



# Tech Info Library

## Macintosh Computers:No Video May Be Caused by Low Battery (8/96)

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TOPIC -----

I have a Macintosh 475 computer and recently it stopped displaying any video. The computer appears to start up normally, but nothing appears on the monitor. What could be causing this?

DISCUSSION -----

The loss of video signal on some Macintosh computers can be caused by the lithium battery, on the logic board, having a low voltage. If you are experiencing a loss of video, you should follow these troubleshooting steps to determine the cause.

Macintosh models which can be affected: Quadra 605, Performa 475, Performa 476, LC 475, Centris 660AV, Quadra 660AV, Power Macintosh 6100, and the Performa 61XX computers.

Step 1

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If possible, swap the monitor with a known-good monitor and video cable to isolate the issue to the computer.

Step 2

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Reset the Parameter RAM (PRAM) by restarting the computer while holding down the Command-Option-P-R keys. Continue holding down the keys until you hear three startup chimes.

Step 3

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If the computer still does not display video, restart the computer off a known good startup disk or CD-ROM disc. If video returns, reinstall your system software.

Step 4

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If the computer still does not display video, measure the voltage level of the lithium battery on the logic board. A reading less than 3.0 volts indicates the battery should be replaced.

Step 5

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If the computer still does not display video, replace the logic board.

Note:

A public version of this article is contained in the Tech Info Library article, "Macintosh Computers: Low Battery Can Cause No Video".

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24 Jul 1996 - Updated information.

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