Tech Info Library

PowerBook 280c: Global Village Power Up Issue (5/96)

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Security:       Everyone


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TOPIC -----------------------------------------------------------

The PowerBook Duo 280 and 280c have seen intermittent power up problems with
Global Village PowerPort Mercury modems installed. Affected units have a problem
starting up on battery power. Most cases also have a large memory card
installed.


DISCUSSION ------------------------------------------------------

Global Village recommends loading their modem software before installing their
modem. You may need to start up using AC power the first time after installing
the modem, but after that first startup, things should work fine. Here are the
recommended steps to correctly install the modem.


Step 1
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Make sure all Express Modem software has been removed (if applicable).


Step 2
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Install Global Village modem software (v 2.08a or 2.5) BEFORE installing the
modem.


Step 3
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Shutdown the PowerBook Duo and install the Global Village Mercury modem
following the installation instructions provided by Global Village.


Step 4
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Start up the PowerBook Duo with AC adapter plugged in or in Duo Dock.  You may
have to try the back button two or three times to get the machine to start up.
When the PowerBook has completed the startup process, the Global Village
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extension downloads new power management code to correct the problem.

If you have a PowerBook with the modem installed already, Step 2 and 4 above can be done with the same end result. The only problem is getting the unit to startup to load the modem software from disk, and then rebooting again to download the new power management software. The main reason to load the modem software first, is to avoid the symptoms associated with trying to get the unit to startup with Global Village modem and no Global Village software installed.

Other possible workarounds include:

• Reset the power manager by holding these keys down while starting up: Command-Escape-d. This power manager@s similar to pressing the power button in the back of the computer for 30 seconds.

• Reset the power manager by holding these keys down while starting up: Command-Option-front power on key. This power manager reset is similar to disconnecting the internal backup battery of the computer.

• Install an Apple Express Modem.

• Replace the large RAM card with an Apple 8 MB RAM card.

This article provides information about a non-Apple product. Apple Computer, Inc. is not responsible for its content. Please contact the vendor for additional information.

The Tech Info Library article titled "Locating Vendor Information" can help you search for a particular vendor's address and phone number.

Article Change History:
30 May 1996 - Added workaround options.
05 Sep 1995 - Reviewed and reformatted discussion.

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