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AppleVision 1710AV Display: Energy Saver Issue (11/95)

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TOPIC -----

This article discusses an issue with the AppleVision 1710AV display and the Energy Saver mode.

DISCUSSION -----

Apple has recently discovered an issue related to Energy Saver mode when used with a limited number of early shipping AppleVision 1710AV Displays.

AppleVision 1710AV Displays with serial numbers between SG522xxxxxx and SG536xxxxxx inclusive should have Energy Saver mode temporarily disabled using the Energy Saver control panel until the display can be serviced. Displays within this serial number range may not operate as originally intended while in Energy Saver mode when connected to a Power Macintosh 7200, 7500, 8500, or 9500 computer, or some third-party video cards. Monitors with serial numbers greater than SG537xxxxxx are not affected and will function normally with Energy Saver.

Symptoms

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- Under normal operation, when the display goes into Energy Saver mode, there is no visible raster and the power LED is not illuminated.
- In affected displays, there is still no video but the power LED begins to randomly flash, and you may hear a popping or clicking sound from the display enclosure or speakers. In some displays, this repeated cycling can cause loss of video.

Workaround

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The workaround prior to service of the display is to disable System Sleep in the Energy Saver control panel.

With System Sleep temporarily disabled, if you wish to put your computer and display to sleep, manually select Sleep from the Special menu, or shut down your computer completely.

If you experience this issue, or your monitor falls within the stated serial number range, contact your local service provider or 1-800-SOS-APPL. International customers should contact your local service provider.

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