



# Tech Info Library

## AppleVision 1710 Display: Only Resolution is 640x480 (1/97)

Article Created: 24 August 1995

Article Reviewed/Updated: 28 January 1997

TOPIC -----

I have connected my AppleVision 1710 display to the onboard video on my Power Macintosh 7500/100. The only available resolution is 640x480. In addition, the sound controls do not seem to work. I can adjust the volume and tone, but I do not see the changes represented on the control strip modules. The speaker and microphone cables from the monitor are connected to the corresponding ports on the Power Macintosh. I am not using the ADB connector for the monitor because I wanted to connect the keyboard directly to my Macintosh computer.

DISCUSSION -----

The AppleVision Display software uses the ADB cable to sense what kind of monitor is connected to the computer. If the integrated ADB/video cable is not used, then as you have mentioned, the only resolution available is 640x480 and the speaker controls on the front of the monitor will not bring up their corresponding control strip modules. The volume and tone buttons work, but you do not see the levels on your monitor control strip.

If the AppleVision 1710AV Display, or AppleVision 1710 Display is connected without the ADB connector to a Macintosh previously using a display at a resolution higher than 640x480, the monitor displays the higher resolution during the startup process. However, when the desktop displays the resolution resets to 640x480 and does not offer you the ability to change the resolution. To correct this, use the integrated ADB/video cable and restart your Macintosh.

If you are still only getting the 640 x 480 resolution, follow the troubleshooting steps below.

### Troubleshooting Steps =====

#### Step 1

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Verify that all cables are securely connected.

#### Step 2

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Verify the AppleVision extension is installed and loading at startup.

Step 3

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Delete the preferences for the Finder and one or more of the following;

- Sounds & Displays prefs
- Monitors & Sound prefs
- Monitors
- Sound Preferences

Depending on the computer and version of Mac OS installed you will find one or more of these preference files in your Preference folder, which is located inside your System folder).

Step 4

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Remove the existing AudioVision software and reinstall it.

Article Change History:

- 29 Jan 1997 - Added AppleVision to discussion, and revised pref files.
- 04 Jan 1996 - Added additional troubleshooting steps.
- 21 Dec 1995 - Changed the title to match the monitor name.

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Keywords: hts

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ArticleID: TECHINFO-0018469

19970130 08:57:02.00

Tech Info Library Article Number: 18469