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Multiple Scan 17 Display: Purity Problems (12/94)

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TOPIC -----

Some of our clients have mentioned a very soft blue, rose, red, or green spot near the bottom right corner of the Multiple Scan 17" monitor. If you rotate the monitor, this spot moves a little, changing its intensity.

They are aware of the "Geo-magnetic" sensitivity to the magnetic pole, especially because we are very close to the South pole. It is known that these monitors are calibrated for the different geographic hemispheres.

We think that the best solution would be to have a monitor calibrated for Australia, is there a product code? We have been told that M2611X/A represents an Australian calibration. Is this true?

DISCUSSION -----

The correct marketing number for the Australian version of the Multiple Scan 17 display is M2611X/A. However, this is probably not going to solve your problem.

From your description, you are dealing with a purity problem. Assuming a correct display setup, poor purity is usually related to stray DC magnetic fields. We have found that over time metal objects such as desks, cabinets, or computer cases can become magnetized and adversely affect a display's purity.

You can purchase a hand held degaussing coil (about \$25 to \$30) and demagnetize metal objects in the proximity of the display. I have done this many times to eliminate problems like the one you are experiencing. Sometimes this is not easily remedied because of magnetized metal beams in the structure of the building. If this is the case, then the only solution is to either accept the purity problem or relocate the unit to another area of the building.

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