



# Tech Info Library

## PowerBook Models 14x, 16x, 170, 18x: Common Q & A (5/95)

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TOPIC -----

This article describes common questions and answers compiled by the PowerBook support team in the Apple Assistance Center. It is also available through the Apple FaxInfo system.

DISCUSSION -----

Question: When I press the power button, my PowerBook does not start up, or flashes the display momentarily.

Answer: Follow the procedure detailed below:

- 1) Plug in the AC Adapter. If unit will start with the AC Adapter, but not with the battery in the compartment, you probably need to charge the battery. Another possibility is that you may need a new battery.
- 2) Reset the power management circuitry. This condition can be temporary, and this fix may be all you need. A separate Tech Info Library article details how to do this with various PowerBook and Duo models.
- 3) If the machine won't start with a recharged or new battery, or won't start with AC Adapter without a battery, then your PowerBook may need servicing. Please call 1-800-SOS-APPL or see your local Apple Authorized Service Provider.

Question: I am trying to connect a SCSI device to my PowerBook. However, when I start up the PowerBook, a diamond icon with a number appears on my screen.

Answer: Make sure you're using the correct cable, as it appears you have SCSI disk mode enabled. Use the Apple SCSI System Cable, part number: M2538LL/A, and appropriate SCSI termination.

Question: I'm trying to connect my PowerBook as an external hard drive (SCSI Disk Mode) to another Macintosh. When I turn on my PowerBook, I get a flashing question mark or a "Sad Mac" instead of the diamond icon with a SCSI ID number.

Answer: You may have the wrong cable. Use the Apple HDI-30 SCSI disk adapter cable, part number M2539LL/A, in conjunction with an Apple SCSI System Cable appropriate to your other Macintosh along with proper SCSI termination. Please refer to the Apple FaxInfo article on SCSI or refer to Chapter 14 in the User's Guide: "Expanding Your Computer System."

NOTE: SCSI Disk Mode is NOT supported on the following PowerBook models: 140, 145, 145B, 150, and 170.

Question: My battery lasts only a very short time. What can I do?

Answer: Follow the procedure detailed below.

1) Reset the power manager, following the procedure detailed in the first Q and A in this document.

2) Let the battery charge for 8 hours. This procedure should resolve the problem.

3) A few words about ongoing battery care: Completely discharge the battery after approximately 15 to 20 recharges. Here's how to do this:

Let the battery discharge completely until the PowerBook goes into sleep mode. You'll see three battery warning dialog boxes before this occurs. This process will "recycle" the nickel cadmium (NiCad) battery and eliminate a "memory effect," which makes the battery appear depleted when it is not.

Question: When starting up, my PowerBook displays the Fax Modem extension icon with an "X" through it. I can't use my modem to send a fax.

Answer: Open the Preferences folder inside your System Folder and trash the Fax Preferences file, empty the Trash, and restart your PowerBook. The Fax preference file can be corrupted due to a system error or screen freeze, disabling the Fax Modem extension as a result.

Apple recommends using Express Modem software 1.0.4 or later to permanently resolve this problem. Contact your local dealer or call 1-800-SOS-APPL to receive a copy.

Question: My PowerBook 140, 145, 160, or 165 display is blurry or displaying shadowing and ghosting effects. What can I do?

Answer: Open the Monitors control panel and select "Black & White" instead of 16 Shades of Gray. The type of screen technology used on these PowerBook models is

susceptible to shadowing and ghosting, since it doesn't individually address each pixel on the display. These effects are less noticeable in Black & White mode, but cannot be eliminated completely.

You can also try adjusting your brightness and contrast controls to minimize the effect.

Question: How can I get the smiling Macintosh icon (often called "Happy Mac") and the "Welcome to Macintosh" dialog box displayed at startup on my external monitor?

Answer: Open the Monitors control panel, hold down the option key and drag the "Happy Mac" icon which appears to monitor image marked 2. After you restart your PowerBook, the icon and dialog box will appear on your external monitor.

Question: My external monitor is not displaying an image when I start up my PowerBook.

Answer: Follow this procedure:

1) Make sure the video cable connected to both the PowerBook video port and the Monitor video port is secure.

2) Make sure the PowerBook is plugged into the AC Adapter, which is required to use an external monitor.

3) Open the Monitors control panel. You should see images of two monitors, representing the PowerBook display and the external monitor. If don't see the image of the external monitor, repeat steps 1 and 2.

4) In the Monitors control panel, click (and hold) the "Identify" button. A large 2 should be displayed on the external monitor icon.

Tip: If you wish to use the External monitor as your primary monitor, open the Monitors control panel and drag the menu bar image from the internal to the external monitor. The menu bar will be displayed on the external monitor once you restart the PowerBook.

Question: How much does an All-In-One PowerBook weigh?

Answer: All in One PowerBook computers (any PowerBook model with a built in floppy disk drive) weigh 6.8 pounds. The PowerBook 150 weighs 4.5 pounds.

Question: What features are included in an All in One PowerBook?

Answer: All-In-One PowerBook computers (any PowerBook model with a built in floppy disk drive) all have the following features:

- ADB port (for external mouse or keyboard)

- Built-in floppy drive
- External SCSI port
- Internal modem slot
- Microphone port
- Speaker port
- Two serial ports, except the PowerBook 150 (one supports LocalTalk)

Additionally, PowerBook models 160, 165 and 180 have:

- Built-in microphone (The grill located beneath the display.)
- Video out port
- SCSI Disk Mode. SCSI Disk Mode allows you to attach the PowerBook via a special cable to another Macintosh. The PowerBook then appears on the other Macintosh desktop as an external hard disk.

Question: What is a System Enabler, why do I need it, and which version should I use?

Answer: A System Enabler provides system software code for your specific PowerBook to work with System Software. It is required and must be located in your system folder to function. A number of different system enablers have been released:

- System Enabler 111 was released with PowerBook models 160 and 180.
- System Enabler 121 was released with PowerBook model 165c.
- System Enabler 131 was released with PowerBook model 180c.

Additionally, System Enabler 131 supports all PowerBook models listed above. The current version of system enabler 131 is 1.0.3, but this is subject to change.

PowerBook models 100, 140, 145, and 170 do not require a System Enabler, regardless of the system software version they use.

This article is one of many available through the Apple Fax center. For a complete list of available fax documents, search the Tech Info Library for Apple Fax Document Index or call the Apple Fax line at 1-800-505-0171 and select document number 20000 (Apple Fax - Document Index - Product Support Literature). The Apple Fax center is available free of charge 24 hours a day, 7 days a week.

#### Article Change History:

- 15 May 1995 - Added PowerBook 145B to list of PowerBook computers that do not support SCSI Disk mode.
- 31 Mar 1995 - Reviewed for technical accuracy, revised formatting again.
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Support Information Services

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