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Power Macintosh 7500 & 8500: How to Resolve DAV Issue (8/96)

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TOPIC -----

The DAV (Digital Audio/Video) connector in some Power Macintosh 7500 and 8500 models does not properly support DAV-compatible add-in cards. This can affect the functionality of some DAV cards, distorting the video image displayed on the screen. The symptom arises when an add-in card connected to the DAV connector requires a mode configuration under which the add-in card controls most of the signal lines (Mode 2).

DISCUSSION -----

Apple has taken steps to resolve this issue in new product manufacturing. We have revised the logic board design and have created a new service part for the revised logic boards.

If a customer is using, or intends to use, a Power Macintosh 7500 or 8500 computer that is in the affected serial number range with a DAV card, replace the logic board under the Apple Limited Warranty. Use the following part numbers for replacement logic boards:

PART DESCRIPTION	DAV REPLACEMENT LOGIC BOARD P/N
Board, Logic, PowerMac 7500/100, DAV	661-1783
Board, Logic, PowerMac 8500, DAV	661-1784

Power Macintosh 7500 and 8500 computers with serial numbers greater than the following are NOT affected:

- CK548xxxxx
- SG548xxxxx
- FC548xxxxx
- XB548xxxxx

Note:

There is a related public article, "Power Macintosh 7500 & 8500: Using a DAV

Card", which instructs end-users to contact an Apple-authorized service provider for assistance.

Article Change History:

- 02 Aug 1996 - Updated part numbers.
- 31 May 1996 - Changed criteria for service.
- 29 Apr 1996 - Made minor wording changes.

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