

Display Difficulties

If your computer appears to be working just fine but the display seems to have gone on vacation, select one of the following scenarios and then follow the steps to troubleshoot the issue.

- [There are no graphics or video on my screen](#)
- [I see a picture, but it displays strangely](#)
- [I can kind of see images, but the screen is really dark](#)

There are no graphics or video on my screen

If your computer started up normally (you heard the startup sound and you hear fan and hard disk noise) but you don't see any graphics, color, or video on your display, use these steps to troubleshoot the issue.

1. Look at your screen up close and at an angle. If you can make out your Desktop or other computer elements but just barely because the screen is really dark, click here: [I can kind of see images, but the screen is really dark.](#)
2. Make sure that your computer isn't sleeping. Press the power button; if your computer is sleeping, it should wake up.
3. If you're using an external display, follow these steps:
 1. Make sure that the display is turned on.
 2. Make sure that the display is getting power. If it's plugged into a power source, make sure that the electrical outlet is working.
 3. Make sure that the cable is securely connected to the computer.
 4. Inspect the cable; if any pins are bent or missing, or the cable is damaged in any way, you may need to replace the cable.
 5. If you have another display cable, try swapping the old one out to test. If your display works, replace the cable.
 6. If you have another display, shut down your computer, switch displays, and start up your computer again. If you see video on the display, replace your old display.
4. If you still don't see video, reset the computer's PRAM (parameter random access memory) as follows:
 1. Restart your computer and immediately press and hold the Command, Option, P, and R keys simultaneously while your computer starts up.
 2. Continue holding these four keys until you hear the startup sound for the second time.
 3. Let go of the keys to start up your computer normally.
5. If that doesn't work, start up from your Software Install disc:
 1. Insert the Software Install disc that came with your computer into the disc drive.
 2. Restart the computer and immediately press and hold the C key to start up

from the disc.

3. If you now see video, you may need to reinstall the system software. You can do a fresh install of Mac OS X while preserving your settings and other data by performing an Archive and Install installation. For instructions, [click here](#).

I see a picture, but it displays strangely

If your computer display shows warped video, flickering, or goes dim, try these steps.

1. If you can, try moving your computer to another location to see if the issue stops. This will rule out any environmental interference from fluorescent lights, metal objects, or electrical devices.
2. If you're using an iBook or PowerBook, make sure that you're not inadvertently pressing the screen dim key (F1). Press the F2 key to increase brightness.
3. Check your Energy Savings settings in System Preferences. Your Mac or display might be trying to go to sleep.
4. If you're using an external display, check for the following:
 1. Make sure that the display's brightness and contrast controls are set optimally.
 2. Check your display cable connections; make sure that they are secured properly (they shouldn't be loose).
 3. Check the pins on your display cable. If any pins are bent or missing, or the cable is damaged in any way, you may need to replace the cable.
 4. If you're using an older CRT monitor that has a slower screen refresh rate, flickering may be normal for that monitor. You might consider replacing it if it becomes an issue.
 5. If you have another display, shut down your Mac, switch displays, and start up your computer again. If things look normal, you may need to replace your old display.

I can kind of see images, but the screen is really dark

If you can barely make out images on your display but the screen is really dark, your display's backlight is out. You will need to get your product serviced.