



# Tech Info Library

## PowerBook 200 Series: No Power On From External Keyboard (9/95)

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Security: Everyone

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### TOPIC -----

When inserted in a Duo Dock, my PowerBook Duo 270c does not turn on from the Power key on an external keyboard. I have tried several Duo Dock docking devices and keyboards. The PowerBook turns on from the Power button in the back of the Duo Dock and from the Power On key on the PowerBook itself when out of the Duo Dock. What is causing this?

### DISCUSSION -----

An improperly seated Random Access Memory (RAM) or modem card can cause a key on the PowerBook 200 series keyboard to touch the display housing when the PowerBook is in the Duo Dock. This prevents the PowerBook from turning on from an external keyboard.

To test for this condition, use the following procedure:

#### Step 1

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Remove any equipment from the top of the Duo Dock and remove the Duo Dock cover.

#### Step 2

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Insert the PowerBook into the Duo Dock. Verify that the external monitor cable is attached.

#### Step 3

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Open the PowerBook display.

#### Step 4

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Turn on the PowerBook with the Power key on the external keyboard.

NOTE:

In this configuration, video only appears on the external monitor, not on the PowerBook display.

If the Power key on the external keyboard functions correctly, and the PowerBook turns on, a key on the PowerBook keyboard is pressing against the display housing. This can be caused by an improperly seated modem or RAM card raising the keyboard on the right side. Have an Apple-authorized Service Provider check the RAM or modem installation.

Support Information Services

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