lights are flashing, it's possible that the monitor has a problem. Examine the picture control lights that are located about 3 inches to the left and an inch down from the Apple logo near the bottom of the screen.

If the monitor is shut down and has no display, the power LED is blinking, and one of the five picture control lights are on, it is likely that the monitor has a failed board. The Multiple Scan 20 Display has two lights that flash in conjunction with the picture control lights, while the Multiple Scan 17 Display uses only one. The five lights can be used to help find the problem by indicating which board may have failed. When the lights are numbered from left to right as 1 to 5, the following table can be used to help find the problem.

- Light #1 - N/A
- Light #2 - Replace Microprocessor Control Board (MS17: 922-0695, MS20: 922-0685).
- Light #3 - Replace the Main Deflection Board (MS17: 661-0881, MS20: 661-0506).
- Light #4 - Replace the Main Deflection Board, then replace the CRT/Video Board (MS17: 661-0882, MS20: 661-0507), then replace the Microprocessor Control Board (922-0695).
- Light #5 - Replace the Main Deflection Board (661-0881), then replace the Microprocessor Control Board (MS17: 922-0695, 922-0685).

These indicators should work with or without a connection to the computer.

Article Change History:

27 Apr 1995 - Added Multiple Scan 20 Display part numbers.

Support Information Services

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