AppleVision Service Notes

AppleVision Read Me

Refer to the AppleVision Read Me included on the AppleVision Software disk. This Read Me was last modified on 6/29/95.

Troubleshooting Notes

- When you open the AppleVision Setup control panel, the name of your display appears near the top of the control panel. If you have more than one display attached to your computer, a control panel appears on each display that supports the AppleVision Setup software. Changes you make in the control panel apply only to the display listed at the top of the panel. If you choose a new resolution, the AppleVision Setup control panels may move to one display. If this happens, quit and reopen the control panels. The control panels will appear on the correct display.

- If you experience problems with the AppleVision display, try reinstalling the AppleVision software. Reinstalling replaces the Preferences file which sometimes becomes corrupted.

- If you're using system software earlier than version 7.5, your computer may have a long restart time. To improve restart time, change the name of the AppleVision system extension so it installs after QuickTime. (Pick a name that appears alphabetically after "QuickTime.")

- There is a conflict between the AppleVision Display Enabler and the WorldScript Power Adapter when Now Startup Manager is installed. Because the Startup Manager changes the boot order, the AppleVision Display Enabler causes a forced reboot.

- The AppleVision software doesn't do the timed recalibration after two weeks if the display has been recalibrated and not restarted in the two-week period. This will be fixed in future versions of the software.

Sound and Video Tips

- If you hear loud "feedback" when you adjust sound controls on your display, lower your speaker volume or mute the microphone. See the manual that came with your display for more information.

- In the Sound window of the AppleVision Setup control panel, the "Mute all sound" checkbox only mutes sound on your display's speakers and headphones. To mute the computer's sound, use the Sound control panel.

- Sound interface issues for the Macintosh LC 630 are:
  - There are two selections for the same sound input port: Line In and Microphone.
  - If you select Line In, Playthrough is automatically selected. This can cause feedback prob-

lems with the AppleVision display. Select Microphone for optimal results.
- If you select Microphone or Line In, Playthrough is not active until the Record Sound dialog appears. (for example, when you click Add in the Alert Sounds panel of the Sound control panel). If you select Internal CD as your sound input source, Playthrough is active automatically.

• Gain settings for the display's sound input port can cause internal recording to be distorted or too low. If you have difficulty with internal recording from the AppleVision display's sound input port, switch to the CPU's sound input port. The following is a list of CPU's and the results of playing back a recorded sound (using an external CD player attached to the AppleVision display's sound input port):

Good Quality
   8100/110
   PB 280 (Mini Dock and Duo Dock II)
   PB 280c (Mini Dock and Duo Dock II)
   Quadra 660AV
   Quadra 840AV
   8100/80
   6100/66

Intermediate Quality
   PPC 7100/66
   Quadra 650
   PPC 9500/120

Bad Quality
   PB 520
   PB 520c
   PB 540
   PB 540c
   Quadra 800
   Quadra 900
   Quadra 605
   LC 475

Supported and Unsupported Configurations
• The AppleVision displays do not work with the Apple 8.24, 8.24GC, and 4.8 video cards.

• The AppleVision displays do not support the small Apple microphone shipped with the 1993 CPUs.

• Do not use the optional Microphone Input Amplification extension which ships with the Catalyst and Tsunami system software. Using the extension will produce a highly audible noise.

The extension overdrives the display's sound circuits causing the noise. The AppleVision 1710 display is set up to be a line level device when connected to the Power Macintosh, and loud feedback is common for a microphone/speaker device in close proximity.

- On a Tsunami with an ATI card running System 7.5.2, if you change the resolution on your AppleVision display to 1280 x 1024 (75 Hz) and have 256 colors selected, the screen flickers continuously. Note: This does not occur on a post-production Tsunami (ROM F2c1) which uses a different ROM from the ROM on a Macintosh 9500/120. Flicker does not occur when the resolution is set to 1280 x 1024 or 1280 x 960.

- The AppleVision display and software does not support the Surfer card. This is the SuperMac/Radius card that had been in development for Tsunami and was replaced by the ATI card. Also, the Display_Large_Canary driver is not supported.

- The RasterOps 8/24XLi is not a supported configuration. RasterOps must update their driver to support Display Manager 2.0.

- Various configurations of systems with two video cards that don't detect wiggling cause the AppleVision Display Manager to fail with indeterminate bad symptoms.

- The PowerBook 540 and 520c computers will power up from a shutdown condition when the ADB cable on an AppleVision 1710AV display is plugged into the PowerBook. This does not occur when a Norsi keyboard is connected to the ADB port. This does not occur with the AppleVision 1710 display.

- Tested and Supported CPU Configurations
  - PowerBook: 280*, 280c*, 520, 520c, 540, 540c (*with Mini Dock and Duo Dock II)
  - Quadra, Centris, Performa CPUs: 900, 950, 840AV, 660AV, 800, 700, 650, 605, 630, 610, LC 475
  - Power Macintosh: 9500, 8500, 8100/110, 8100/110AV, 8100/80, 8100/80AV, 7500, 7200, 7100/80, 7100/80AV, 7100/66, 7100/66AV, 6200, 6100/60, 6100/60AV, Power Macintosh Upgrade Card

- Untested and Unsupported CPU Configurations
  - Software will install, but not supported: Fx, Ci, Si, Vx, Vi, Cx, IIx, II
  - PowerBook: 100, 140, 145, 145B, 160, 165, 165c, 170, 180, 180c, 250, 270c
  - Standard Macintosh: Plus, SE, SE/30, Classic, Classic II, Color Classic II, MacTV, LC, LC II, LC III, LC 520, LC 550, LC 575

- The AppleVision software does not support the DOS compatibility card

IBM PC Configurations
- If you use the AppleVision 1710AV Display with an IBM PC-compatible computer, the display speakers don't mute when headphones are connected to the display.

- If you use the AppleVision 1710AV Display with an IBM PC-compatible computer, the sound input connector on your display should be plugged into a line level input port on your computer's sound card. See the manual that came with your computer or sound card for more information.

- Macintosh DOS cards do not support the 800 x 600 resolution on the AppleVision display.

Notes About Specific Applications

The following list describes some special situations that you should be aware of when working with specific programs. There may be other problems with these programs or with other programs not mentioned in this document.

If you have problems with a specific program, it may be a problem specific to the program.   Contact the publisher of the program. Sometimes, a newer, more-compatible version of the software is available.

For third party products, contact the manufacturer to see if the product supports the AppleVision display and software.

AppleMedia Tool, version 1.2
- The AppleMedia Tool does not work properly with the Control Strip. If you click the Control Strip tab, the Control Strip is hidden, resized, and moved.

- Apple Media Tool screen isn't properly relocated after you change resolutions on your Apple-Vision display.

System 7.1.1 Compatibility Checker
   The System 7.1.1 compatibility checker lists AppleVision software components as possible problems. Despite this result, AppleVision sofware works with System 7.1.1 and later.

VideoMonitor, version 1.0.1
- Selecting Speaker Off in the sound settings of the VideoMonitor program does not disable the AppleVision display's built-in speakers. Selecting Off While Recording makes the speakers louder. To turn off the AppleVision display speakers, press the mute button on the front of the display.

- When the AppleVision display resolution is set to 1024 x 768 and 256 colors are selected, the following error message appears "The built-in digitizer cannot display video while in the current number of colors!" This should be a valid configuration for using VideoMonitor with an AppleVision display.

- If you use VideoMonitor on a Macintosh LC 630 with an AppleVision display, the Volume

slider disappears and the screen freezes if you continue to adjust volume.

Director, version 4.0
• If you change resolutions on your display and a movie is playing, the movie may not be centered automatically. To fix this, choose Preferences from the Director's File menu and set Stage Location to Centered.

• If you try to use the Director option to "Switch Monitor's Color Depth to Match Movie's," it does not work instantaneously. You have to quit Director and re-open the file.

Adobe PhotoShop 3.0
With an AppleVision display and a 13" RGB display, if you drag the PhotoShop Toolbox to the extreme left-hand edge of the AppleVision display, then change the display resolution, the Toolbox icons disappear until you drag the Toolbox to the other display.

FusionRecord, version 1.02
You cannot use the sound controls on the front of the AppleVision display to change sound while recording. None of the controls work.