Power Macintosh 8500 Freezing With S-Video Cable (10/96)

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TOPIC ---

When I connect an external S-video cable only, in other words there is no
monitor, to my Power Macintosh 8500/120, the computer appears to hung if I open
the Color Picker. The mouse moves, but only beeps when I click anywhere. I do
not have to be using a video application, just changing a color in the Labels
control panel or in Eudora.

DISCUSSION --

We were able to reproduce what you describe on a Power Macintosh 8500, by
attaching an S-video cable to the secondary video port. After restarting the
computer, it was apparent from the Monitors and Sound control panel that
"another monitor" was present. Double-clicking a color in the Labels control
panel produced the same situation as the ghost monitor, for more information see
Tech Info Library article, "System 7.5: Known Color Picker Problems."

Workaround

When the computer appears to hung, you can dismiss the unseen Color Picker
dialog by pressing the return or enter key. The computer should then continue to
working as expected, however, you cannot change the color with Color Picker.

Another workaround is to change the relative color bit depth settings of the
"ghost" and visible monitors so the greater color depth is on the visible
monitor. We set the visible monitor to millions of colors and the Color Picker
dialog appeared on the main monitor.

Another workaround would be to attach a second monitor and set its color bit
depth lower than the first monitor.

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Keywords: hts

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