Apple Service - Troubleshoot and Repair

Tech Info Library

TITLE

PowerBook and iBook: Troubleshooting a Dead Unit

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TOPIC

This article provides troubleshooting steps for a PowerBook or iBook computer that appears dead, or otherwise non-functional, with either a battery or AC power.

DISCUSSION

1. Remove any peripheral devices from the computer.

2. Remove AC adapter and battery from the PowerBook or iBook and reset the power manager. For more information on resetting the power manager, refer to TIL article 14449: "**PowerBook: Resetting Power Manager**".

3. Verify the outlet is working and all connections are tight. Connect the AC adapter to a known good power outlet and make sure power adapter cord is fully inserted into the power adapter. Ensure you are using the AC adapter which was designed for use with your computer. Refer to TIL article 16168: "**PowerBook: Battery, Recharger & AC Adapter Identification**" for help identifying the appropriate power adapter.

4. Connect the AC adapter to the PowerBook or iBook, wait a few seconds, and then press the power on button. If the unit powers on, it is likely that you have a bad battery. If you have another battery you should try it, if you do not, have your computer serviced. If the computer did not power on with the AC adapter connected, go to step 5.

5. Remove the AC adapter, insert a charged battery, and try the power on button again. If the computer powers on, you most likely have a bad AC adapter. You should contact Apple for a replacement. If the computer does not power on, proceed to step 6.

6. If problem continues, it is likely that your computer has a hardware failure that will require a repair.

Note: The PowerBook G3 Series battery has a series of LEDs that indicate the charge level when you press the small button. If only one LED is flashing, or no LEDs are on, the battery is depleted and needs to be charged.

EXTENDED Information - Apple Internal Use - Service Providers and Support Professional

Document Information
Product Area: Computers
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