Tech Info Library

Apple MessagePad: Trouble-Shooting Power Related Issues (12/95)

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Revised:        12/1/95
Security:       Everyone
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Article Created: 1 December 1995

TOPIC ---

This article describes some trouble-shooting techniques you can use when your
Apple MessagePad will not power on.

DISCUSSION --

When your Apple MessagePad will not power on, first check your batteries. Make
sure you have good batteries, typically this problem will happen after putting
in fresh batteries or removing a PC-card.

Here are some steps you can try to get the Apple MessagePad to power on. Start
with step one and continue following the steps until your Apple MessagePad
powers on.

WARNING:
The earlier Apple MessagePad devices (the Original MessagePad, MessagePad 100,
MessagePad 110) have all data internally in SRAM, so backup your Apple
MessagePad BEFORE removing all the batteries in the MessagePad.

The MessagePad 120 has user data stored in "Flash RAM", which is persistent, and
the system in SRAM which needs to have power. If you have to remove all power,
will NOT lose your data. However, you will have to reset Date & Time, and a few
other minor settings.

Step 1

Reset the Apple MessagePad

Step 2

Plug the Apple MessagePad into AC power if you have the Newton Power Adaptor,
then reset the unit.

Step 3

Remove the batteries and reset the Apple MessagePad with AC power only.

Step 4

Remove all power, including the backup battery, for at least 15 minutes. Then replace the batteries and repeat step one through three.

If after following these steps, your Apple MessagePad still does not power on, you need to have your unit serviced.

Notes:
• Resetting is always a good thing to try first on the Apple MessagePad. It is like restarting a Macintosh computer (Newton PDA devices are always sleeping, not being shut down!).

• When you take out the backup battery, the little screw is set into the metal plate so you will not lose it.

Support Information Services

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Tech Info Library Article Number:19007