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PowerBook 100 Series: Frequently Asked Questions (11/95)

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PowerBook 100 Series: Frequently Asked Questions (11/95)

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TOPIC ---

This document contains the answers to frequently asked questions (FAQ) about PowerBook 100 series computers.

Questions Answered in This FAQ:
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1) When I press the power button, my PowerBook does not start up, or flashes the display momentarily. What is wrong?

2) Since I installed a modem on my PowerBook 150, the battery seems to get depleted very quickly. What can I do to save battery power?

3) My PowerBook does not always eject floppy disks, what's the problem?

4) My PowerBook display is blurry or sometimes has shadowing and ghosting effects. What can I do to correct this?

5) 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. Why is this?

6) 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. What's wrong?

7) My battery lasts only a very short time. What can I do?

8) When starting up, my PowerBook with Express Modem displays the Fax Modem extension icon with an "X" through it. I can't use my modem to send a fax. What's wrong?

9) My external monitor is not displaying an image when I start up my PowerBook.

10) Do PowerBook 190 computers support external video?

11) Why does my PowerBook trackball sometimes appear to "stick" or "jump" when rolled?

12) How do I back up the files on my PowerBook 145B or 150?

13) I made a backup of the information on my PowerBook 145B/150 hard drive. Now I would like to restore just one of my control panels. Can I restore a single file from the backup?

14) I did not make a backup of the system software on my PowerBook 145B (or PowerBook 150), and now I think I need to reload the operating system. I do not want to upgrade to System 7.5. Where can I get a new copy of the software that came with my PowerBook?

15) I am upgrading my PowerBook with Express Modem to System 7.5. What version of the Express Modem software should I be using?

16) Can the PowerBook 5300/190 use two batteries simultaneously?

17) Where else can I go for answers?

DISCUSSION --

1) Question: When I press the power button, my PowerBook does not start up, or flashes the display momentarily. What is wrong?

Answer: First try plugging in the AC Adapter. If the computer starts with the AC Adapter, but not with the battery in the battery compartment, you either need to charge the battery, or you may need to replace the battery.

If that doesn't help, try resetting the power management circuitry. Please see the document titled "PowerBook Power/Batteries: Frequently Asked Questions" for instructions on resetting the power manager.

2) Question: Since I installed a modem on my PowerBook 150, the battery seems to get depleted very quickly. What can I do to save battery power?

Answer: Apple released the PowerBook 150 Update to correct this problem. When the PowerBook 150 has an internal modem, the modem continues to draw power when not in use. This shortens the battery life. The update is available at the path U.S.A. Apple Software Updates -> Macintosh -> System Software -> Other System Software. The update is not required with system software version 7.5 or later.

3) Question: My PowerBook does not always eject floppy disks, what's the problem?

Answer: The drive may not be properly aligned. If you can see the metal frame

sticking up more than a couple of centimeters behind the floppy drive door, you should contact the Apple Assistance Center at 800-SOS-APPL (800-767-2775) to arrange for repair at our repair center or contact the Apple Referral Center at 800-538-9696 to obtain a phone number for an Apple-authorized service provider in your area.

4) Question: My PowerBook display is blurry or sometimes has shadowing and ghosting effects. What can I do to correct this?

Answer: The technology used on the passive-matrix displays is susceptible to shadowing and ghosting, since it does not individually address each pixel on the display. Gray-scale passive-matrix displays are particularly susceptible to these symptoms. The PowerBook 100, 140, 145, 145B, 150, 160, 165, 210, 230, 520, 190, and 5300/100 all use a gray-scale passive-matrix display.

Some suggestions to reduce the effects of the shadowing:

* Adjust the brightness and contrast settings of the display. Usually a lighter contrast setting will look better.

* Use a darker desktop pattern. The effects of the shadowing will not be as apparent with the darker background.

* Open the Monitors control panel and select "Black & White" instead of 16 Shades of Gray.

Although these tips can help mitigate the effects of the shadowing, some amount of screen anomalies will always be present on gray-scale passive-matrix displays.

5) 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. Why is this?

Answer: You are most likely using the wrong SCSI cable. You should be using the HDI-30 SCSI System Cable (M2538LL/A), which is a light gray color and only has 29 pins (there is a pin missing). You are most likely using the HDI-30 SCSI Disk Adapter cable (M2539LL/A) which is dark gray and has all 30 pins.

6) 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. What's wrong?

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.

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

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

Answer: Follow the procedure detailed below.

Step 1

Reset the power manager, following the procedure detailed in the document titled "PowerBook Power/Batteries: Frequently Asked Questions".

Step 2

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

Step 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.

Note: Do not attempt to fully discharge or recondition a PowerBook 100 lead-acid battery. If the battery life has significantly diminished on a lead-acid battery, then it probably needs to be replaced.

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

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

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

Answer: Follow this procedure:

Step 1

Shut down the PowerBook.

Step 2

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

Step 3

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

Step 4

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

Step 5

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 from the top of the internal
display (labeled 1) to the top of the external monitor (labeled 2).

10) Question: Do PowerBook 190 computers support external video?

Answer: External video on the PowerBook 190 computers is optional. The PowerBook
190 implements a PDS slot in the rear of the computer that can be filled with an
Apple or third-party video card. Apple's video card, model number M3743LL/A,
provides 8-bit color at resolutions up to 832x624 using 512k VRAM.

11) Question: Why does my PowerBook trackball sometimes appear to "stick" or
"jump" when rolled?

Answer: Most PowerBook trackball problems are due to contamination of the
rollers. The trackball is just like the standard Apple mouse in that dust and
debris can accumulate on the rollers and impede smooth movement of the
trackball.

Symptoms of a Dirty Trackball
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Symptoms that your trackball is dirty are:

* The trackball appears to "stick" or "jump" when rolled.
* The cursor will not track horizontally or vertically.
* It sometimes seems like the cursor is "hitting a wall."
* The movement of the cursor on the screen isn't smooth.
* The trackball is physically difficult to roll.

How to Clean the Trackball
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Step 1
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Remove the trackball retaining ring by turning it counterclockwise until it pops
out (about 1/4 turn). You don't need tools for this; you can just press against
the two small ridges on the ring with your fingernails.

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Step 2
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Lift the retaining ring and trackball out of its cavity.

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Step 3
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Locate the small rubber rollers at the left and bottom sides of the trackball
cavity. Depending on your model, they may look like small rings or wheels.

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Step 4
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Use any reasonably clean, blunt object (such as your finger or a cotton swab) to
wipe off the rollers. Do not use any liquid, including any amount of cleaning
fluid or water, inside the computer.

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Step 5
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Locate the three bearings located at approximately clockwise 4:00, 7:00, and
11:00 in all PowerBooks except the PowerBook 100, which has three black posts
instead of bearings. Using a fingertip, dry cotton swab, or other blunt object,
clean them of any debris.

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Step 6
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Replace the trackball and the retaining ring.

In addition, on a PowerBook 140 or 170, reseating the cables on the trackball
and keyboard may solve the problem. This is very effective if the failure is
related to the computer heating up. These cables are located inside the
PowerBook, so your authorized service provider or Apple must do this.

12) Question: How do I back up the files on my PowerBook 145B or 150?

Answer: Instructions for backing up the information on the PowerBook 145B or
PowerBook 150 are available in the online Apple Technical Information Library.
Use the search string "PowerBook 145B and backup" to locate the article
"PowerBook 145 &150: Backup and Restore Instructions." The instructions are also
detailed in the User's Guide that comes with both computers.

13) Question: I made a backup of the information on my PowerBook 145B/150 hard
drive. Now I would like to restore just one of my control panels. Can I restore
a single file from the backup?

Answer: No. The PowerBook 145B and 150 backup does not allow for restoring
single files.

14) Question: I did not make a backup of the system software on my PowerBook 145B (or PowerBook 150), and now I think I need to reload the operating system. I do not want to upgrade to System 7.5. Where can I get a new copy of the software that came with my PowerBook?

Answer: You can order a pre-made backup of the operating system for a PowerBook 145B and 150 by contacting Apple at 800-767-2775. A shipping and handling fee will apply.

15) Question: I am upgrading my PowerBook with Express Modem to System 7.5. What version of the Express Modem software should I be using?

Answer: You should upgrade your Express Modem software to at least version 1.5.3. Earlier versions may not work properly with System 7.5.

16) Question: Can the PowerBook 5300/190 use two batteries simultaneously?

Answer: Yes, the PowerBook 5300/190 expansion bay (where the floppy disk drive normally is) can accept a battery. BTI (800-982-8284) is in the process of releasing such a battery as of this writing. Since the expansion bay does not pass AC power through, any battery used through the expansion bay will require its own power supply for charging.

17) Question: Where else can I go for answers?

Answer: If you haven't done so already, check the other PowerBook FAQ documents. Also, depending on where you found this FAQ, you should have access to Apple's Technical Information Library (TIL). This library contains thousands of technical articles which are easily searchable using boolean search strings.

Support Information Services

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