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Power Macintosh 8100/80: Grey Lines on Screen (10/94)

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TOPIC -----

Video at the higher resolutions on the Power Macintosh 8100/80 produce grey lines 1/4" apart down screen. I suggested that he replace the HPV card and also take an AV card out to see if it has similar problem.

DISCUSSION -----

Given the reported symptom, you have four possible solutions.

- 1) The customer is experiencing moire distortion, which is normal and can occur at the higher resolutions. Have him change the desktop from the gray dithered default pattern to see if the problem persists. If that corrects the problem, it is just the normal moire effect and there is no defect.
- 2) You may be experiencing external interference. It is not unusual to see its symptoms at higher resolutions. This occurs because of the various sync signals associated with each resolution. This is best determined by removing the unit from the building to see if the problem is eliminated.
- 3) Make sure that there are no other cards installed. Third party cards can generate noise which can interfere with raster performance.
- 4) You may have a defective video card.

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