



Macintosh PowerBook User's Manual

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Includes setup, troubleshooting, and important health-related information for Macintosh PowerBook 2400c computers

 **Apple Computer, Inc.**

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Communications regulation information

FCC declaration of conformity

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See instructions if interference to radio or television reception is suspected.

Radio and television interference

The equipment described in this manual generates, uses, and can radiate radio-frequency energy. If it is not installed and used properly—that is, in strict accordance with Apple's instructions—it may cause interference with radio and television reception.

This equipment has been tested and found to comply with the limits for a Class B digital device in accordance with the specifications in Part 15 of FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

You can determine whether your computer system is causing interference by turning it off. If the interference stops, it was probably caused by the computer or one of the peripheral devices.

If your computer system does cause interference to radio or television reception, try to correct the interference by using one or more of the following measures:

- Turn the television or radio antenna until the interference stops.
- Move the computer to one side or the other of the television or radio.
- Move the computer farther away from the television or radio.
- Plug the computer into an outlet that is on a different circuit from the television or radio.
(That is, make certain the computer and the television or radio are on circuits controlled by different circuit breakers or fuses.)

If necessary, consult an Apple-authorized service provider or Apple. See the service and support information that came with your Apple product. Or, consult an experienced radio/television technician for additional suggestions.

IMPORTANT Changes or modifications to this product not authorized by Apple Computer, Inc., could void the FCC Certification and negate your authority to operate the product.

This product was tested for FCC compliance under conditions that included the use of Apple peripheral devices and Apple shielded cables and connectors between system components. It is important that you use Apple peripheral devices and shielded cables and connectors between system components to reduce the possibility of causing interference to radios, television sets, and other electronic devices. You can obtain Apple peripheral devices and the proper shielded cables and connectors through an Apple-authorized dealer. For non-Apple peripheral devices, contact the manufacturer or dealer for assistance.

Responsible party: International Business Machines Corp, Old Orchard Road, Armonk, NY 10504, 919-543-2193.



DOC statement

DOC Class B Compliance This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled “Digital Apparatus,” ICES-003 of the Department of Communications.

Observation des normes—Classe B Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numérique de Classe B prescrites dans la norme sur le matériel brouilleur: “Appareils Numériques”, NMB-003 édictée par le ministre des Communications.

VCCI Class 2 statement

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Welcome to PowerPC



Congratulations on the purchase of your new Macintosh PowerBook computer. Your computer is designed to give you the highest performance combined with real ease of use—it's easy to set up, easy to use, and easy to expand. This book will guide you through the setup procedure, tell you how to expand your computer, and provide many tips on using your new system.

Your computer is powered by the new **PowerPC** microprocessor (or “chip”). This microprocessor was designed by Apple Computer, Inc., Motorola, Inc., and IBM Corporation. The **PowerPC** microprocessor uses Reduced Instruction Set Computing (RISC) technology to deliver very high performance at the lowest possible cost. The **PowerPC** RISC microprocessor represents the state of the art in microprocessor design.

Your new computer will run almost all your existing Mac OS software, but for best performance and greatest speed, look for the new software programs designed especially for computers with **PowerPC** microprocessors. You'll find these programs at any software store that carries Mac OS products.

- Chapter 1 Getting Started
- Chapter 2 Getting Help
- Chapter 3 Using PC Cards and Additional Equipment
- Chapter 4 Installing and Using Application Programs
- Chapter 5 Power Management



I
part

Follow the instructions in this chapter to set up your computer and learn the basics.

1

Getting Started



The information and illustrations in this chapter provide an overview of your Macintosh PowerBook system and get you started using the computer. To begin, take a few moments to review some important details about the computer's hardware, software, and learning materials.

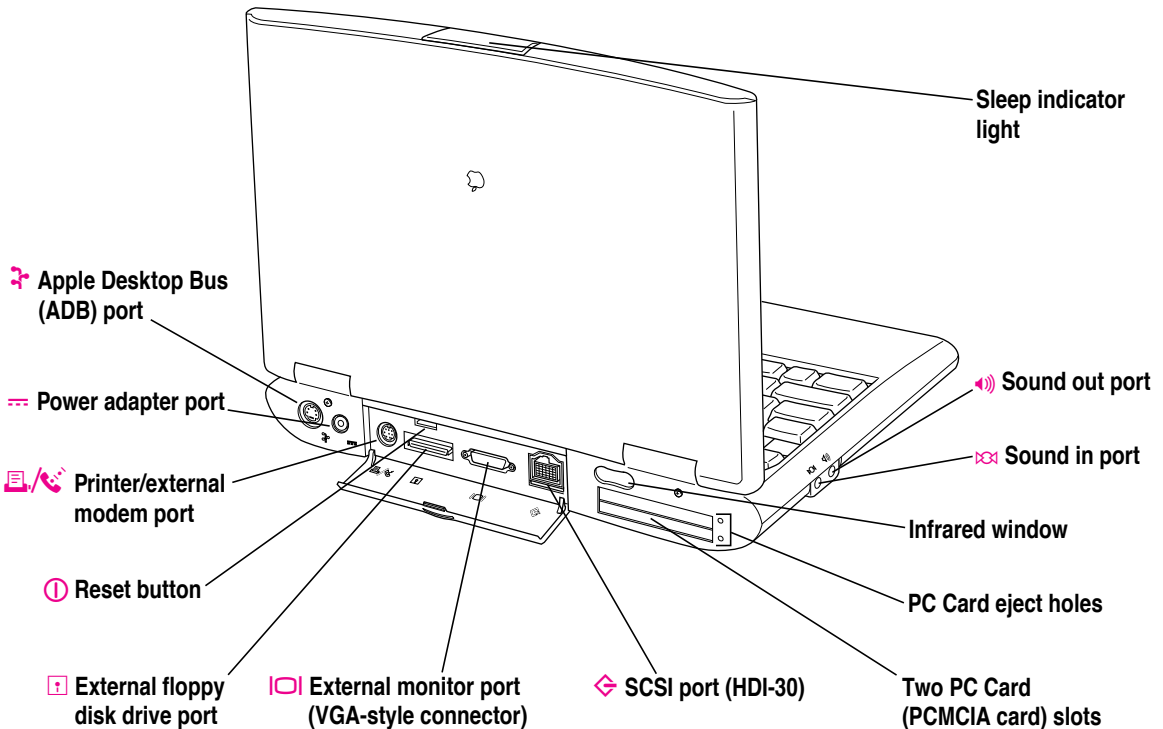
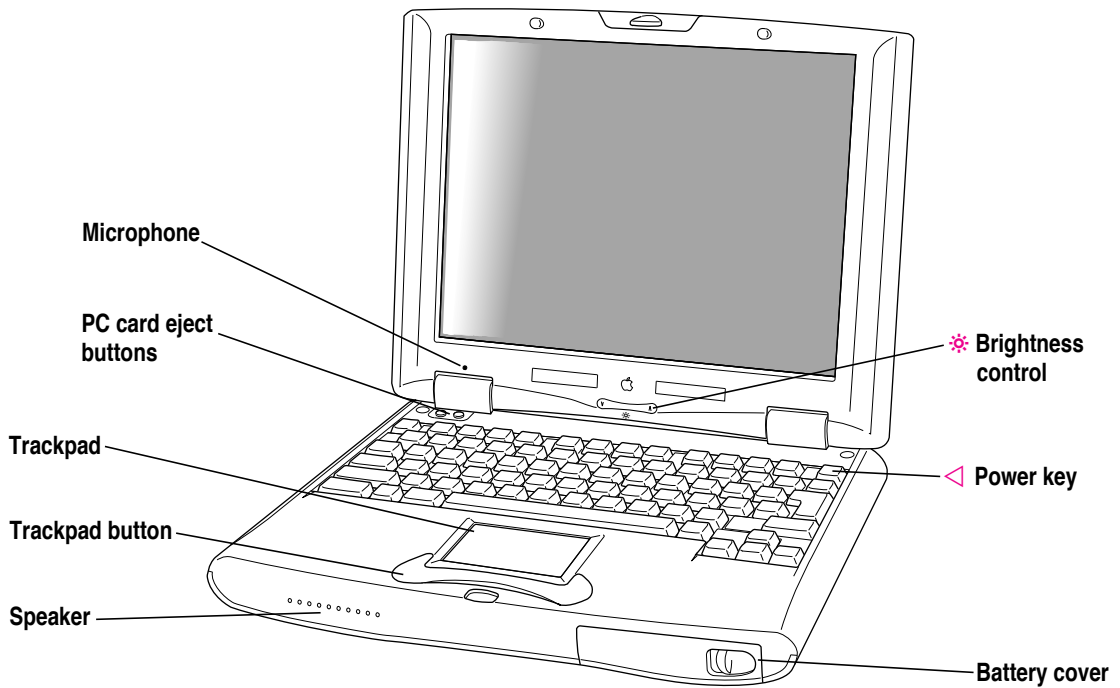
Becoming familiar with your Macintosh PowerBook

Your PowerBook is designed to keep you working productively in any location. With a PowerBook, you have

- easily expandable hardware
- specialized programs for mobile computing and versatile productivity applications, in addition to Macintosh system software
- interactive online instructions for using the computer, a manual for setting up and troubleshooting, and electronic manuals for application programs provided with the computer

Hardware at a glance

The illustration on the next page shows the built-in features of your computer, including the slots for PC Cards, and the ports for connecting to an external floppy disk drive, a printer, and other external equipment.



Software for mobility and efficiency

Your PowerBook comes with a variety of applications, utility programs, and control panels that provide broad functionality and flexibility. These include

In the Applications folder

- Apple Internet Connection Kit, complete software for using the Internet
- ClarisWorks, for word processing, graphics, spreadsheet, database, and telecommunications
- America Online, for electronic mail, information services, and Internet browsing
- MacLink Plus, for translating files between Mac OS and PC formats
- Remote Access Client, for connecting to a computer located elsewhere
- Apple Telecom software, for sending faxes and making modem connections

In the Apple Extras folder

- Apple IR File Exchange, for sending and receiving files using the computer's infrared window
- PowerBook File Assistant, for synchronizing file contents when you have several versions of a file
- MoviePlayer, for viewing QuickTime movies
- Tools and instructions for AppleScript scripting

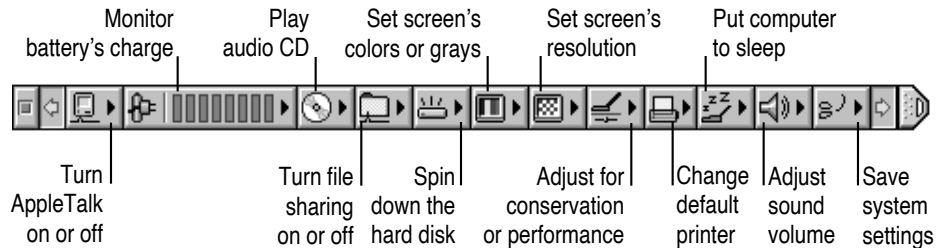
In the Utilities folder

- Drive Setup, for testing, formatting, and partitioning hard disk drives and drives for removable media, such as optical disks
- Disk First Aid, for testing and repairing floppy disks and hard disks or removable media (except SRAM storage PC Cards)

Each folder contains other items as well.

Control Strip for quick changes

The Control Strip appears on the desktop when you start up your PowerBook. This strip lets you change common settings quickly—by pressing an icon and then choosing the option you want from a pop-up menu.



(The Control Strip on your PowerBook may not look exactly like the illustration, depending on your computer's settings.)

You can adjust the Control Strip and add or remove items from it. For instructions, see “How do I use the Control Strip?” in the “Customizing Your Computer” topic area of Mac OS Guide, available from the Guide (🔍) menu.

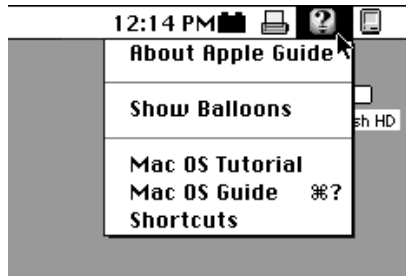
Learning materials and other information about the computer

Your PowerBook comes with this user's manual, which provides the information you need for setting up the computer, caring for it, and finding solutions to problems with the hardware. Depending on the PowerBook model you have, other manuals may be included as well.

The majority of instructions for using your PowerBook are online—in the Mac OS Tutorial, which introduces new users to the computer, and Mac OS Guide, which offers step-by-step instructions for the primary tasks you perform with the computer.

The Guide menu

You use the Guide menu to open Mac OS Tutorial or Mac OS Guide.



The Guide menu contains online instructions for using Macintosh system software when the Finder is the active program. In addition to Mac OS Guide and the tutorial, the Guide menu contains an explanation for using the Guide online instructions (About Apple Guide) and a summary of shortcuts.

The Guide menu usually provides online help for other applications when they are active.

You also use the Guide menu to turn balloons on or off. When turned on, balloons display a description of the item on the screen at the pointer's location. The illustration shows the balloon for the Trash.



When you have questions about the computer

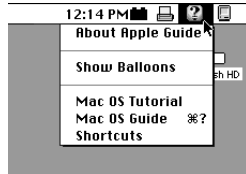
When you have questions about using your Macintosh PowerBook, you can look for answers in several places. These include

- Mac OS Guide and other online instructions available in the Guide menu
- electronic manuals and Read Me documents on your computer's hard disk
- files that provide demonstrations and tours of the hardware and software (on the hard disk)
- the printed manuals that came with your computer and with any additional application programs or equipment you're using
- Apple's World Wide Web sites and other information sources on the Internet (by modem or network connection)
- the Apple support center (by telephone)


Where to find answers

The summary that follows indicates the type of information you can expect to get from each information source.

On the computer's hard disk



In the Guide menu

The Guide menu (marked with the  icon) is your main source of information about the Macintosh. You can learn basic skills in the tutorial and get interactive, step-by-step help for tasks in Mac OS Guide.



Remote Access manual

In electronic manuals

For some programs, condensed instructions and reference information are supplied in an online manual. This type of document usually contains illustrations and bookmarks you use for quick access to the items you need. You can print this manual also.



Read Me

In Read Me documents

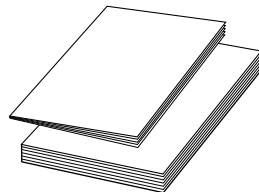
The Read Me files that come on your computer's hard disk contain late-breaking information about your PowerBook and some of the software that comes with your PowerBook.

In the printed materials



In this book

Use this book to set up and learn about your computer and for useful tips and suggestions if you have problems while using your computer.



In other manuals

For answers to questions about other equipment or about application programs you have purchased, see the manuals that came with them.

continued ►

On the Internet



At Apple's Web sites

Apple maintains a number of sites on the World Wide Web that provide software updates, product information, and technical information. The central site is <http://www.apple.com/>. Several other Apple sites (linked to the central one) provide PowerBook updates, product details, and mobile computing solutions, including <http://powerbook.apple.com/>.

Over the telephone



From Apple's customer support line

If you can't find an answer in any of the materials provided, call the Apple Assistance Center. (See the service and support information that came with your computer for the phone number.)

Preparing to set up the computer

Now that you know some essential details about your PowerBook, you're ready to set it up and begin using it.

To set up your computer for the first time, you need the power adapter and the power cord that came with it.


When setting up your computer, place your computer on a sturdy, flat surface near a grounded electrical outlet. Before following the setup instructions in this chapter, you may want to read "Arranging Your Work Area and Equipment" in Appendix A for tips on adjusting your work furniture and computer so that you're comfortable when using the computer.

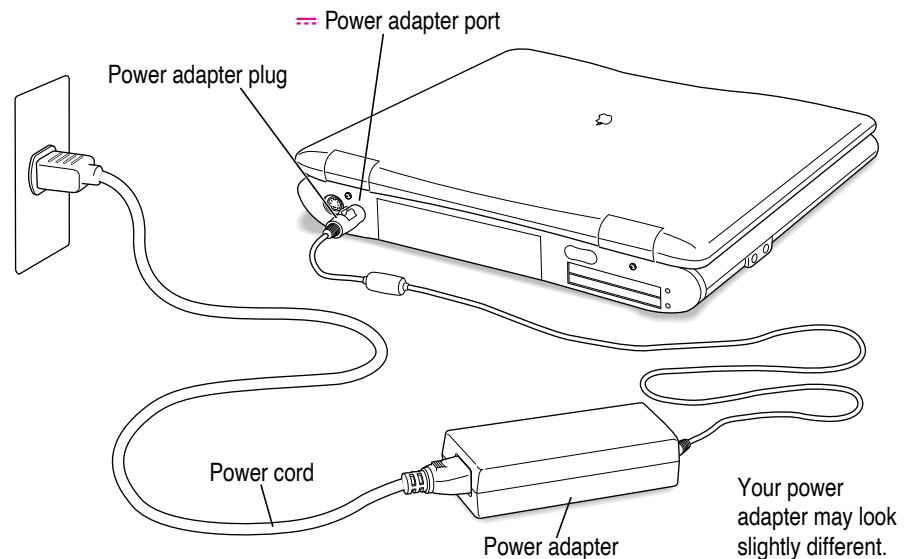
Plugging in the computer

Plugging in the power adapter recharges the computer's battery. Be sure to plug in the power adapter in case the battery has drained during shipping or storage. (If the battery was completely drained, the power will come on automatically when the power adapter is attached.)

WARNING Use only the power adapter that came with your Macintosh PowerBook computer. Adapters for other electronic devices (including other Macintosh PowerBook models and other portable computers) may look similar, but they may damage your computer.

When you are ready to begin, follow these steps:

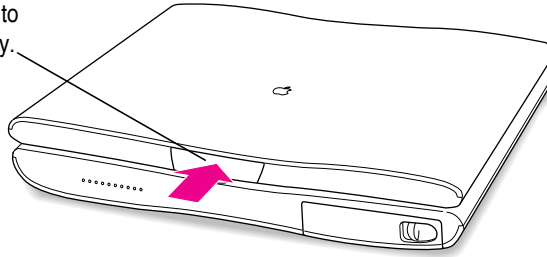
- 1 Plug one end of the power cord into the power adapter and the other end into an outlet or power strip.
- 2 Plug the power adapter plug into the power adapter port (marked with the icon ) on the back panel of the computer.



Opening the display

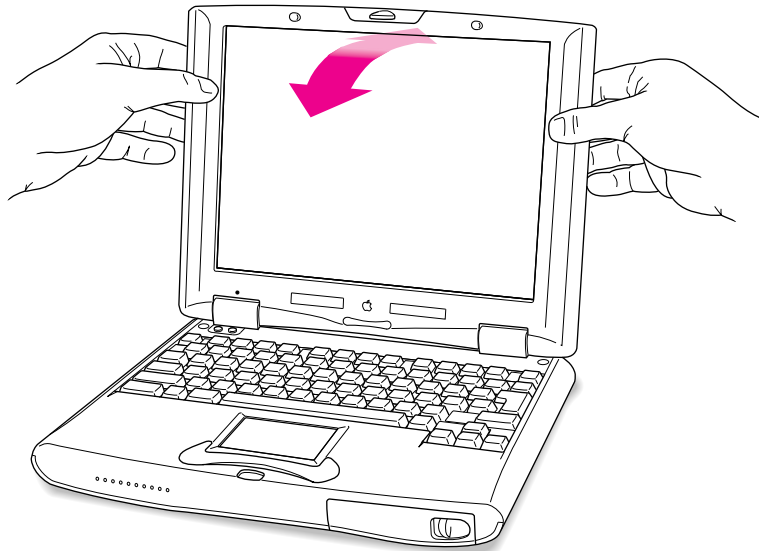
- 1 Push the latch in and lift up the display.

Press the latch to open the display.



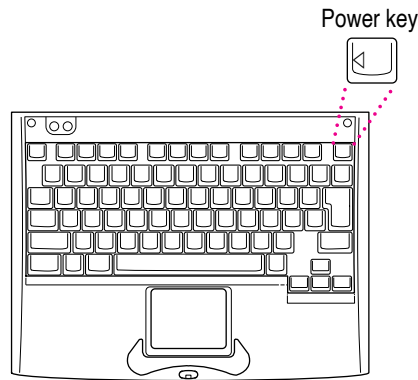
- 2 Position the display at a comfortable viewing angle.

You can adjust the angle of the display at any time by tilting it toward or away from you.



Turning the computer on

- Press the Power key at the upper-right corner of the keyboard to turn the computer on.



You should hear a tone when you turn on the computer. It takes the computer a few moments to start up. You'll see the Mac OS startup screen as the system software is loaded on the computer. After your computer starts up for the first time, a picture similar to this appears on the screen:



Note: Your screen should look very similar to this, but it may not look exactly the same.

Problems turning the computer on?

- **Nothing happened when you pressed the Power key.**

The battery may be drained. Make sure you plugged in the power adapter, and that the power adapter is firmly connected to both the computer and a power source. If the power adapter is plugged into a power strip, make sure the power strip is plugged in and turned on. If the computer doesn't make a sound when you press the Power key, press the reset button (marked with ⓪) on the back of the computer. Once the battery has charged you should be able to use the Power key normally.

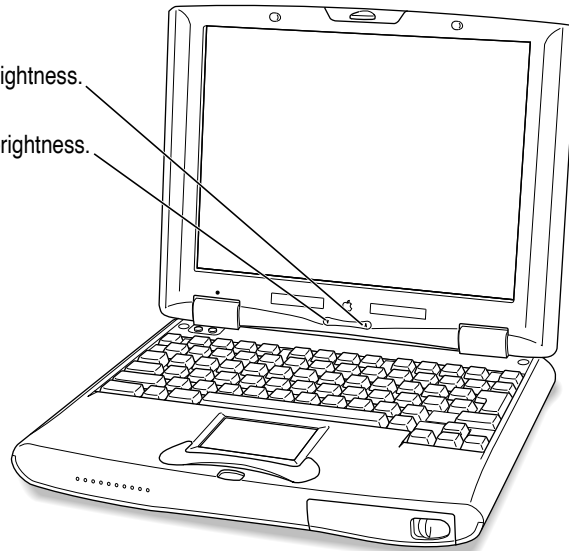
If the computer still doesn't turn on, see “Problems Starting Up the Computer” in Chapter 6.

- **The computer made a sound, but you can't see anything on the screen.**

Adjust the brightness control until an image appears and the screen is easy to read.

Press ▲ to increase brightness.

Press ▼ to decrease brightness.



- You see a picture of a disk with a blinking question mark on the screen.



This icon usually means that the computer can't find system software on the hard disk or any disks attached to the computer. You may need to reinstall system software. See “Reinstalling System Software” in Chapter 7.

What's next?

You've now finished setting up your Macintosh PowerBook. Continue with one of the following steps:

- If you are new to the Macintosh, turn to the next section, “Learning the Basics.”
- If you are an experienced Macintosh user, turn to Chapter 2, “Getting Help,” to learn about Mac OS Guide, your main source of information when you're working with the Macintosh computer.
- If you have additional equipment to connect to your computer, see Chapter 3, “Using PC Cards and Additional Equipment,” for instructions. (If you are a new Macintosh user, you should complete “Learning the Basics” before connecting additional equipment.)
- If you have application programs that you want to install on your computer, see Chapter 4, “Installing and Using Application Programs,” for instructions. (If you are a new Macintosh user, you should complete “Learning the Basics” before installing application programs.)

IMPORTANT If you need to turn off your computer at any point, read the instructions in “Turning the Computer Off” later in this chapter to learn the correct procedure for turning off your Macintosh PowerBook computer.

Learning the basics

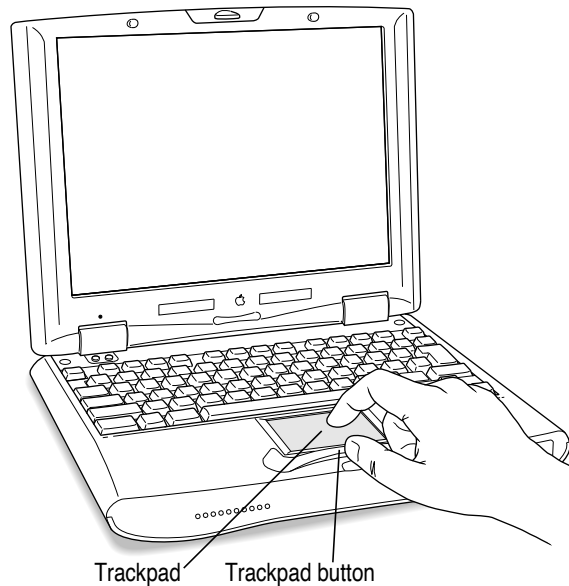
If you are new to the Macintosh, you should begin by looking at the easy-to-use program called the Mac OS Tutorial. The tutorial teaches you the basic skills you'll need to use your computer.

To start the tutorial, follow these steps:

1 Move your finger on the trackpad to move the arrow pointer (␞) on the screen.

Place your index finger on the trackpad and your thumb on the trackpad button. Don't press the trackpad button yet.

Move your finger across the trackpad, watching the arrow on the screen. Notice that the arrow on the screen moves in the same direction that you move your finger on the trackpad.



The trackpad is sensitive not only to the direction you move your finger, but also to how fast you move your finger. If you want the pointer to move a short distance across the screen, you move your finger slowly across the trackpad. The faster you move your finger, the farther the pointer moves on the screen.

Tips for using the trackpad

For best results when using the trackpad, keep in mind these tips:

- Use your index finger (left or right hand). Use only one finger.
- Use only your finger on the trackpad. Do not use a pen or any other object.
- Sometimes humidity or condensation may cause moisture to gather on the trackpad. If this happens, gently wipe the trackpad with a clean cloth before you use it.

- 2 Move your finger on the trackpad so that the tip of the arrow (⬅) points to the question mark in the upper-right portion of the screen.
- 3 With the tip of the arrow (⬅) on the question mark, press and hold down the trackpad button.

A list of choices (called a *menu*) appears. This is the Guide (🔍) menu, which is the place to go when you have a question about how to use your computer.

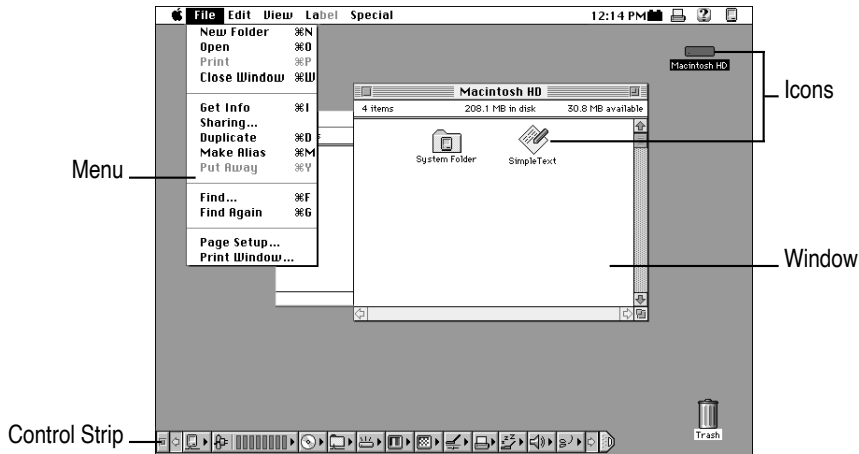


- 4 While holding down the trackpad button, move the arrow (⬅) until the words “Mac OS Tutorial” are highlighted, then release the trackpad button.

A window appears welcoming you to the tutorial. You can set aside this book for now and follow the instructions you see on the screen. When you have completed the tutorial, return to this book.

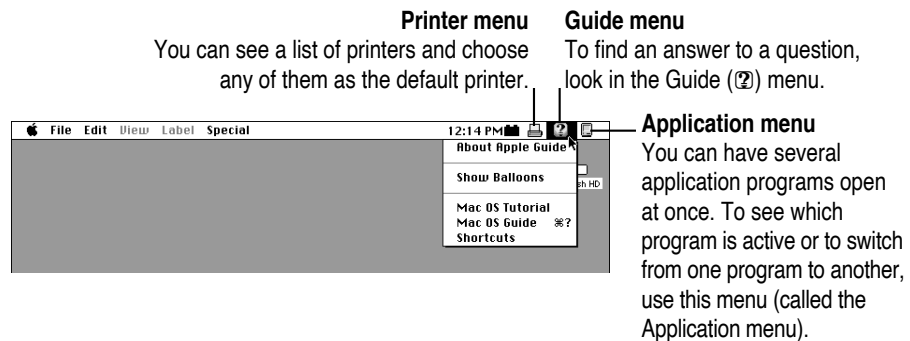
Reviewing the basics

You can use the following illustrations to review the elements you use on your screen to do work with your computer.



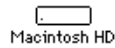
Menus

The strip across the top of the screen is called the menu bar. The symbols and words in it represent menus of commands. To open a menu, place the pointer on the symbol or word for the menu and press the mouse button.



Icons

Icons are small pictures that represent disks, programs, documents, and folders. You can double-click any icon to open it and see what it contains.



This icon represents your computer's internal hard disk.



Icons like this one represent application programs, which you use to create documents and do other work.



Icons like this one represent documents, which you can create and edit.



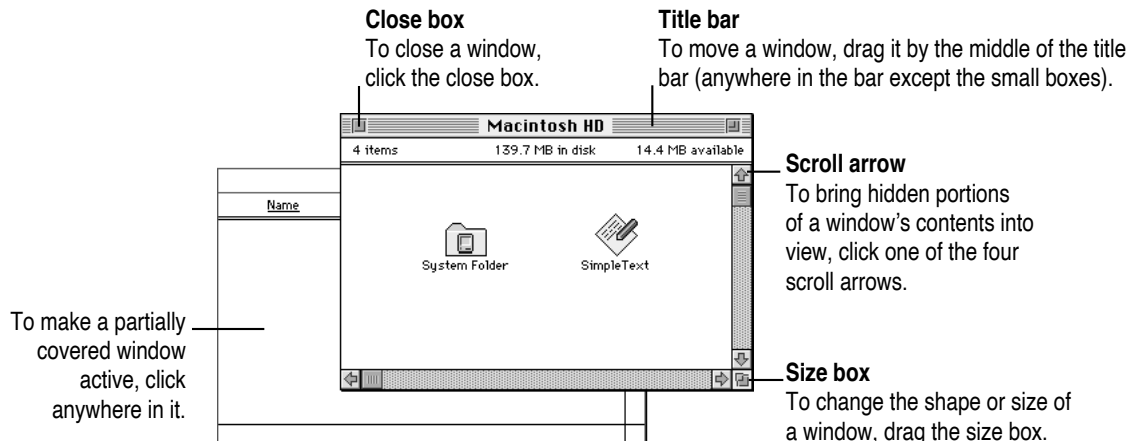
Icons like this represent folders. A folder contains other icons.



To throw away an item you no longer want, drag it to the Trash icon and choose Empty Trash from the Special menu.

Windows

Windows are boxes that display text, graphics, or icons. To change the shape or position of a window, or to close the window, use the elements shown here.



Control Strip

The Control Strip gives you a quick and easy way to monitor and update your PowerBook's power management options and other useful features. For instructions on using the Control Strip, see “How do I use the Control Strip?” in the “Customizing Your Computer” topic area of Mac OS Guide, available in the Guide (Ⓜ) menu.



Turning the computer off

Always use one of the following methods to shut down the computer. If you don't, you risk losing any work you haven't previously saved on a disk. You also risk losing any open documents.

Turning the computer off with the Power key

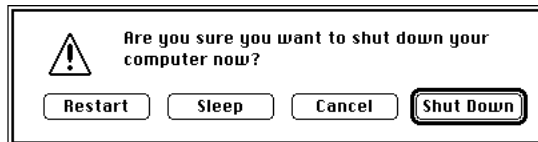
To turn the computer off, press the Power key. Detailed instructions follow.

- 1 If the computer is in sleep, press the Power key (or any key on the keyboard except Caps Lock) to wake it.**

For information on the sleep feature of your Macintosh PowerBook, see “Putting the Computer to Sleep,” later in this chapter.

- 2 Press and hold the Power key for about two seconds.**

The following dialog box appears on the screen:



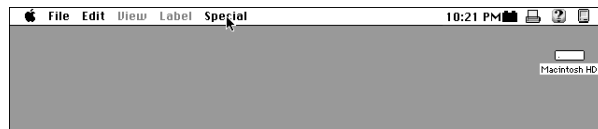
- 3 Press the Return key on the keyboard (or click the Shut Down button in the dialog box).**

Turning the computer off with the Shut Down command

You can also turn your computer off by using the Shut Down command in the Special menu.

Follow these steps:

- 1 If the computer is in sleep, press the Power key (or any key on the keyboard except Caps Lock) to wake it.
- 2 Move the tip of the arrow to the word “Special” at the top center of the screen.



If the word “Special” does not appear at the top of the screen, you’re not working in the Finder. Choose Finder from the Application menu at the far-right end of the menu bar.

- 3 With the tip of the arrow on the word “Special,” press and hold down the trackpad button.
- 4 While holding down the trackpad button, move the arrow until the words “Shut Down” are highlighted, then release the button.



Trouble? If a problem with the computer prevents you from using the Power key or choosing Shut Down—for example, if the computer “freezes” so that the pointer does not respond to the trackpad—you can restart the computer by pressing the Command (⌘), Control, and Power keys simultaneously. If the computer doesn’t restart, press the reset button (marked with Ⓞ) on the back of the computer. Use this method only if you cannot choose Shut Down or Restart when you press the Power key, or if you cannot choose either command from the Special menu.

Putting the computer to sleep

Sleep is a power conservation feature of Macintosh PowerBook computers that lets you instantly restart the computer and bypass the startup process. You can extend the period of time your battery will power the computer by putting the PowerBook to sleep when you won't be using it for several minutes or hours. The length of time the computer can be left in sleep depends on the charge state of the battery.

To put the computer to sleep, follow these steps:

- 1 **Press and hold the Power key for about two seconds.**
- 2 **Click the Sleep button.**

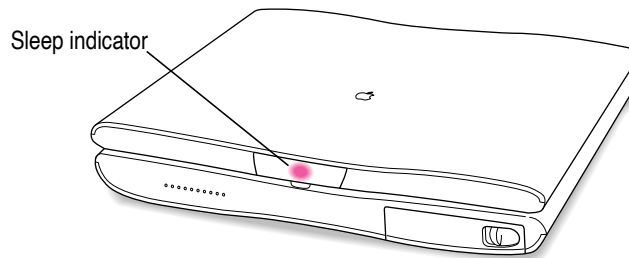
WARNING Once you put your computer to sleep, listen for the hard disk to stop spinning before you move your Macintosh PowerBook. Moving your Macintosh PowerBook with the hard disk spinning can damage your computer.

Other ways of putting your computer to sleep

- You can choose the Sleep command from the Special menu to put your computer to sleep.



- You can also put your computer to sleep by closing and latching the display. When the computer is in sleep, a small green light flashes in the center of the latch.



For information on other ways of putting the computer to sleep, see the “Batteries & Power” topic of Mac OS Guide, available in the Guide (🔍) menu. (You can learn more about using Mac OS Guide in Chapter 2 of this manual.)

Automatic sleep

If you don't use the computer for several minutes, it goes to sleep automatically. This conserves battery power.

To wake the computer, press any key on the keyboard (except Caps Lock). The screen will reappear as it was before the computer went to sleep.

You can control the automatic sleep feature. For more information on sleep and automatic sleep, see the “Batteries & Power” topic of Mac OS Guide, available in the Guide (🔍) menu. (You can learn more about using Mac OS Guide in Chapter 2 of this manual.)

Restarting a computer that's already on

You need to restart your computer—turn it off and back on again—when you want to make certain changes to settings, use a newly installed system software file, or start up the computer using a different disk.

You may also need to restart if you see a “system error” message on the screen (indicating a temporary software problem). In this case, use the trackpad to click the Restart button that appears.

Follow these instructions to restart your computer:

- 1 **Press and hold the Power key for about two seconds.**
- 2 **Click the Restart button.**

You can also do this to restart:

- **Choose Restart from the Special menu.**



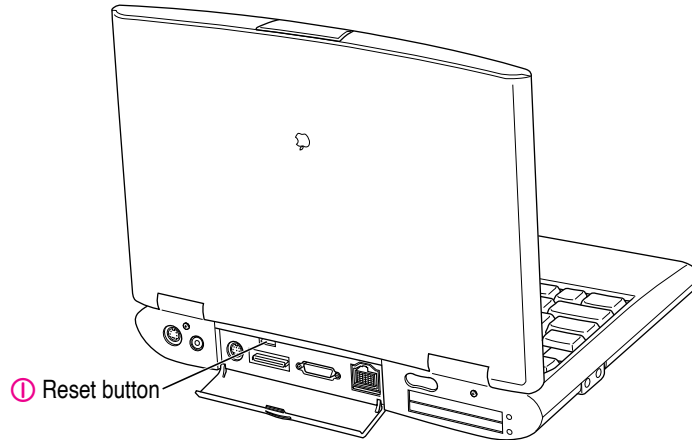
If the Special menu does not appear in the menu bar, you're not working in the Finder. Click anywhere on the desktop to return to the Finder.

When you choose Restart, the computer prompts you to save your work, closes all open programs, and restarts itself.

Restarting using either of the methods outlined above does not affect your RAM disk (if you created one) or its contents.

Trouble? If a problem with the computer prevents you from using the Power key or choosing Restart—for example, if the computer “freezes” so that the pointer does not respond to the trackpad—you can restart the computer by pressing the Command (⌘), Control, and Power keys simultaneously.

If the computer doesn’t restart, press the reset button (marked with Ⓜ) on the back of the computer.



(If the computer is on but “frozen,” pressing the reset button will turn off the computer. You will then need to press the Power key to turn it on.) Use this method only if you cannot choose Shut Down or Restart from the dialog box that appears when you press the Power key, or if you cannot choose either command from the Special menu.

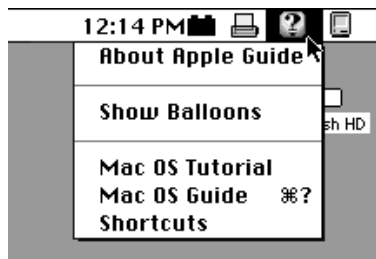
Use the instructions in this chapter to learn about the help available to you in the Guide menu.

2

Getting Help



The Guide menu contains online help and information and is your main source of information when working with your computer. The menu is identified by a question mark (🔍) in the upper-right corner of the screen.



Getting answers to your questions

When you have a question while working with your computer, you can get the answer by choosing Mac OS Guide from the Guide menu.

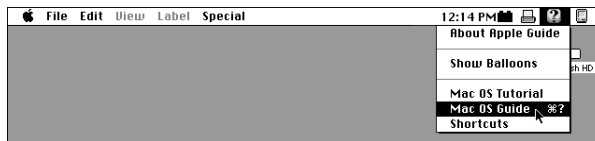
To get answers to your questions, follow these steps:

- 1 **Open the Application menu (in the upper-right corner of the screen) and choose Finder to make it the active application program.**

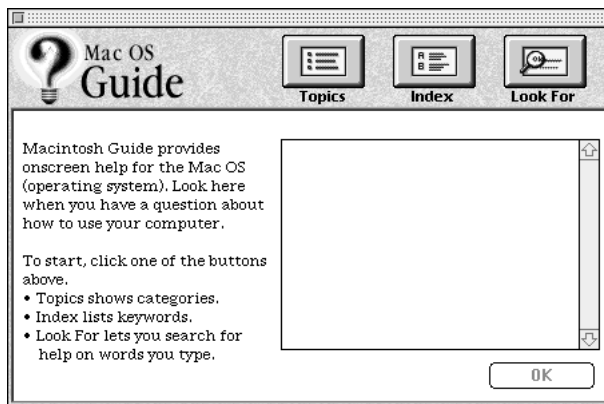


A checkmark in the menu indicates that the Finder is the active program.

- 2 **Open the Guide menu (marked with the ? icon) and choose Mac OS Guide.**



The Mac OS Guide window appears.



Whenever you use Mac OS Guide, its window remains in front of other windows. If the window gets in your way, you can move it by dragging its title bar (the gray bar across the top of the window).

3 Notice the three buttons at the top of the window: **Topics**, **Index**, and **Look For**.



Mac OS Guide gives you three ways of finding information:

- **Topics** lets you choose from a list of general subjects; it is like the table of contents in a book.
- **Index** lets you choose from an alphabetical list of more specific subjects; it is like the index in a book.
- **Look For** lets you search for information related to a specific word or phrase that you type.

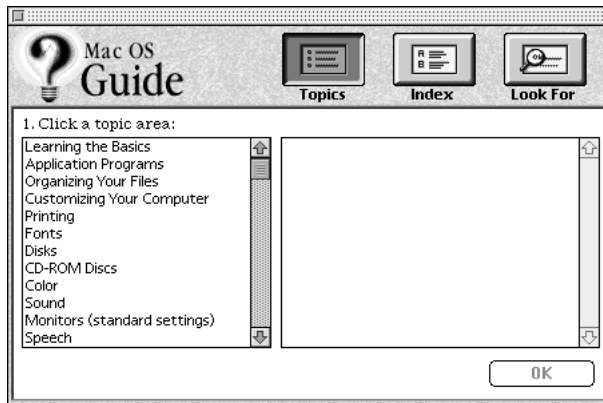
In the sections that follow, you will practice using each method.

If you have problems while using Mac OS Guide, see “Tips for Using Mac OS Guide” later in this chapter.

Getting answers with the Topics button

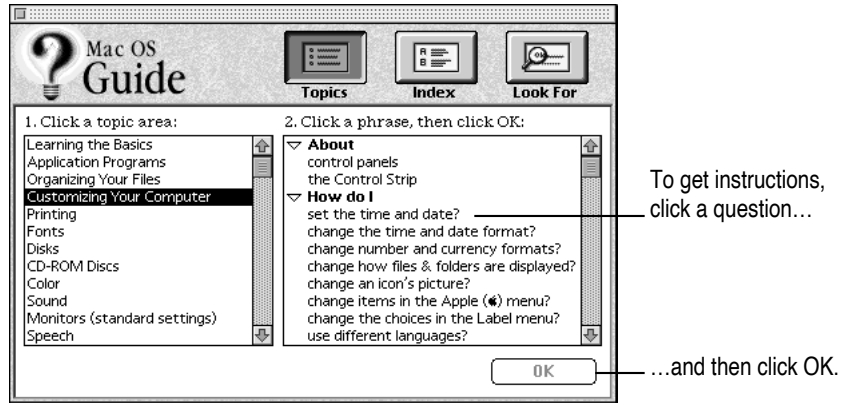
1 In the Mac OS Guide window, click the **Topics** button.

A list of general topics appears on the left side of the Mac OS Guide window. (Depending on the hardware and software you have, the list of topics may look different.)



2 In the list of topics, click “Customizing Your Computer.”

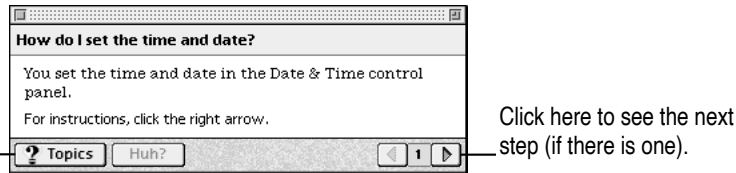
When you click any topic area, a list of related questions appears on the right side of the Mac OS Guide window.



3 Click the question “How do I set the time and date?” and then click OK. Or double-click the question.

A small window appears with instructions for you to follow.

If you want to return to the main Mac OS Guide window, click this button.



4 Read and follow the instructions in this window.

Mac OS Guide provides step-by-step instructions to answer the question you selected. When you have completed each step, click the right arrow in the lower-right corner to see the next step.

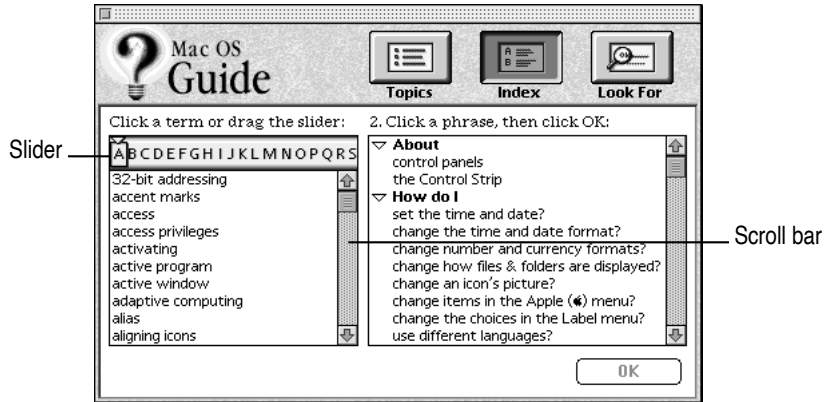
5 When you have completed all the steps, click the Topics button in the lower-left corner to return to the main Mac OS Guide window.

Now continue with the next section.

Getting answers with the Index button

- 1 In the Mac OS Guide window, click the Index button.

An alphabetical list of subjects appears on the left side of the window.

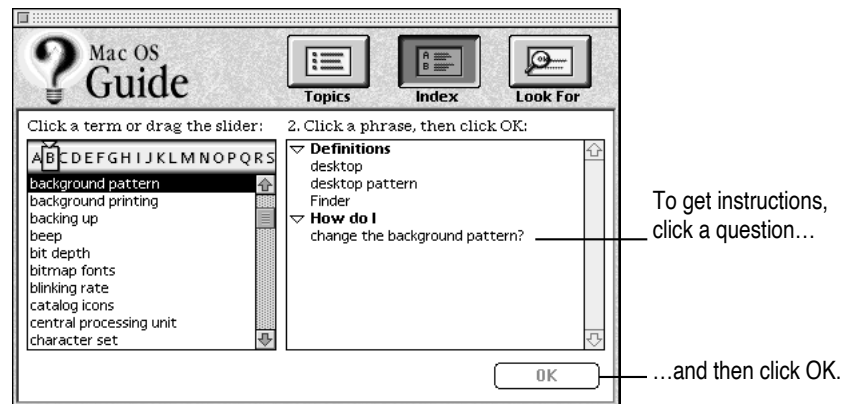


- 2 Scroll through the alphabetical list until the phrase “background pattern” is visible.

You can scroll through the list either by dragging the slider to the letter “B” or by using the scroll bar at the right of the list.

- 3 Click the phrase “background pattern” in the alphabetical list.

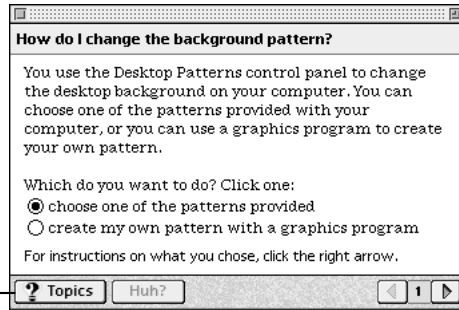
When you click any index entry, a list of related questions appears on the right side of the Mac OS Guide window.



- 4 Click the question “How do I change the background pattern?” and then click OK. Or double-click the question.

A small window appears with instructions for you to follow.

If you want to return to the main Mac OS Guide window, click this button.



Click here to see the next step (if there is one).

- 5 Read and follow the instructions in the window.

Mac OS Guide provides step-by-step instructions to answer the question you selected. When you have completed each step, click the right arrow in the lower-right corner to see the next step.

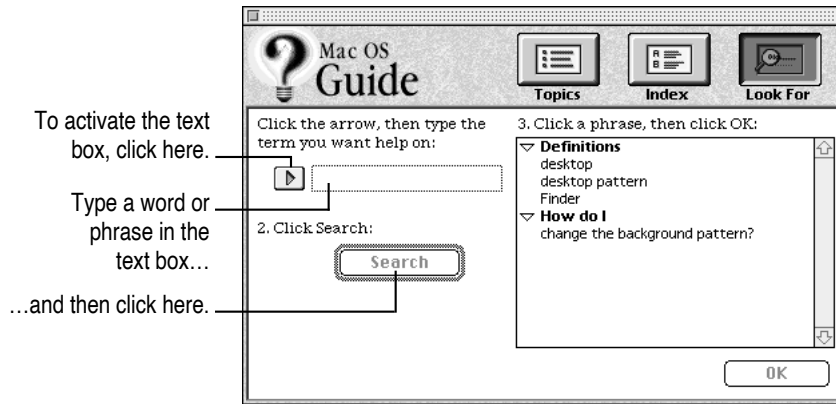
- 6 When you have completed all the steps, click the Topics button in the lower-left corner to return to the main Mac OS Guide window.

Now continue with the next section.

Getting answers with the Look For button

- 1 In the Mac OS Guide window, click the Look For button.

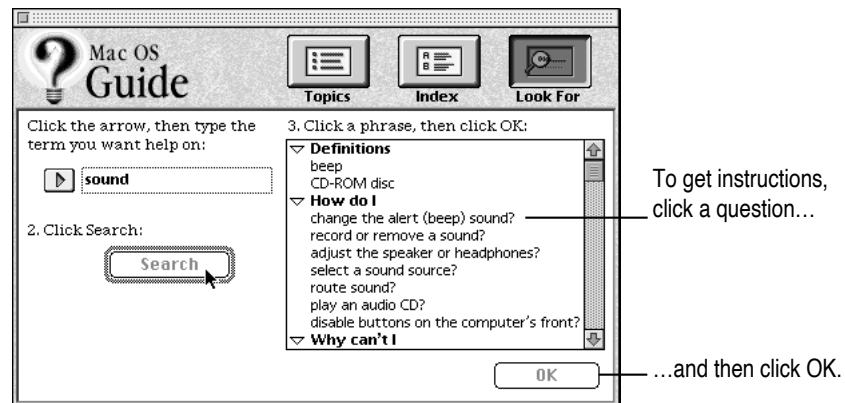
A small box where you can type text appears on the left side of the window.



- 2 Click the arrow button to activate the text box.

- 3 Type "sound" in the text box, then click Search.

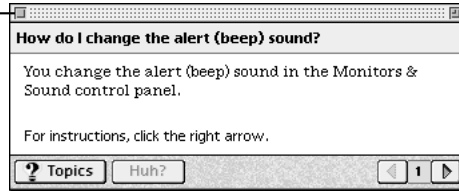
When you click Search, a list of questions related to the word or phrase you typed appears on the right side of the Mac OS Guide window.



- 4 Click the question “How do I change the alert (beep) sound?” and then click OK. Or double-click the question.

A small window appears with instructions for you to follow.

If you want to close
Mac OS Guide,
click here.



Click here to see the next
step (if there is one).

- 5 Read and follow the instructions in the window.

Mac OS Guide provides step-by-step instructions to answer the question you selected. When you have completed each step, click the right arrow in the lower-right corner to display the next step.

- 6 When you have completed all the steps, click the close box in the upper-left corner to close Mac OS Guide.

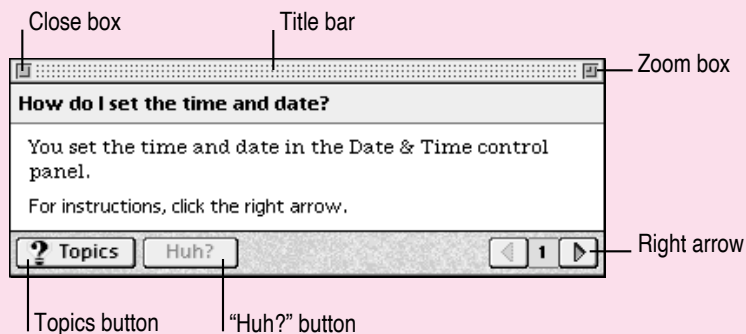
Tips for using Mac OS Guide

Here are a few tips for using Mac OS Guide effectively:

- Mac OS Guide is available only when you are in the Finder—the desktop area where you can see the icons of disks, folders, and files. (Other programs may also have help available in the Guide menu, however.) If you don't see Mac OS Guide in the Guide menu, open the Application menu (to the right of the Guide menu) and choose Finder.
- Follow the steps when you're instructed to; don't skip ahead or read ahead. That way the computer can check to make sure you've done a step correctly.
- Unlike most windows, the Mac OS Guide window stays in front of other windows on the screen so that your instructions are never covered. If you need to move the Guide window out of the way, drag it by the title bar at the top of the window.

You can also move the window out of the way by clicking the zoom box. Click the box once to shrink the window; click it a second time to expand the window to its original size.

- If you need more information about an instruction or a term, click the button labeled “Huh?” to get a further explanation. (The “Huh?” button is dimmed when no additional information is available.)
- If you want to return to the main Mac OS Guide window, click the Topics button in the lower-left corner of the Guide window.
- When you're finished using Mac OS Guide, click the close box in the upper-left corner of the window.



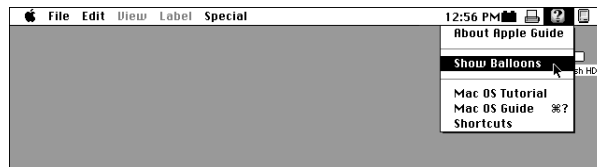
Identifying what's on your computer screen

Sometimes you'll see an unfamiliar item on the screen and ask yourself, "What's that?" You can get an answer by using a Macintosh feature known as Balloon Help.

Using balloons like those you see in comic strips, Balloon Help explains the function of icons, menus, commands, and other items on the Macintosh screen.

Follow these steps to use Balloon Help:

- 1 **Open the Guide menu (marked with the  icon) and choose Show Balloons.**



- 2 **Point to any object on the screen that you want to identify.**

A balloon appears next to the object. In the following illustration, for example, pointing to the Trash displays a balloon that explains how to use the Trash to throw items away.



Although balloons appear next to items when you point to them, the way you work does not change; you can still select icons, choose commands, and so on.

- 3 **When you're finished using Balloon Help, open the Guide menu again and choose Hide Balloons.**

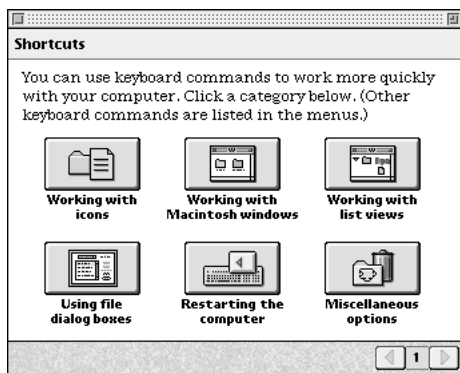
Learning useful shortcuts

You can perform many tasks in the Finder more quickly if you use keyboard or mouse shortcuts. For example, instead of clicking an icon and choosing Open from the File menu, you can simply double-click the icon to open it.

Follow these steps to learn keyboard and mouse shortcuts:

- 1 **Open the Guide menu (marked with the  icon) and choose Shortcuts.**

The main Macintosh Shortcuts window appears.

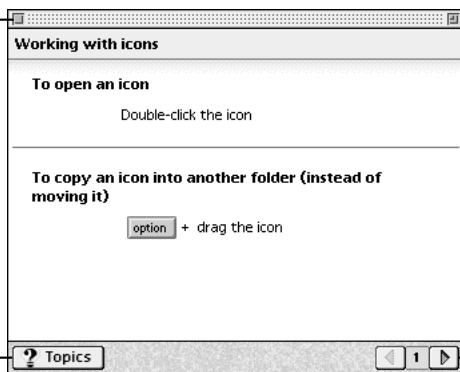


- 2 **Click one of the category buttons.**

Another window appears, describing shortcuts for that category.

If you want to close the window, click here.

Click the Topics button to return to the main Macintosh Shortcuts window for more categories.



Click here to see the next window (if there is one).

3 Read about the shortcuts available for the category you selected.

Click the right arrow in the lower-right corner of the window to display the next window (if there is one).

4 When you finish reading about the shortcuts for your category, click the Topics button in the lower-left corner to return to the main Macintosh Shortcuts window. Or click the close box in the upper-left corner to close the window.

Read this chapter for information on expanding your computer system with PC Cards or additional hardware.

3

Using PC Cards and Additional Equipment



Using PC Cards (PCMCIA cards)

PC Cards (also known as PCMCIA cards) are about the size of a thick credit card and have a 68-pin connector at one end. They come in many varieties, such as fax/modem cards, mass-storage cards, Ethernet connection cards, and wireless communication cards. You can use PC Cards to expand your Macintosh PowerBook's capabilities.

This section tells you how to insert and eject PC Cards, and how to set up your communications software to use PC Card modems. For information on using PC Cards, see the “Using PC Cards” topic area of Mac OS Guide, available in the Guide (📖) menu.

Your Macintosh PowerBook has two PC Card slots: an upper slot and a lower slot. You can insert a card into either slot, or you can use both slots simultaneously.

There are three types of PC Cards. The different types refer to the thickness of the card. A Type I card is 3.3 millimeters (mm) thick, a Type II card is 5 mm thick, and a Type III card is 10.5 mm thick. Make sure you check the documentation that came with your PC Card to verify that it is compatible with your Macintosh PowerBook.

WARNING Make sure you only use cards that are designated by the PC Card manufacturer as compatible with your Macintosh PowerBook. If you use an incompatible card, you may damage the card or your PowerBook. If you are not sure whether a PC Card is compatible with your PowerBook, contact the PC Card manufacturer.

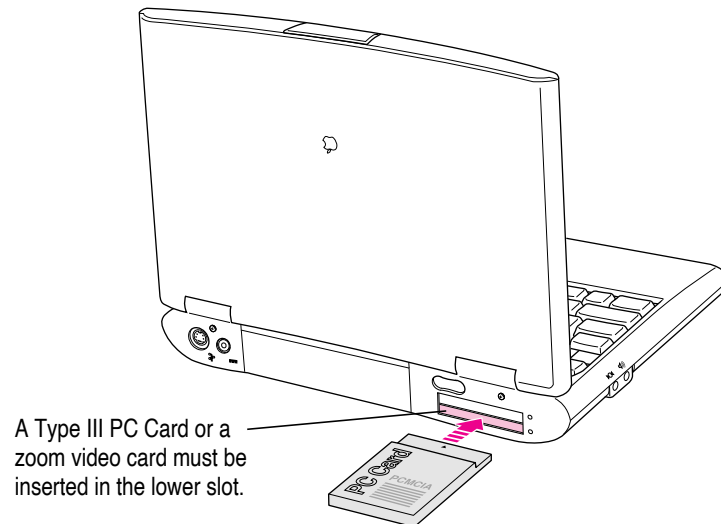
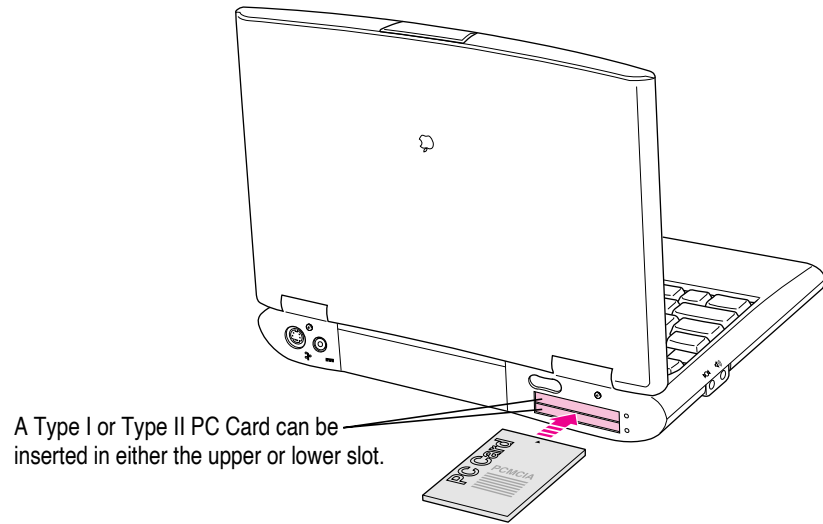
You can place a Type I or Type II card in either the upper or lower slot. You can place a Type III card only in the lower slot. When a Type III card is in the lower slot, you cannot use the upper slot. You may find it useful to get in the habit of always using the lower slot first to make sure the card you are using is properly inserted.

A special type of PC Card supports “zoom video,” a method of showing full-motion video images in a window on the computer’s screen. This type of card must be placed in the lower PC Card slot.

Inserting a PC Card

To insert a card, follow these steps:

- **Insert the card, connector first and label up, into the slot. Make sure the card is level.**



You'll feel some resistance as you slide the card in. When the card is firmly seated, you'll feel it click into place.

An icon for the PC Card appears on the desktop. You are now ready to use the card. Consult the documentation that came with the card for more details on using it.

Ejecting a PC Card

Your computer must be on or off in order to eject a PC Card. You cannot eject a PC Card when the computer is in sleep.

IMPORTANT Before you eject a card, make sure that nothing is blocking the card's slot. If you want to use the card again immediately, pull it out about an inch more and then push it back in. (If you don't follow this procedure and you try to push the card back in to use it again, the card will not engage properly.)

To eject a PC Card when the computer is on, follow these steps:

- 1** If the computer is in sleep, press the Power key (or any key on the keyboard except Caps Lock) to wake it.
- 2** Click the PC Card's icon to select it.
- 3** Drag the card's icon to the Trash.
- 4** Pull the card out of the slot.

WARNING Do not force a PC Card out of the slot. Doing so may damage your computer or PC Card.

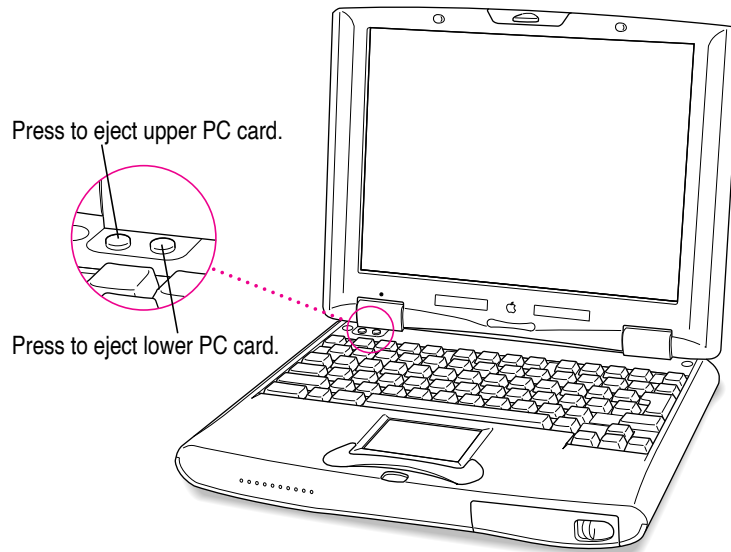
Other ways to eject a PC Card when the computer is on:

- Click the card's icon to select it. Open the File menu and choose Put Away. After the card is ejected, pull it out of the slot.
- Click the card's icon to select it. Open the Special menu and choose Eject PC Card. After the card is ejected, pull it out of the slot. (If a dimmed icon of the card remains on the desktop, you can drag it to the Trash.)

To eject a PC Card when the computer is off, do this:

- Press the right eject button to eject a PC Card from the lower slot, or press the left eject button to eject a PC Card from the upper slot. (The eject buttons do not work if your computer is in sleep.) If the card is not in use, it will usually be ejected.

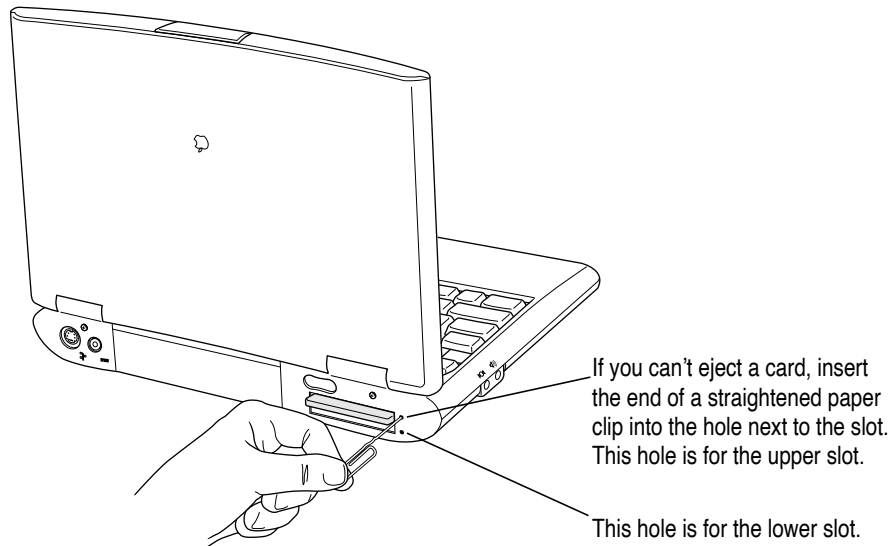
Use the eject buttons only when the computer is turned off. Many PC Cards won't eject when the button is pressed if the computer is on.



If you can't eject a card

If you are unable to eject a card, make sure the computer is off, then try pressing the eject button. If this doesn't work, follow these steps:

- 1** Straighten one end of a paper clip.
- 2** Insert the end of the straightened paper clip into the hole next to the slot that contains the card, and press gently but firmly until the card is ejected.



- 3** Pull the card out of the slot.

Keeping the computer from ejecting storage PC Cards at startup

If you have a storage PC Card, such as an SRAM card or an ATA hard disk, in either slot, the card will be ejected when the computer starts up. To prevent excessive wear on PC Card connectors and slots, you can use the Startup Disk control panel to keep storage PC Cards from ejecting when you turn on the computer. (Other types of PC Cards, such as a modem or Ethernet card, are not ejected at startup.)

Follow these steps to avoid having a storage PC Card eject at startup.

- 1 Open the Startup Disk control panel.**

If you need instructions for opening the control panel, see “How do I make a disk the startup disk?” in the Disks topic area of Mac OS Guide.

- 2 Click the icon for the computer’s hard disk to select it.**

- 3 Close the control panel.**

The PC Card storage device will no longer eject at startup.

Using a zoom video PC Card

The lower PC Card slot in the PowerBook 2400c computer has circuitry for handling video signals, called “zoom video.” Some independent manufacturers offer PC Cards to which you can provide a video signal or that allow you to connect a video camera. The zoom video PC Card is a Type II card; it can only be used in the lower slot (because the special circuitry needed for video signals is located in that slot).

With a zoom video card in the lower PC Card slot, the PowerBook can display video on the computer’s screen or on an external monitor. Video signals are sent directly to the video controller, so that the computer can display full-motion video while performing other tasks at the same time.

A selection of software for use with a zoom video PC Card is provided on the CD-ROM disc that came with your computer, in the Additional Software folder.

If you purchase a zoom video PC Card, be sure that it has software that works with your PowerBook.

Using a PC Card modem

When you are using a PC Card modem, make sure you do the following:

- 1 Install the communications software you want to use.**

PC Card modems work with your communications software by providing compatibility with a feature of your Macintosh PowerBook's software called the Communications Toolbox.

See the documentation that came with your communications software for instructions on setting up a PC Card modem. Check to see if PC Card modem files for your software were included.

Modem files for some communications programs, including Apple Remote Access (ARA), come on your Macintosh PowerBook's hard disk. The instructions for setting up your modem with these application programs are given in the sections below.

You can also get other modem files from the manufacturer of your communications software. If you have trouble connecting, you can use the steps given below for setting up ARA as guidelines for setting up your PC Card modem with other types of communications software.

- 2 Insert the PC Card modem.**

When a PC Card modem is inserted, an icon like the one pictured below appears on the desktop:



Some card manufacturers may use a custom icon.

- 3 Plug your modem into a working phone line.**

- 4 Follow instructions for setting up your modem with the communications software you are using.**

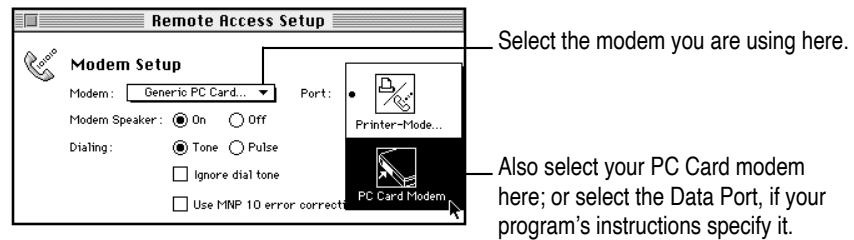
Using Apple Remote Access with a PC Card modem

Apple Remote Access uses modem files (sometimes called connection scripts or CCLs) to get the best performance from some modems.

Follow these steps to select your modem file:

- 1 **Insert your PC Card modem.**
- 2 **Open the ARA application program.**
- 3 **Open Remote Access Setup.**

The following screen appears:



- 4 **Choose your modem from the Modem pop-up menu.**

If your PC Card modem is not listed, check in the ARA Connection Files folder (inside the PC Card Modem Files folder in the Apple Extras folder on your hard disk). If the file for your modem is there, drag it to the Modem Scripts folder inside the Extensions folder (which is in the System Folder). If the file for your modem is not listed, try using an existing modem file from the pop-up menu (such as a different model from the same manufacturer). If this doesn't help, you may need to get a connection script from your PC Card modem's manufacturer.

If you don't have a file for your modem, you may want to choose another modem from the pop-up menu, such as the Generic PC Card Modem, which is designed to provide basic modem operations.

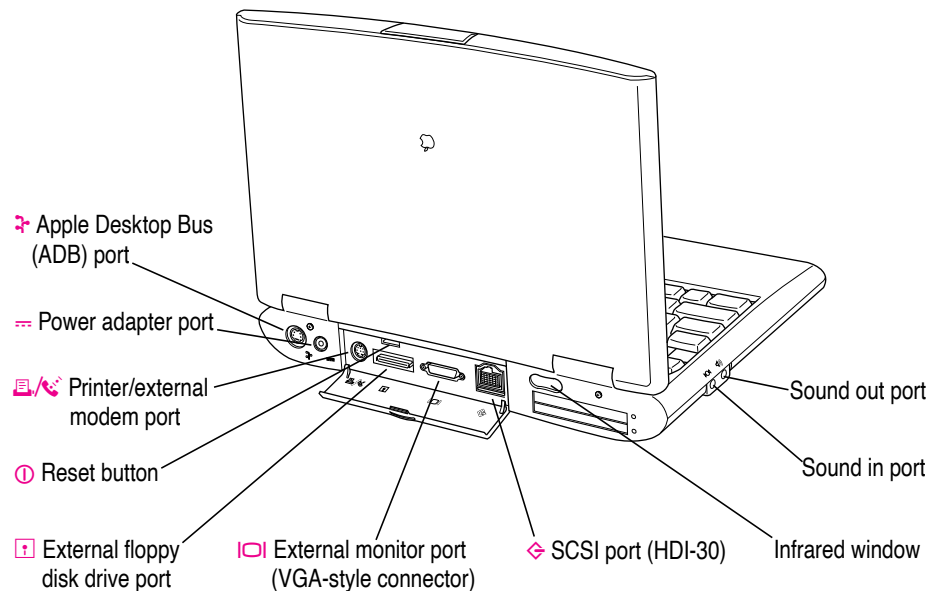
5 Choose the port for your PC Card modem.

The port shows the modem name or type, rather than the name of the PC Card slot. Some programs use a virtual port, the Data Port, to allow fax and data applications to share the modem. See the instructions that came with your modem and communications software to determine the specific setup procedure.

You must reselect the port if you remove the modem and later put it in the other slot.

Connecting additional equipment

The illustration below shows where equipment should be connected to your Macintosh PowerBook. In most cases, you should refer to the manuals that came with your equipment for instructions on connecting them. The safest course is always to shut down your Macintosh PowerBook before you connect any cable other than the power adapter, although you can connect external devices to the sound in and sound out ports or to the printer/external modem port while the computer is on.



Additional information is provided in this chapter for adding the following devices to your computer system:

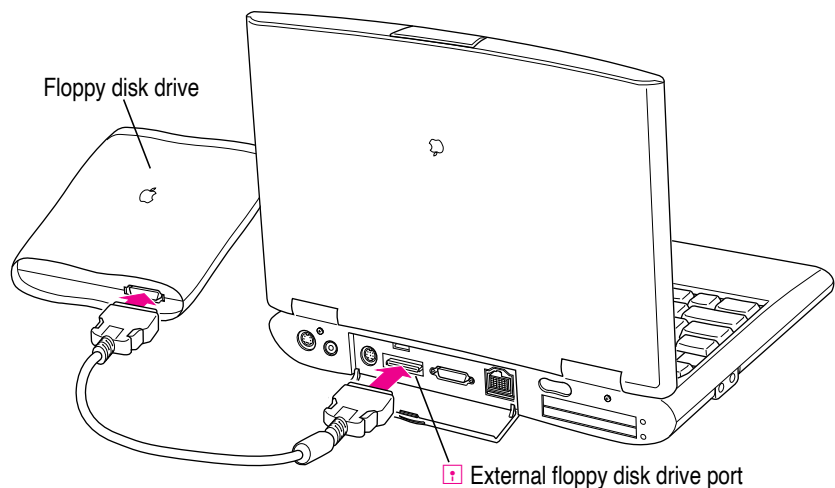
- an external floppy disk drive
- printers
- external modems
- SCSI devices
- external monitors
- sound input and output devices
- additional memory

Connecting an external floppy disk drive

The Macintosh PowerBook 2400c comes with an external 144 MB floppy disk drive and the cable you use to connect the floppy disk drive to your PowerBook. Be sure to use the external floppy disk drive (part number M5853**/A) supplied with your PowerBook. You can connect the external floppy disk drive while your computer is running.

To connect an external floppy disk drive to your Macintosh PowerBook, follow these steps:

- **Connect one end of the disk drive cable to the external floppy disk drive, and connect the other end of the cable to the floppy disk drive port on the back of the PowerBook.**



The floppy disk drive is ready to use.

If you need information about using a floppy disk drive, see “How do I insert a floppy disk?” in the Disks topic area of Mac OS Guide.

Connecting a printer

The modem/printer port on your computer can accept either a direct connection (to a printer such as a StyleWriter) or a LocalTalk network connection (to a printer such as a LaserWriter). See the manual that came with your printer for specific information about the type of connection it requires.

To connect a printer directly to your Macintosh PowerBook using the printer/external modem port, follow these steps:

- 1 Connect your printer as instructed in the manual that came with your printer.**
- 2 Open the Chooser from the Apple () menu.**
- 3 Turn off AppleTalk by clicking the Inactive button in the AppleTalk section.**

Note: If you are using an Ethernet connection or a network printer, you don't have to turn AppleTalk off.

- 4 In the Chooser, select the icon for the type of printer you connected.**

If you need detailed instructions for using the Chooser, see “How do I select a printer?” in the Printing topic area of Mac OS Guide.

The printer is ready to use.

Connecting an external modem

You can use a PC Card modem in your computer's PC Card slot. For information on connecting and using a PC Card modem, see the documentation that came with your modem, as well as the "Using a PC Card Modem" section earlier in this chapter, and the "Using PC Cards" topic area of Mac OS Guide, available in the Guide (📖) menu.

You can also connect an external modem to the modem/printer port on the back panel of the computer. The modem/printer port is GeoPort compatible.

To connect an external modem, follow these steps:

- 1 **Make sure the computer is in sleep or shut down.**
- 2 **Connect the modem to a power source and to the phone line.**
- 3 **Make sure the modem is turned off.**
- 4 **Connect the modem cable to the port marked with this icon:**



- 5 **Turn on the modem.**
- 6 **Wake or restart the computer.**
- 7 **Open the Chooser and select the icon for a network printer (such as LaserWriter).**

You must select a printer to be sure that the modem/printer port is available for the modem.

- 8 **Turn off AppleTalk in the Chooser.**

If you see a message, click OK.

Note: If you are using an Ethernet or infrared connection, you don't need to turn AppleTalk off.

The external modem is ready to use.

Connecting SCSI devices

A SCSI device is any product—including hard disk drives, CD-ROM drives, and scanners—that communicates with your computer by means of a standard electronic interface. (SCSI stands for Small Computer System Interface.) You can attach up to seven SCSI devices to your computer by linking them together in a chain that starts at your computer's SCSI port.

To connect a SCSI device to your Macintosh PowerBook, you need an Apple HDI-30 SCSI System Cable or equivalent. This cable is light gray, is about 19 inches long, and has 29 pins (one “missing” pin).

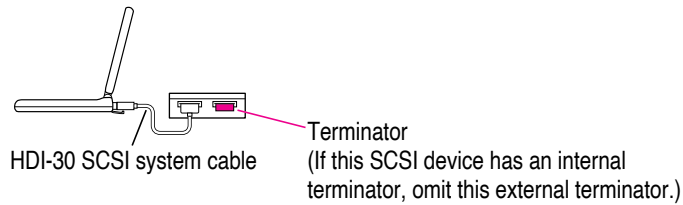
Refer to the manuals that came with your SCSI devices for instructions on installing any necessary software, setting SCSI ID numbers, and connecting SCSI cables and SCSI terminators. Refer to the illustrations on the next page for the proper positioning of SCSI terminators. A SCSI chain of devices must include a terminator attached to the first and last devices in the chain (but nowhere else in the chain). Some devices include internal terminators. Your Macintosh PowerBook is internally terminated.

The names and the part numbers of the cables mentioned in this chapter are the following:

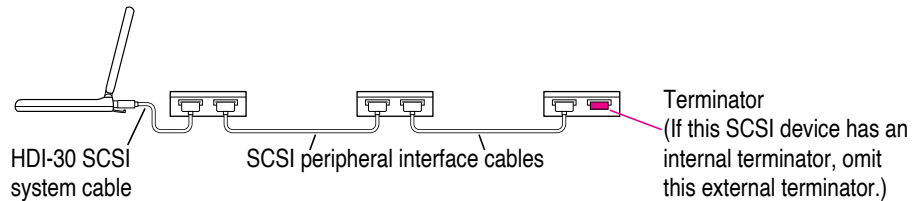
| Type of connection | Name of part | Part number |
|-------------------------------------|---------------------------------------|-------------|
| From your computer to a SCSI device | Apple HDI-30 SCSI System Cable | M2538**/A |
| From SCSI device to a SCSI device | Apple SCSI Peripheral Interface Cable | M0207 |
| For SCSI disk mode | Apple HDI-30 SCSI Disk Adapter Cable | M2539**/A |

WARNING When connecting SCSI equipment, *always* turn off power to all devices in the chain, including your computer. If you don't, you could lose information and damage your equipment.

Where to add cable terminators when connecting a single SCSI device:



Where to add cable terminators when connecting two or more SCSI devices:



Using your Macintosh PowerBook as a hard disk

You can purchase a cable called the Apple HDI-30 SCSI Disk Adapter that lets you connect your Macintosh PowerBook to another computer as a hard disk. The PowerBook internal drive appears on the desktop of the other computer as a hard disk icon, and you can transfer information between the computers by dragging files. This feature is called *SCSI disk mode*.

The Apple HDI-30 SCSI Disk Adapter cable is dark gray, is about 10 inches long, and has 30 pins.

WARNING Follow the steps for connecting and using SCSI devices carefully to avoid losing information and damaging your equipment.

Connecting your computer as a hard disk

Before making any connections, you need to assign a unique SCSI ID number to the PowerBook. (The unique ID number allows the computer to communicate with several connected devices.)

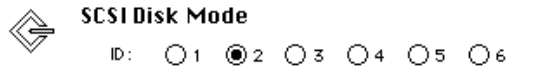
- 1 Choose Control Panels from the Apple () menu of your PowerBook.
- 2 Open the PowerBook Setup control panel.



PowerBook Setup

- 3 In the SCSI disk mode section of the control panel, click the ID number you want to assign.

If you are connecting the Macintosh PowerBook to an existing SCSI chain, make sure to give it an ID number different from those of the other devices. (Many devices include an ID number indicator on the back panel.)



- 4 Close the PowerBook Setup control panel.
- 5 Open the Password Security control panel, turn password protection off, and then close the Password Security control panel.
- 6 Press the Power (<I>) key on the PowerBook once to get the Shut Down dialog box and click Shut Down to turn the PowerBook off.
- 7 Shut down the computer you are connecting to and turn off any other devices in the SCSI chain.
- 8 Connect the small connector on the Apple HDI-30 SCSI Disk Adapter to the SCSI port on your PowerBook.
- 9 If you are connecting the Macintosh PowerBook directly to the other computer (rather than to an external device in the SCSI chain), attach a SCSI system cable to the other computer.

- 10 **Connect the large connector on the Apple HDI-30 SCSI Disk Adapter cable to a SCSI cable attached to the SCSI port on the last device in the SCSI chain, or to the SCSI system cable on the other computer.**

If the last device in the chain has an internal terminator, disconnect the device and connect the PowerBook before it in the SCSI chain.

WARNING Always shut down the PowerBook before connecting or disconnecting the SCSI disk adapter cable. Connecting the adapter cable while the computer is turned on can damage the computer.

- 11 **Turn on the PowerBook by pressing the Power key.**

After a few seconds a SCSI icon appears on the screen, showing the ID number you assigned in step 3.



WARNING If you do not see the SCSI icon, and the computer starts up normally or displays an error message, press the Power key to shut down (if you can) and then immediately disconnect your computer from the SCSI chain. (If you can't choose Shut Down, try pressing the reset button. If you cannot shut down your Macintosh PowerBook, you should disconnect the cable anyway, or you may lose information.) Then go back and repeat steps 6 through 10, making sure to use the proper cables.

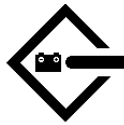
You may not be able to have password protection turned on in the Password Security control panel while using your PowerBook in SCSI disk mode. Turn password protection off if you experience problems. See “How do I turn password security on and off?” in the “Setting Options” topic area of Mac OS Guide, available in the Guide (📖) menu.

- 12 Turn on the other SCSI devices in the chain, if any.
- 13 Turn on the other computer.

The PowerBook's internal drive appears as a hard disk icon on the screen of the computer you connected it to. You can now transfer and use files as if the Macintosh PowerBook were an external disk drive.

Drawing battery power in SCSI disk mode

Your Macintosh PowerBook continues to draw battery power when you use it as a hard disk. Low battery power is indicated by a blinking low-power warning on the PowerBook's screen.



If you see this warning while using your computer as a hard disk, either plug in the power adapter or quit SCSI disk mode, as described in the next section, so you can recharge the battery.

WARNING Be sure to use the power adapter whenever you use the PowerBook as a hard disk. If the battery provides power when the computer is used for SCSI disk mode, the PowerBook may not display a low-power warning when the battery is low. The result could be an unexpected shutdown. If you must use SCSI disk mode without a power adapter, check the battery level first to make sure you have enough run time left to accomplish your task.

Quitting SCSI disk mode

- 1 Shut down the computer your PowerBook is connected to.
- 2 Press the Power (<⏻>) key on the PowerBook once to get the Shut Down dialog box. Click Shut Down to turn off the PowerBook.
- 3 Turn off any other SCSI devices in the chain.

4 Disconnect the PowerBook from the adapter cable.

IMPORTANT Do not leave the adapter cable attached to the PowerBook. If you do, the computer will behave as though it is still in SCSI disk mode when you try to restart.

5 If necessary, disconnect the adapter cable from the other computer or its SCSI chain.

Your equipment is now ready for normal use. If you disconnected the adapter cable from the other computer or SCSI chain, make sure that the SCSI chain is properly terminated.

Connecting an external monitor

You can connect an external monitor to your Macintosh PowerBook. If you are familiar with other PowerBook models, you will note that the types of monitors you can use with this model and the way images are displayed on an external monitor differ somewhat from other PowerBook computers.

To make the best choice of an external monitor, keep in mind the following characteristics of your PowerBook's hardware.

- Your PowerBook can support a variety of external monitors, including 17-inch and 20-inch multiple scan displays. Resolutions supported range from 512 x 384 pixels to 1024 x 768 pixels.
- The external monitor port on the computer's back panel is a VGA-style connector. You can connect the cable for a VGA-style monitor directly to your PowerBook.
- To connect an Apple (or Apple-compatible) monitor to your PowerBook, you must use the adapter that came with the computer (part number M0322).
- Images can appear on the internal display, the external monitor, or on both screens, depending on your choice of resolution on the external monitor.
- When an image appears on both screens, it is exactly the same (known as "simulscan"). You cannot move the pointer or menu bar from one screen to the other (as you can when an external monitor is connected to other PowerBook models or to most Macintosh desktop models).

- When an external monitor offers the same resolution as the PowerBook's display (800 x 600 pixels at 60 hertz [Hz] refresh rate), the image appears on both screens the first time you turn on the computer if the PowerBook's display is open.
- The PowerBook is designed to be “plug-and-play” when an external monitor is attached. The computer's hardware checks to determine the appropriate choice of resolutions for the connected monitor and provides the highest resolution possible in response to the information it receives. If the computer cannot determine the external monitor's capabilities, it displays images in the common VGA format (640 x 480 pixels at 60 Hz refresh rate).
- If the PowerBook starts up with the display closed (called “docking mode”) and an external monitor is attached, the PowerBook's display does not turn on and the display's resolution (800 x 600) is not listed in the resolution section of the Control Strip.

For complete instructions on adjusting the resolution for an external monitor, see the “Monitors” topic area of Mac OS Guide.

The list below shows a sampling of the external monitors and resolutions supported by your PowerBook. Many other monitors are also supported.

| Monitor type | Resolution | Bits per pixel [†] |
|-----------------------------|------------|-----------------------------|
| Apple 20-inch multiple scan | 832 x 624 | 4, 8 |
| Apple 20-inch multiple scan | 1024 x 768 | 4, 8 |
| NTSC TV monitor | 512 x 384* | 4, 8, 16 |
| NTSC TV monitor | 640 x 480 | 4, 8, 16 |
| PAL TV monitor | 640 x 480* | 16 |
| PAL TV monitor | 1024 x 768 | 4, 8, 16 |

*An asterisk indicates the startup resolution. Other resolutions can be selected using the Control Strip.

[†]Bits per pixel indicate the number of colors a monitor can display at a given resolution.

For example, 4 bits = 16 colors; 8 bits = 256 colors; and 16 bits = thousands of colors.

Connecting an external monitor

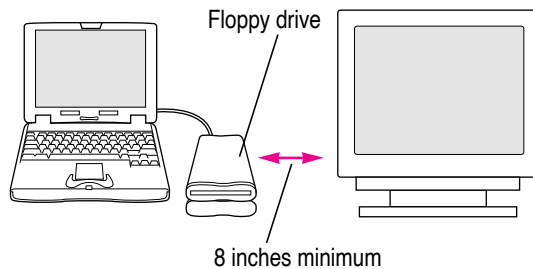
To connect an external monitor to your PowerBook, follow these steps. Also consult the documentation that came with the monitor.

- 1 Press the Power (⌘) key once to get the Shut Down dialog box.**
- 2 Click Shut Down or Sleep.**

If you connect a monitor with your computer turned on, the computer will not recognize the monitor.

- 3 Place the monitor where you will be using it.**

If you have the external floppy disk drive attached to your computer, keep the floppy disk drive and the monitor at least 8 inches apart. Interference between the monitor and your computer's floppy disk drive can cause errors on your floppy disks.



Arrange the monitor so the top of the screen is slightly below eye level while you work. Position the monitor to minimize glare and reflections on the screen from lights and windows.

- 4 Make sure the monitor's power cord is attached to the monitor. Plug the other end into an outlet or power strip.**

If your monitor's power cord is designed to plug into the power receptacle on the back of a computer, rather than into an electrical outlet, you can obtain a cord with the correct plug from your Apple-authorized dealer.

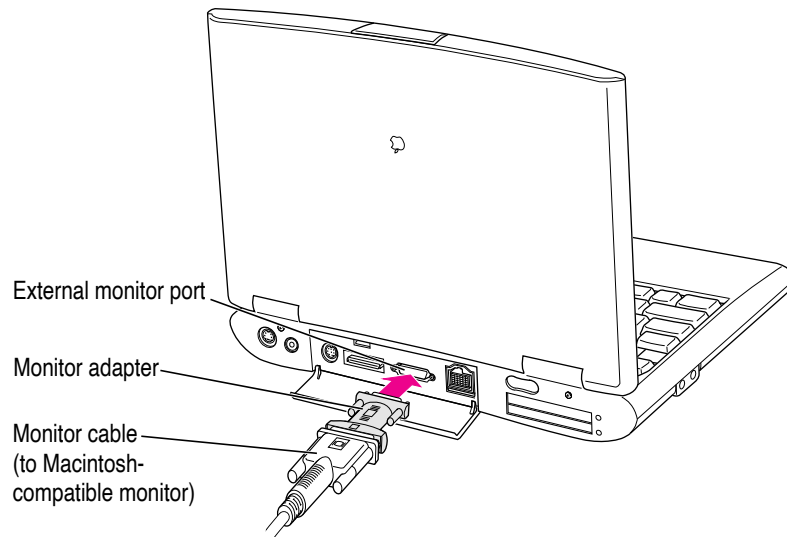
If you are using a power strip, make sure it is turned on.

- 5 If you are connecting an Apple or Apple-compatible monitor, locate the adapter that came with your computer and attach it to one end of the external monitor's cable.**

The monitor adapter is a small plastic and metal device that is the same granite color as the computer. The part number M0322 is on the adapter.

If you are connecting a VGA or SVGA monitor, skip this step.

- 6 Make sure the other end of the monitor's cable is attached to the monitor. Then attach the end of the cable with the monitor adapter to the external monitor port (I/O) on the back of the PowerBook.**



If you are connecting a VGA or SVGA monitor, do not use the adapter. Connect the monitor cable directly to the external monitor port on the PowerBook.

- 7 Turn on the external monitor.**
- 8 Press the Power ($\langle \rangle$) key to turn on your computer. (You can press any key if your PowerBook is in sleep.)**

The external monitor is automatically activated. You can use the Control Strip to change the resolution on the monitor. See the “Monitors” topic area of Mac OS Guide for instructions.

Trouble with the external monitor?

- **Nothing happened when you tried to turn on the PowerBook.**

Make sure that all your equipment is connected properly, then try pressing the Power (⏻) key again.


Make sure that the battery is charged, or that the power adapter is plugged into both the computer and an electrical outlet. If you are using a power strip, make sure it is turned on.

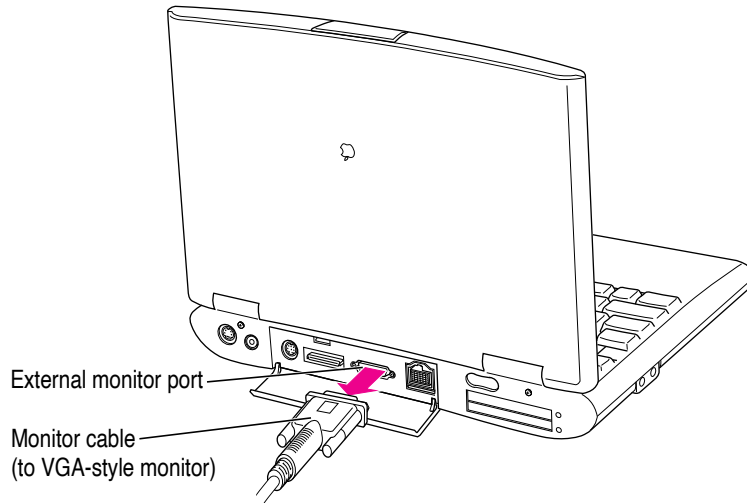
- **The computer is on, but the external monitor is dark.**

Make sure that the monitor's power cord is connected and that its power switch is on. Try adjusting the monitor's brightness and contrast settings. If this doesn't work, try restarting your computer.

Note: The screen-dimming feature in the PowerBook control panel turns the screen brightness down to a low level when you haven't used the computer for a few minutes. (You can think of dimming as "screen sleep.") Dimming also affects the external monitor. When you move your finger on the trackpad or press a key on the keyboard, the brightness is restored on both screens. For more information on screen dimming, see the "Batteries & Power" topic area of Mac OS Guide, available in the Guide (📖) menu.

Disconnecting an external monitor

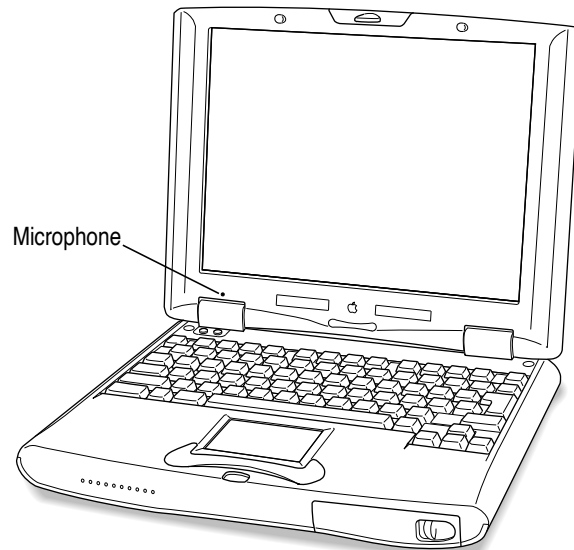
- 1 Make sure your computer is shut down or in sleep.
- 2 Make sure your monitor is switched off.
- 3 Disconnect the monitor cable (for a VGA-style monitor) or monitor adapter (for an Apple monitor) from the external monitor port on the computer's back panel. The port is marked with this icon: .




Connecting sound input and output devices


Your computer has a built-in microphone. In addition, you can connect an Apple Omni microphone to the external sound input port.

For information on using the microphone to record sounds, see the “Sound” topic area of Mac OS Guide, available in the Guide (📖) menu.



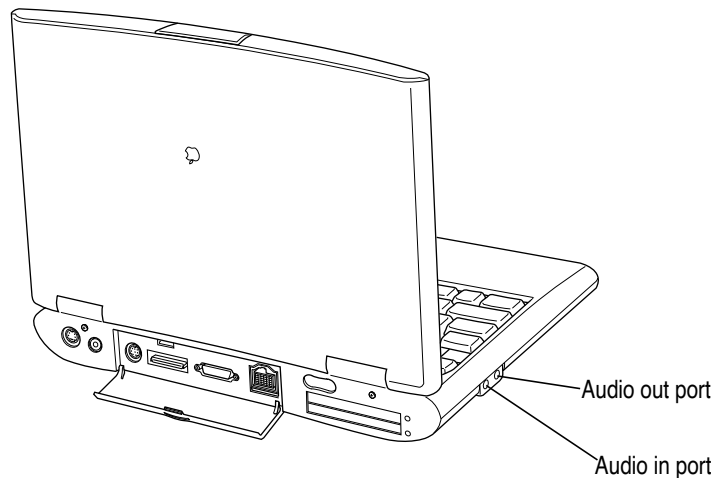
Your Macintosh PowerBook has a stereo audio input port (marked with the  icon) for connecting external sound input devices that provide line-level output. You cannot use the internal microphone and an external sound input device, such as an Apple Omni microphone, at the same time. For instructions on selecting a sound device, see the “Sound” topic area of Mac OS Guide, available in the Guide (📖) menu.

IMPORTANT Although the internal microphone is deactivated when an external sound input device is in use, it's possible to record sound from more than one sound device at the same time. This can occur because the computer merges sound from devices attached to the SCSI port or PC Card slots. If two or more devices produce sound, the sound from all of the devices may be recorded when you use the SimpleSound program or the Monitors & Sound control panel to record. To eliminate the sounds you don't want to record, remove or turn off the device producing those sounds.

The Macintosh PowerBook has a stereo sound output port (on the left side of the computer's case, marked with the  icon) to which you can connect externally powered speakers, an amplifier, headphones, or other sound output devices. The sound output port accepts a standard stereo miniplug, like that used to attach headphones to a portable tape player.

Your computer has a speaker in the front of the case, which plays sound from an external stereo device connected to the computer through the sound input port, or from a zoom video card in the lower PC Card slot.

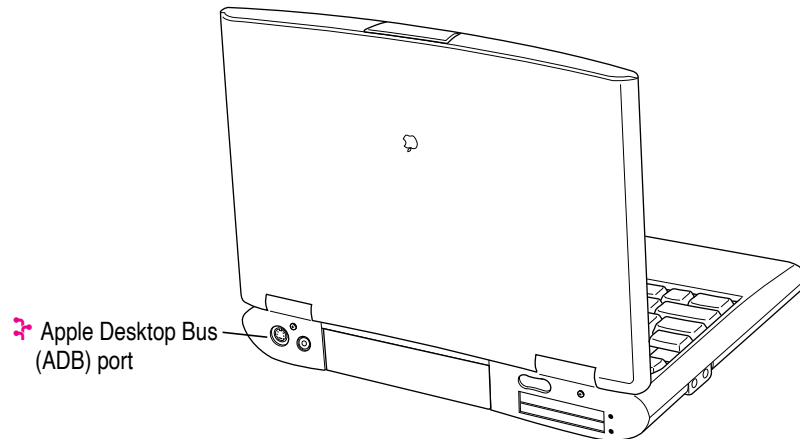
You can adjust sound output quality in the Monitors & Sound control panel. (For instructions, see the “Sound” topic area of Mac OS Guide.) The computer automatically selects the sound output source. If an external device, such as headphones, is connected, sound is routed there; if no external output device is connected, sound plays through the computer's speaker.



Connecting a mouse, keyboard, or other ADB device

You can connect a mouse, keyboard, graphics tablet, or other Apple Desktop Bus (ADB) device to the ADB port to the left of the power adapter port on the back panel of the computer. You can connect up to three low-power ADB devices in a chain.

IMPORTANT You must shut down the computer before connecting an ADB device.



Connecting other devices

For instructions on connecting a device not discussed in this chapter—for example, networking hardware—refer to the manuals that came with the device.

Adding memory to your computer

You can increase your computer's memory by adding a RAM expansion card. You can find out how much memory your computer has by choosing About This Computer from the Apple (🍏) menu in the Finder.

You can purchase memory upgrades from Apple-authorized dealers. An Apple-authorized dealer must install any memory upgrades you purchase.

Your Macintosh PowerBook also supports virtual memory, a feature that makes use of hard disk space to provide additional RAM. Your computer comes with virtual memory turned on. For information on using virtual memory, see the “Memory” topic area of Mac OS Guide, available in the Guide (🔍) menu.

Using infrared file transfer

Your Macintosh PowerBook has built-in infrared (IR) communication that can send and receive files. You can exchange information with another PowerBook or other device that has IR capability or with a desktop computer that's using an external IR module. In addition, you can use IR communication to make a wireless connection to a network, by means of a specialized device, such as Hewlett-Packard's NetBeam IR, that uses PowerBook-compatible software.

To transfer files, your computer and the other IR device must be within range of each other, with the IR windows facing. Your computer must be within 3 feet of the network IR station to make a network connection using an Infrared Data Association (IRDA)–compliant transfer rate of 1 megabit per second.

You use the Infrared control panel to select the method of IR communication you want to use and to see a list of other IR-capable devices. For instructions on IR file transfer, see “How do I send a file using IR technology?” in the “Organizing Your Files” topic area of Mac OS Guide.

Read this chapter for information on installing and using application programs on your computer.

4

Installing and Using Application Programs



Your PowerBook comes with some great software already installed that includes such features as

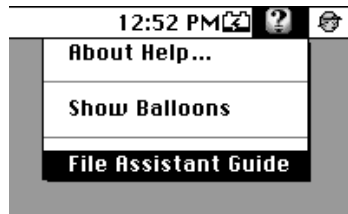
- Internet access
- productivity programs
- hard disk password protection
- file exchange using infrared communications
- file synchronization
- DOS and Windows file compatibility
- remote access to another Macintosh



Getting help for application programs

Some application programs that come on your PowerBook (such as the File Assistant program) are documented in their own Apple Guide online help systems. Follow these steps to see if a program has an Apple Guide help system:

- 1 **Open the application program.**
- 2 **Open the Guide (⌘?) menu.**

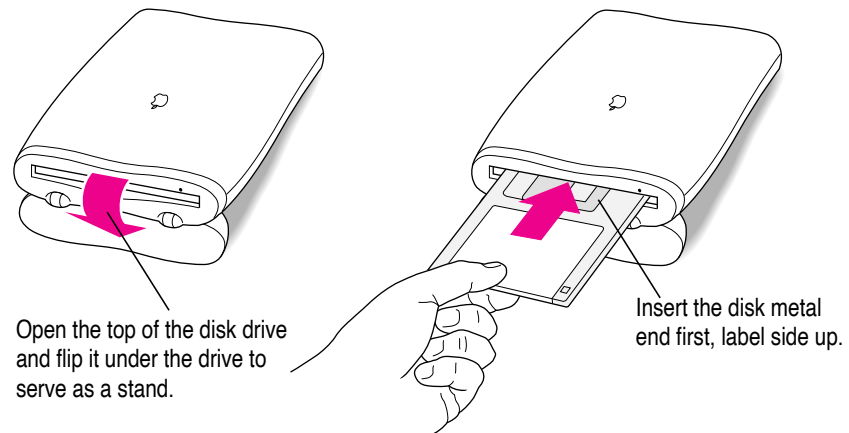


If an item appears in the Guide menu for your application program, choose it. If an item does not appear, then there is no Apple Guide online help for that program.

Installing application programs

You'll probably want to buy and install additional application programs. Refer to the manuals you receive with your programs for instructions on installing and using them.

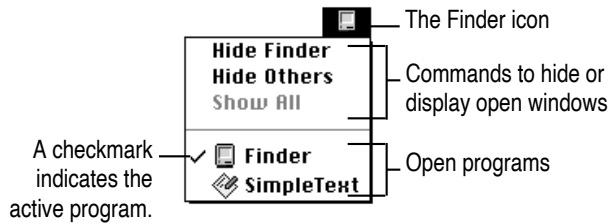
In most cases, you install application programs onto your internal hard disk from floppy disks or a CD that you receive as part of an application program package. The following illustration shows how to open the floppy disk drive and insert a floppy disk into it.



Working with several programs at a time

You can open as many application programs and desk accessories as your computer's memory allows.

All open programs are listed in the Application menu at the right end of the menu bar. The name of the active program (the one you're using right now) has a checkmark next to it, and its icon appears in the menu bar.



Finding out which programs are open

If you have several programs and windows open, you can find out which program is active and which other programs are open by opening the Application menu.

Switching programs

You can switch to another open program by choosing its name from the Application menu.

If a program's icon is dimmed in the menu, that means its windows are hidden. Choosing the program from the Application menu displays its windows.

You can also switch to another program by clicking in a window that belongs to an open program, or by double-clicking a program icon (or the icon of a document that was created with the program).

Hiding and showing windows on the desktop

You can hide all windows except those of the active program by choosing Hide Others from the Application menu.

The other programs remain open even though their windows are hidden. When you switch to another program, its windows become visible again.

If you want to see all the open windows, choose Show All from the Application menu.

Backing up your files and restoring preinstalled software

Making backup copies of important files is good protection against possible damage to the originals. Files on your hard disk and on the CD that came with your PowerBook allow you to restore the software that came with the computer.

Restoring system software and preinstalled programs

- If the System Folder on your hard disk is damaged, you can reinstall that essential software from the CD that came with your computer. See “Reinstalling System Software” in Chapter 7 for instructions.
- The CD that came with your computer also contains a program for restoring the complete system software and all preinstalled application programs from the CD. See the document “CD—Important Information” on the CD for instructions.

Using “native” application programs

Your computer is compatible with nearly all application programs intended for use with Macintosh computers. But certain programs are designed especially for computers with PowerPC microprocessors. (These are sometimes called “native” applications.) You’ll find that these programs take best advantage of your computer’s speed.

Special memory requirements

Some native programs may be slightly larger than other programs and may take up more memory. If you find that you are running out of memory when you use programs designed for PowerPC microprocessors, you can use space on your computer’s hard disk as additional memory. This feature is called *virtual memory*. Your computer was developed to take advantage of the virtual memory feature, and comes with virtual memory turned on. For instructions on how to use or increase hard disk space as memory, see the “Memory” topic area of Mac OS Guide, available in the Guide (🔍) menu.

You can also have an Apple-authorized dealer add more memory to your computer.

Shared libraries

Native programs use special files called *shared libraries*. These files help the programs to run more efficiently, and can be used by more than one native program simultaneously. Any necessary shared libraries are installed automatically in the System Folder when you install native programs.

If a native program requires a shared library and there is not enough memory available for the shared library, you’ll see a message that the program could not be opened because of insufficient system memory. If this happens, see the “Memory” topic area of Mac OS Guide, available in the Guide (🔍) menu, for instructions on turning on virtual memory.

If a required shared library is missing, you’ll see a message that the program could not be opened because the shared library could not be found. If this happens, follow the directions that came with your program to reinstall the program. If the shared library is still missing, contact the program’s manufacturer for assistance.

5

Power Management



Power sources

Your computer can draw its operating power from three different sources:

- **Main battery** Your computer came with a lithium ion (LiIon) battery. This battery should provide power for 2–4 hours of work time (you may get longer work time, depending on the Macintosh PowerBook model you have and the battery conservation features you use).
- **AC power** You can run your computer from a grounded electrical outlet by plugging in the external power adapter that came with your computer. The installed battery will automatically be charged whenever the external AC adapter is connected. The external adapter will charge the battery more quickly if the computer is shut down or in sleep.

IMPORTANT Be sure to use only the type of external power adapter that came with your computer. Other power adapters (including ones made for other Macintosh PowerBook computers) may damage your computer.

- **Backup cell** The PowerBook also contains a rechargeable LiIon backup cell to keep system information such as date and time. The backup cell is automatically recharged whenever the external AC adapter is connected. The backup cell also provides up to 4 minutes of power during system sleep while you change the main battery. (See “Removing or Replacing the Battery” later in this chapter for more information about changing batteries.)

Monitoring the battery charge

There are three ways you can determine the charge level of your battery:

- Look in the battery monitor portion of the Control Strip.
For information on the battery monitor, see the “Batteries & Power” topic area of Mac OS Guide, available in the Guide (🔍) menu.
- See low-power messages on your display.
- Look at the battery level icon next to the clock in the menu bar.

Responding to low-power messages

When the battery runs low, the computer displays two low-power messages. The work time remaining after you see the first message varies depending on how you are using the computer. It's a good idea to act promptly.

What you should do

When you see a low-power message, you should do the following:

- **Plug in the power adapter, or**
- **Save your work and shut down the computer, *then***
- **Quickly replace the empty battery with a charged one (within 30 seconds, if possible).**

IMPORTANT Always save your work when you see a low-power message.

What you should know

When the first low-power message appears, the screen dims automatically to save power.

If you continue to work without plugging in the power adapter or changing the battery, the computer displays a second low-power message, indicating that the computer is about to put itself to sleep. Within a few seconds, the computer goes to sleep automatically to protect the contents of RAM. All activities are interrupted. It's a good idea to save your work when you see the first low-power message to make sure you don't lose information.

If you continue working until the computer goes to sleep automatically, you can wake it again as soon as you plug in the power adapter or replace the battery with a charged battery.

If you can't plug in the power adapter, the contents of RAM are retained in sleep for about a day (as long as you don't remove the battery).

IMPORTANT Recharge a depleted battery as soon as possible. Leaving a depleted battery in the computer for a length of time (especially in a hot location, such as the trunk of a car) may damage the battery so that it can't be recharged. If this happens, you need to replace the battery.

Using the battery icon

There is a battery icon in the menu bar that tells you the charge left in your battery.



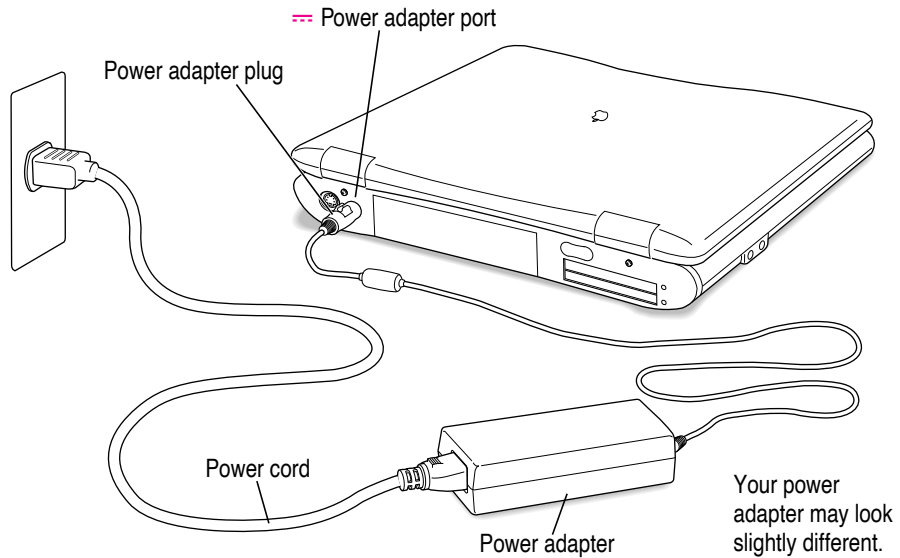
The amount of black in the icon indicates the charge level.



When a lightning bolt appears in the icon, the battery is charging.

Recharging the battery

To recharge the battery, plug in the power adapter. (Do not use an external recharger designed for another Macintosh PowerBook model.)



A lightning bolt icon appears in the battery monitor portion of the Control Strip when the power adapter is plugged in and a battery is recharging.



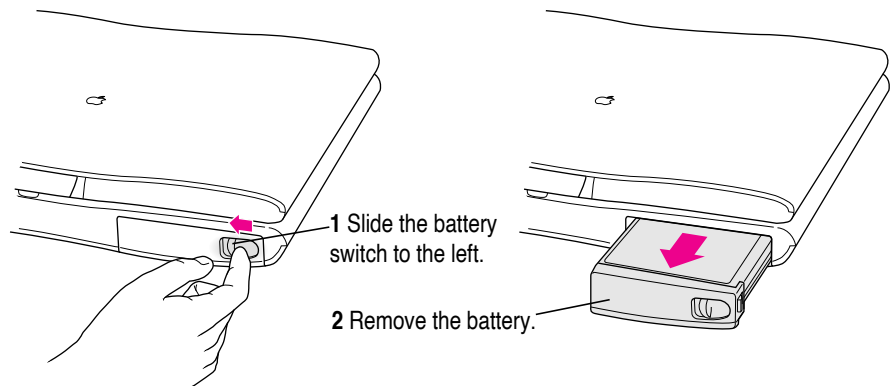
The battery is recharged even if you are using the computer; however, it will recharge more quickly if the computer is off or in sleep.

WARNING Use only the external power adapter that came with your computer. Adapters for other electronic devices (including other portable computers) may look similar, but they may damage your computer.

Removing or replacing the battery

To remove or replace the battery, follow these steps:

- 1 Save your work and then shut down the computer or put it to sleep, or plug in the power adapter.**
- 2 Close the display.**
- 3 Slide the battery switch to the left.**



- 4 Pull the battery out of its compartment.**
- 5 If you are inserting another battery, slide it into the battery compartment.**

You can replace the battery with another LiIon battery. Make sure you only use a battery that is designed for your Macintosh PowerBook.

IMPORTANT If you take out the main battery while the computer is in sleep and it is not connected to an external power adapter, you must insert another battery within 4 minutes or you may lose any unsaved work.

- 6 If you just inserted a new battery, it's a good idea to plug in the power adapter in case the battery is not fully charged.**

You can look at the battery monitor portion of the Control Strip to see the level of charge.

IMPORTANT Lithium ion (LiIon) batteries contain metals that are hazardous when released in the environment. It is inappropriate, and in some cases unlawful, to throw batteries away with your household or business trash. Many locations have government or Apple-sponsored collection or recycling programs for spent batteries. Dispose of spent batteries in accordance with the mandatory or voluntary battery collection programs in your location. Contact your Apple-authorized service provider for information about the recommended disposal procedures in your area.

Maximizing work time

Your Macintosh PowerBook's battery can provide 2–4 hours of work time before you need to recharge. The actual work time available depends on which model of Macintosh PowerBook you have, what equipment you're using with your computer, and what steps you take to conserve power while you work.

To save battery power, you can do the following:

- Minimize backlighting of the display.
- Turn off AppleTalk if your PowerBook is not connected to a network.
- Set the hard disk to spin down after a very short interval.
- Remove PC Cards when they are not in use.
- Take advantage of the sleep and wake features of your PowerBook whenever your work is interrupted. You just need to close the display to put the computer in sleep.

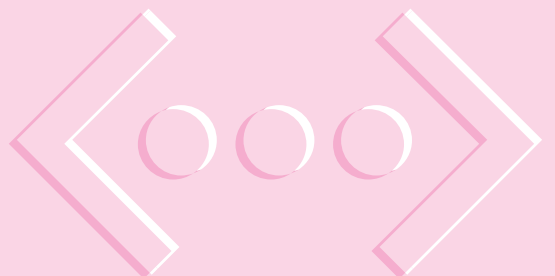
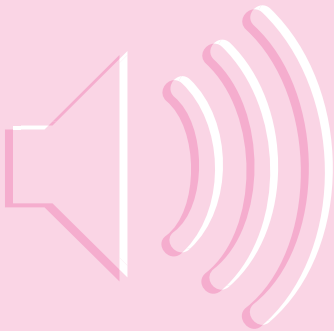
For more battery conservation tips, see the “Batteries & Power” topic area of Mac OS Guide, available in the Guide (🔍) menu.

Chapter 6 Tips and Troubleshooting

Chapter 7 Diagnostic Techniques



II *part*



Consult this chapter if you have questions or experience problems using your computer.

6

Tips and Troubleshooting



When you have questions

If you want to know how to do a particular task with your computer, refer to Mac OS Guide in the Guide (🔍) menu. For instructions on using Mac OS Guide, see Chapter 2 of this manual. If the suggestions in this chapter and Mac OS Guide don't solve the problem, go to Chapter 7 for instructions on some general diagnostic techniques.


When you run into trouble

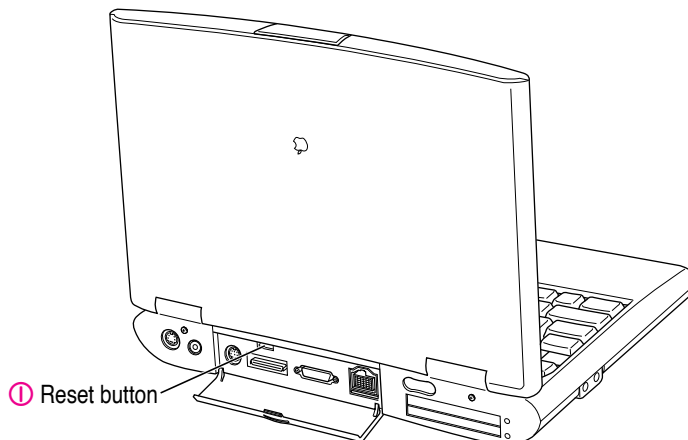
While you're using your computer, you may see a bomb icon or an error message, or you may have a problem such as the pointer (⬅️) “freezing” on the screen. If you have trouble with your computer, take a few minutes to read the information in this chapter and Chapter 7. If your problem is related to a particular procedure, you should also look for information on that procedure in Mac OS Guide, available in the Guide (🔍) menu. If you are unable to access Mac OS Guide (for example, if your screen is “frozen”), refer to this chapter to see if you can resolve the problem.

This chapter and Chapter 7 describe solutions to problems you may experience with your computer. If the suggestions in these two chapters don't solve your problem, contact a local Apple-authorized service provider or call the Apple Assistance Center. (See the service and support information that came with your computer for the telephone number.) If your problem is with third-party software or equipment, please call the software or equipment manufacturer for help.

Problems starting up the computer

The computer doesn't start up.

- The battery may need recharging. Plug the power cord into a working outlet and then plug the power adapter into the computer. Let the battery recharge for a few minutes.
- Check that the power cord is plugged into a working outlet. If it's plugged into a power strip, make sure the power strip is turned on. The power adapter should get warm after being plugged in for 10 minutes. If it is cold, make sure the adapter is securely plugged in and attached to the power cord.
- The screen brightness may be turned down. Adjust the brightness control located at the base of the screen, in the center.
- Make sure the battery is properly seated in its compartment.
- If none of these measures helps, you may need to reset the computer. The method of resetting you should always try first is to press the Command (⌘), Control, and Power keys simultaneously. If the computer does not start up, connect the power adapter (if it is not already connected) and press the reset button (marked with the icon ) on the back panel.



The sleep indicator light in the PowerBook's latch glows a steady green.

- You must reset the computer using the reset button. Connect the external power adapter (if it is not already connected) and press the reset button (marked with the icon Ⓟ) on the back panel.

When the reset procedure is used the computer will thoroughly test the RAM, so it may take a few moments (testing takes about 1 second per megabyte of RAM) before the screen lights. Be patient if you have added expansion RAM.

The computer makes an unusual sound at startup, or you see a “sad Macintosh” icon.

- If you hear the sound of breaking glass when you turn on the computer or you see a “sad Macintosh” icon, start up the computer with the *Disk Tools* floppy disk that came with your computer. If the computer does not start up, or if the hard disk icon does not appear, the hard disk may need repair. Contact an Apple-authorized service provider or call the Apple Assistance Center. If the hard disk icon does appear, see Chapter 7 for information about reinstalling the system software.
- There may be a problem with the information stored in the area called parameter RAM (PRAM). Reset the PRAM (also called “zapping the PRAM”).

Resetting the PRAM erases the contents of your RAM disk, if you have one. Resetting the PRAM also restores the default settings in most control panels. After you reset the PRAM, be sure to check any custom settings you made for the desktop pattern, memory, network, AppleTalk, trackpad, power conservation, and so forth. Resetting the PRAM also resets the power manager.

- Follow these steps to reset the PRAM:
 1. Locate the keys Command (⌘), Option, P, and R.
 2. Make sure the Caps Lock key is not down.
 3. Restart your Macintosh (using the Command [⌘], Control, and Power keys or the reset button, if necessary). Immediately after hearing the startup sound, press the Command (⌘), Option, P, and R keys simultaneously.

If you don't hold down the key combination within 5–10 seconds after you restart, you may need to repeat steps 1–3.
 4. Hold down the keys until you hear the startup sound again.
 5. If the computer shuts itself off, press the Power key to turn it back on.
 6. When the computer has finished starting up, restore any custom control panel and network settings.
- If nothing happens after you reset the PRAM, there may be a problem with a RAM expansion card. If you had a RAM expansion card installed in your computer, contact the dealer who installed the card for help.

See also “The Computer Makes Unusual Sounds” in the section “Other Problems While Working” later in this chapter.

The computer starts up, but the desktop doesn't appear.

- The screen brightness may be turned down. Adjust the brightness control, located at the base of the screen, in the center.
- The computer may be trying to start up using an external hard disk that does not contain the correct system software. Disconnect the external hard disk and restart your computer. (This can also happen with PC Card drives.)
- Start up the computer, holding down the Shift key until you see the message “Extensions Off” in the “Welcome to Macintosh” box. If the computer starts up, turn to Chapter 7 and try the steps given in the section “Checking Your System Software Extensions.” You can go directly to the Extensions Manager control panel by holding down the Space bar during startup.

When I start up the computer, I see a message about the system software.

- The system software on the startup disk you're using may be incomplete or damaged, or may be the wrong version. Make sure you're using the correct disk as a startup disk.
- If you're sure you're using the correct startup disk, you may need to reinstall system software. See “Reinstalling System Software” in Chapter 7.

The computer displays a flashing question mark icon.



- This icon usually means that the computer can't find system software on any disks attached to the computer. If the computer is connected to any external hard disks, make sure they are turned on. Then restart the computer. If the problem recurs, the hard disk or its system software may be damaged. See Chapter 7.
- Turn off the computer, disconnect all external devices except the power adapter, and restart the computer. If the computer starts up, turn to “Problems With Equipment Connected to Your Computer” later in this chapter.

The computer freezes or displays an error message during startup.

- Turn off the computer, disconnect all external devices except the power adapter, and restart the computer. If the computer starts up, turn to “Problems With Equipment Connected to Your Computer” later in this chapter.
- Start up the computer, holding down the Shift key until you see the message “Extensions Off” in the “Welcome to Macintosh” box. If the computer starts up, turn to Chapter 7.

About the codes in error messages: The number codes in error messages are used in software development. Sometimes they can help a technician narrow down the source of a problem. However, the codes are usually too general or technical in nature to help you diagnose a problem yourself.

When the computer starts up, a message says there is not enough memory.

- There may not be enough memory to load all the system software extensions you've installed. Restart the computer, holding down the Shift key until you see the message "Extensions Off" in the "Welcome to Macintosh" box. Then try the following to increase available memory:
 - Turn on virtual memory (VM) in the Memory control panel, or increase the VM size if it's already on. Your PowerBook can deliver good performance with VM set to two to three times the amount of actual RAM chips in the computer.
 - Reduce the size of the disk cache in the Memory control panel.
 - If you use a RAM disk, reduce its size or turn it off in the Memory control panel.
 - Use the Extensions Manager control panel (in the Control Panels folder inside the System Folder on your hard disk) to turn off extensions you don't need. Then restart the computer. (You can use Extensions Manager to create different sets of extensions for special situations.)

You need to restart the computer for these changes to take effect.

- If these suggestions don't work, you can increase memory by having an Apple-authorized dealer install a RAM expansion card in your computer.

The computer won't restart.

- If the computer freezes, you can try to "force" the program you're using to quit by simultaneously pressing the keys Command (⌘), Option, and Esc on your keyboard. Then click Force Quit in the dialog box that appears. (*Note:* Unsaved changes in your current documents will be lost.) Immediately save all open documents, quit all other open programs, and restart the computer.
- You may need to reset the computer. The method of resetting you should always try first is to press the Command (⌘), Control, and Power keys simultaneously. If the computer does not restart, connect the power adapter (if it is not already connected) and press the reset button (marked with the icon Ⓟ) on the back panel.

Note: You will lose any work you have not saved.

- If the problem recurs, reset the parameter RAM (see "The Computer Makes an Unusual Sound at Startup, or You See a 'Sad Macintosh' Icon" in the section "Problems Starting Up the Computer" earlier in this chapter). If the problem still occurs, see Chapter 7.

Every time the computer starts up, it rebuilds the desktop.

- There may be a folder on your hard disk that has the same name as a file the computer uses to keep track of information on your disks. Manually search for a folder named “Desktop” or “Desktop file.” If you find one, rename it “Storage.” Then restart the computer. (Do not use the Find File feature to search for the desktop file. It may find it but you may not be able to access it.)

When I start up the computer, the display lights up for a moment, then shuts down.

- Make sure you are using the correct power adapter for your computer model.
- If the computer is running on the battery, make sure the battery is charged. Or connect the external power adapter.

Problems working with programs

The computer freezes or displays a system error message.

- There may be a temporary software problem. To reset the computer, try the following suggestions in order until the computer starts up normally:
 1. If the computer freezes, you can try to quit the program you’re using by pressing the keys Command (⌘), Option, and Esc on your keyboard. Click Force Quit in the dialog box that appears. (You’ll lose unsaved changes in that program’s documents.)

Immediately save all open documents and quit all open programs, then restart the computer.
 2. If you see a message about a system error, you may need to reset the computer. The method of resetting you should always try first is to press the Command (⌘), Control, and Power keys simultaneously. If the computer does not restart, connect the power adapter (if it is not already connected) and press the reset button (marked with the icon Ⓜ) on the back panel.

Note: You will lose any work you have not saved.
 3. Reset the PRAM (see “The Computer Makes an Unusual Sound at Startup, or You See a ‘Sad Macintosh’ Icon” in the section “Problems Starting Up the Computer” earlier in this chapter for instructions).

- If the problem recurs, it may involve one or more of your application programs. See “The Computer Exhibits Odd Behavior, Such as Many Unexplained System Failures,” next.

About the codes in error messages: The number codes in error messages are used in software development. Sometimes they can help a technician narrow down the source of a problem. However, the codes are usually too general or technical in nature to help you diagnose a problem yourself.

The computer exhibits odd behavior, such as many unexplained system failures.

- Check for multiple System Folders on your startup disk, using the Find File command. Throw away extra System Folders (but do not throw away any System Folders from your RAM Disk Backup folder). The System Folder that your computer is using has a small computer icon on it.



System Folder

- Check for viruses on all your disks, using a virus-detection program. Eliminate any viruses the program finds.
- If a problem recurs when you are using a particular program, try the following:
 - Consult the documentation that came with the program to make sure you are using it correctly.
 - Check for multiple copies of the program on your hard disk. Use the Get Info command to check the programs' version numbers. Keep one copy of the latest version and throw away all other copies.
 - Reinstall the program from a known good source (such as the original program disks or the CD that came with your computer).
 - Increase the program's memory. Quit the program, select its icon, choose Get Info from the File menu, and type a larger number in the Preferred Size box.
 - Contact the manufacturer or vendor of the program to find out whether the program contains software errors or “bugs” and whether an upgrade is available.

- Check that the program is compatible with the version of system software your computer is using. (See the program's documentation, or contact the manufacturer or vendor.) You can find out which version of software you have by choosing About This Computer from the Apple (🍏) menu.
- Make sure your control panels and system software extensions (especially any that you recently added) are compatible with your programs. See Chapter 7.

A program won't open.

- The application program may already be open. Check the Application menu to see what programs are running.
- There may not be enough memory available to open the program. Quit any programs you're not using and try again. If that doesn't work, try restarting the computer.
- If the program is on a floppy disk, make sure the disk is unlocked. (You unlock a disk by sliding the tab at the corner of the disk so that it covers the hole.)
- The program may be damaged, or it may not be compatible with PowerPC technology. Check to make sure the software is PowerPC-compatible, and install it from a known good source (such as the original program disks).
- Contact the manufacturer or vendor of the program to see if the program is compatible with the version of system software your computer is using. (Choose About This Computer from the Apple [🍏] menu to see which version of system software you have.)

A program suddenly quits or disappears, or a message says a program has quit.

- There may be a temporary software problem. Restart the computer, then try opening the program again.
- The program may have run out of memory. See the suggestions in "A Message Says There is Not Enough Memory," next.
- If the problem occurs when you are trying to print, there may not be enough memory for printing.
- Contact the manufacturer or vendor of the program to see if the program contains software errors or "bugs" and if it is compatible with the version of system software you're using.

A message says there is not enough memory.

- There may be a temporary software problem. Save your work, quit all open programs, and restart the computer. If you can't use the Restart command, see the suggestions in “The Computer Freezes or Displays a System Error Message,” earlier in this section.
- If you get this message when you are trying to open or use a program, follow these steps:
 1. Choose About This Computer from the Apple (🍏) menu. Take note of the number in the “Largest Unused Block” section. This number tells you how much memory is available to open programs.
 2. Quit the program if it's open, select its icon, and choose Get Info from the File menu. Take note of the numbers in the Minimum Size and Preferred Size boxes.
 3. If the number in the Minimum Size box is larger than the largest unused block, not enough memory is available to use this program. To free memory, quit open programs or restart the computer. You can also type a smaller number in the Minimum Size box if you want to open the program using less memory. (But some programs don't work well if you assign them less memory.)
 4. If the number in the Preferred Size box is smaller than the largest unused block, you may need to assign more memory to the program. (A program may need more memory if you are working with complex documents.) Type a larger number in the Preferred Size box.
- If you frequently want to open more programs than memory allows, try the following:
 - Turn on virtual memory (VM) in the Memory control panel or increase the amount of VM if it is already on.
 - Use the Memory control panel to reduce the size of the disk cache or remove or reduce the size of your RAM disk.
 - Have an Apple-authorized dealer install a RAM expansion card in your computer.

When I try to open a document, a message says the program can't be found.

- The document may have been created with a program that is not on your hard disk, or with a different version of the program.
- You can also open a document from within a program by using the Open command in the File menu. For more information, see the documentation that came with your programs.
- If you know the correct program is on your hard disk, there may be a problem with the information that the computer uses to keep track of files. Restart the computer and hold down the Command (⌘) and Option keys until you see a message asking if you want to rebuild the desktop. Release the keys and click OK.

Note: If you have Mac OS Easy Open installed, you must use the Extensions Manager control panel to turn off all extensions except the Mac OS Easy Open control panel, and then follow the steps given above to rebuild your desktop.

A window has disappeared.

- Another open window may be covering the one you're looking for. Move, resize, close, or hide windows until you see the one you want.
- The program the window is associated with may be hidden. Choose Show All from the Application menu, then click the window you want, or choose the program from the Application menu.

Other problems while working

The screen went blank.

- Screen dimming may be on. Move the pointer to restore the screen's brightness. You can adjust the interval before screen dimming takes effect, or you can turn screen dimming off, using the PowerBook control panel.
- The computer may have gone to sleep, as indicated by the blinking sleep LED in the latch. Press the Power key (or any key except Caps Lock or the trackpad button) on the keyboard to wake it.
- The battery may be drained. Install a charged battery, or plug in the power adapter and let the battery charge for a few minutes. Then try to wake or start up the computer.

Some icons look different from usual.

- There may be a problem with the information that the computer uses to keep track of files. Restart the computer and hold down the Command (⌘) and Option keys until you see a message asking if you want to rebuild the desktop. Release the keys and click OK.

Note: If you have Mac OS Easy Open installed, you must turn off all extensions except the Mac OS Easy Open control panel, and then follow the steps given above to rebuild your desktop.

- You may be using a file-compression program to save space on your hard disk. Some compression programs change the appearance of icons.

When trying to open or move a font file, I see an error message.

- The font file may be damaged. To remove damaged font files, follow these steps:
 1. Drag the Fonts folder out of the System Folder.
 2. Restart the computer.
 3. Open the Fonts folder that you dragged out, and drag undamaged fonts to the System Folder icon. Click OK in the dialog box.
 4. Throw away the old Fonts folder.
 5. Reinstall the damaged font from the original disk.

An icon is blinking in the menu bar.

- A program needs attention. Open the menu and choose the program whose icon is blinking (it may have a diamond by its name). Respond to any messages on the screen. If it's not clear what you should do, consult the documentation that came with the program.

A file can't be thrown away.

- The file may be locked. Select the file's icon, then choose Get Info from the File menu and click the Locked checkbox to remove the X. You can delete locked files that are in the Trash by holding down the Option key while you choose Empty Trash from the Special menu.
- An application program may be using the file. Close the file or quit the program.
- If the file is on a floppy disk, the disk may be locked. Unlock the disk by sliding the tab so that it covers the hole at the corner of the disk.
- The file may be in a shared folder that can't be changed. You can throw away the file by turning off file sharing temporarily (click Stop in the Sharing Setup control panel). Or you can select the shared folder, choose Sharing from the File menu, and uncheck the box labeled either "Can't be moved, renamed, or deleted" or "Same as enclosing folder."

The computer makes unusual sounds.

- A program may need your attention. If an icon is blinking in the menu bar, open the menu, choose the program whose icon is blinking (it may have a diamond by its name), and take the necessary action.
- Open the Easy Access control panel (if it is installed on your computer) and check whether any features are turned on.
- Select a different system sound in the Sound control panel.
- The computer's sound hardware periodically turns itself off to save power. Sometimes this causes a clicking or popping noise. This sound is normal.
- If the sounds are regular or melodic, they may be caused by interference from electrical equipment. Move the computer farther away from any such equipment.

See also "The Computer Makes an Unusual Sound at Startup, or You See a 'Sad Macintosh' Icon" in the section "Problems Starting Up the Computer" earlier in this chapter.

I can't access some of the memory on my computer.

- All computers set aside some memory for system overhead.
- If you want to open more programs than memory allows, you can use the Memory control panel to decrease the size of the disk cache, or remove or decrease the size of the RAM disk (if you're using one). You can also have a memory expansion card installed in your computer.

Problems with hardware

RAM or cache diagnostic error

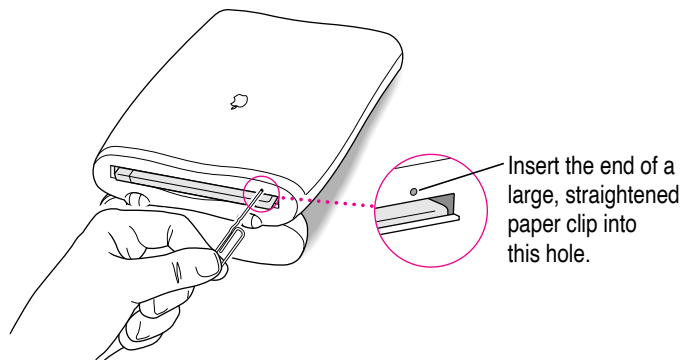
I see a message that a problem was detected with RAM or cache memory.

- If you see this type of error message, take your computer to an Apple-authorized service provider as soon as possible. Ignoring this condition could lead to random errors and failure that could result in your losing data. (Although the error message may not reappear, the problem detected during the computer's self-check probably has not gone away.)

External floppy disk drive

I can't eject a floppy disk.

- The disk may be stuck. Restart the computer, holding down the button on your trackpad. If the disk is not ejected, you can eject it manually. Carefully insert the end of a straightened paper clip into the small hole near the disk drive's opening, and push firmly until the disk is ejected.



I can't save or copy files onto a floppy disk.

- The disk may be locked. Unlock it by sliding the tab at the corner of the disk so that it covers the hole.
- The disk may be full. Throw away items on the disk that you no longer need, or save the files on a different disk.
- The disk or disk drive may be damaged. Test it with Disk First Aid (on one of the *Disk Tools* disks that came with your computer or in the Utilities folder on the hard disk or the CD that came with the computer).

Hard disk drive

The computer won't start up from the internal hard disk, or the hard disk icon doesn't appear on the desktop.

- There may be a temporary software problem. Turn off the computer, wait at least 10 seconds, and then turn it on again.

The hard disk keeps stopping and starting again.

- The hard disk may be going to sleep to conserve power. Use the PowerBook control panel to change the power conservation settings.

The computer is using the wrong disk as a startup disk.

- Open the Startup Disk control panel and make sure the correct disk is selected. Then restart the computer.
- If you're trying to start up from an external hard disk, the computer may not be recognizing the disk. See “Problems With Equipment Connected to Your Computer,” later in this chapter.
- There may be a problem with your startup disk or with its system software. See “Testing Your Hard Disk” in Chapter 7.

Trackpad

The pointer won't move.

- A program may be doing some work. Wait a few moments and then try again.
- A temporary software problem may have caused the computer to “freeze.” See “The Computer Freezes or Displays a System Error Message” in the section “Problems Working With Programs,” earlier in this chapter.

The pointer sticks or jumps when I use the trackpad.

- Make sure to use only one finger on the pad and that your finger is dry.

Keyboard

Typing on the keyboard produces nothing on the screen.

- Make sure the program you're using is set to accept text input. Usually you need to set an insertion point or select some text before typing. If you're using a communications program, you may need to turn on the “local echo” setting.
- Open the Easy Access control panel and make sure Slow Keys is turned off.
- Open Key Caps in the Apple (🍏) menu and check whether the computer is recognizing keyboard input. If so, the keys in the Key Caps window will indicate when keys are pressed on the keyboard.

A key won't stop repeating.

- Open Key Caps in the Apple (🍏) menu. If any keys in the window are darkened, keys may be stuck down on your keyboard.

PowerBook display

The screen went blank.

- Screen dimming may be on. Move the pointer to restore the screen's brightness.
- The computer may have gone to sleep. Press any key (except Caps Lock) on the keyboard to wake it.
- The battery may need recharging. Plug in the power adapter, let the battery charge for a few minutes, and then try to wake or start up the computer again.
- If an external monitor is connected, the image may be displayed on that monitor and not on the PowerBook's display. (If the external monitor is set to a different resolution from the 800 x 600 pixels of the PowerBook display, the computer's image only appears on the external monitor.)

The screen flickers.

- Adjust the brightness control.
- Open the Monitors & Sound control panel or use the Control Strip to set the computer to display fewer colors or grays.
- If tilting the display affects the flickering, there may be a loose cable. Contact an Apple-authorized service provider, or call the Apple Assistance Center at the number provided in the resource materials that came with your computer.

The computer freezes when screen dimming takes effect.

- Screen dimming does not work with some programs. Contact the program's manufacturer to see if there is a newer version of the program that is compatible with dimming. If the problem persists, you can open the PowerBook control panel and turn off screen dimming.

External monitors

The monitor remains dark.

- Shut down the PowerBook, then make sure the monitor is connected to the PowerBook, plugged into an active outlet, and turned on. (Most monitors have a light on the front panel to show whether they are on.)

The monitor is on, but no image appears.

- Use the Monitors & Sound control panel to select a resolution that will display on the external monitor. If the resolution is not 800 x 600 at 60 Hz, the PowerBook's screen goes blank when the external monitor is in use.
- Screen dimming may be on. Move the pointer to restore the screen's brightness.
- Adjust the monitor's brightness and contrast controls.
- Use the Control Strip to change the resolution on the external monitor. If you still don't see an image, there may be a problem with the monitor.
- If you are using an Apple monitor with a 15-pin connector, be sure that the video adapter that came with your computer is connected (between the monitor cable and the PowerBook's external monitor port).

The monitor goes dark after a few minutes.

- Screen dimming may be turned on. Move the pointer to restore the screen's brightness. You can change the interval before screen dimming takes effect in the PowerBook control panel.

The computer freezes when screen dimming takes effect.

- Screen dimming does not work with some programs. Contact the program's manufacturer to see if there is a newer version of the program that is compatible with dimming. If the problem persists, you can open the PowerBook control panel and turn off screen dimming.

There is wavy or jittery interference on the external monitor.

- This interference may be generated by a magnetic field. If the monitor is near another piece of equipment (such as the external floppy disk drive, a TV, speakers, or another monitor), move the monitor away from the equipment.

I connected a different external monitor and it turns on but doesn't display an image.

- Once you set the resolution for an external monitor, any other external monitor subsequently connected to your PowerBook will attempt to use that resolution. If you cannot set a resolution for the new external monitor that results in an image on the screen, you may need to detach the second monitor, discard the Display Preferences file (in the Preferences folder inside the System Folder), reconnect that monitor, and choose a resolution over again to see a satisfactory image. For instructions, see the Monitors topic area of Mac OS Guide.)

Printers

The computer can't find the printer.

- Make sure the printer is connected and turned on.
- The printer may not be selected in the Chooser. Open the Chooser and select the printer you want to use. If the printer is connected to a port, make sure the correct port is selected.
- Reset the parameter RAM. (See “The Computer Makes an Unusual Sound at Startup, or You See a ‘Sad Macintosh’ Icon” in the section “Problems Starting Up the Computer” earlier in this chapter for instructions.) Then select the printer in the Chooser and try printing again.

The printer does not appear in the Chooser.

- Make sure you've selected the correct kind of printer on the left side of the Chooser window. For example, if you're using a StyleWriter II, make sure to select StyleWriter II, not StyleWriter.
- Use the scroll bars to look through all the selections in the Chooser windows.
- Check the connections between your computer and the printer, including relevant sections of the network if appropriate. (See “Problems With Networks and File Sharing” later in this chapter.)
- Make sure the correct printer software is in the Extensions folder inside your System Folder.

- If you're using a network printer, make sure that AppleTalk is active in the Chooser. If you are using a printer connected directly to your computer, make sure AppleTalk is inactive, or the Printer/External modem port is not selected in the AppleTalk control panel.
- If your network has zones, make sure the zone containing your printer is selected.

Nothing happens, or an error message appears, when I try to print.

- There may not be enough memory for printing. Try the following:
 - Quit the program immediately after sending the Print command.
 - Increase the amount of memory that Desktop PrintMonitor uses. (Locate Desktop PrintMonitor in the Extensions folder in your System Folder, select it, choose Get Info from the File menu, and type a larger number in the Preferred Size box.)
 - Reduce the amount of memory the program uses.
- Make sure the printer is turned on. Some printers need to warm up for a few minutes after you turn them on.
- The printer may be out of paper or may need attention. Check the printer status lights and any messages on your screen.
- Open the current printer (its icon has a bold outline) and check for status messages.
- Reinstall your printer software.
- Reset the parameter RAM. (See “The Computer Makes an Unusual Sound at Startup, or You See a ‘Sad Macintosh’ Icon” in the section “Problems Starting Up the Computer” earlier in this chapter for instructions.)

SCSI equipment and SCSI disk mode

External SCSI equipment doesn't work, or a hard disk icon does not appear on the desktop.

- You may not be able to use password protection with your PowerBook in SCSI disk mode. Turn password protection off in the Password Security control panel.
- Check that all cables are connected securely, that the devices are plugged into working outlets, and that the devices are turned on.

IMPORTANT Make sure that all equipment is turned off before connecting or disconnecting cables.

- Make sure that you turn on SCSI equipment before you start up the PowerBook.
- Check that each connected SCSI device has a unique ID number between 0 and 6.
- Make sure that SCSI cable terminators are correctly positioned. Follow the instructions in “Connecting SCSI Devices” in Chapter 3.

I can't turn on the computer after connecting a SCSI device.

- Turn on the SCSI equipment first, and then turn on the computer.
- Try disconnecting the SCSI equipment to determine if the computer will turn on. If not, see the beginning of this chapter.

When I start up using SCSI disk mode, the desktop appears.

- When you use SCSI disk mode, the computer should display an icon with a number in it.



If the computer starts up normally, immediately press the Power key to shut down (if you can) or turn off the computer. If you don't, you might damage your information or equipment.

- Make sure you are using the correct cable for SCSI disk mode. The HDI-30 SCSI Disk Adapter is about 10 inches long, is dark gray, and has 30 pins in the connector (no “missing” pins). Do not use the HDI-30 SCSI System Cable, which is light gray, is about 18 inches long, and has 29 pins in the connector (one “missing” pin). That cable is for connecting SCSI equipment to your PowerBook.
- Check that all cable connections are secure.
- The PowerBook’s battery may be drained. Plug in the power adapter and let the battery charge for a few minutes. Then press the Power key on the PowerBook’s keyboard to restart it, and restart the other Macintosh.
- Start up the other Macintosh with the *Disk Tools* disk that came with it (do not use the disk that came with your PowerBook). If the connection works, then a system software extension on the other Macintosh may be causing the problem.

When I start up using SCSI disk mode, I see a flashing question mark icon.



- Make sure you are using the correct cable for SCSI disk mode. The HDI-30 SCSI Disk Adapter is about 10 inches long, is dark gray, and has 30 pins in the connector (no “missing” pins). Do not use the longer, light gray HDI-30 SCSI System Cable.
- Make sure terminators are placed correctly in the SCSI chain. For more information, see “Connecting SCSI Devices” in Chapter 3.

The Macintosh I’m connected to in SCSI disk mode doesn’t see the PowerBook.

- You cannot use the PowerBook in SCSI disk mode if password protection is turned on. Turn password protection off in the Password Security control panel.
- Make sure you are using the correct cable for SCSI disk mode. The HDI-30 SCSI Disk Adapter is about 10 inches long, is dark gray, and has 30 pins in the connector (no “missing” pins). Do not use the longer, light gray HDI-30 SCSI System Cable.

- Make sure terminators are placed correctly in the SCSI chain. For more information, see “Connecting SCSI Devices” in Chapter 3.
- Check that there is no conflict between SCSI ID numbers among all devices in the SCSI chain. If necessary, you can change the ID for your computer in the PowerBook control panel.
- Start up the other Macintosh with the *Disk Tools* disk that came with it (do not use the disk that came with your PowerBook). If the connection works, then a system software extension on the other Macintosh may be causing the problem.

Problems with equipment connected to your computer

If a problem occurs while your Macintosh PowerBook is connected to equipment such as SCSI equipment, an external monitor, a modem, printer, mouse or keyboard, these steps may help you determine the source of the trouble:

- 1 Shut down or turn off your Macintosh PowerBook and anything that’s connected to it. Disconnect everything connected to your Macintosh PowerBook (except the power adapter) and restart it.**

Note: If you’re connected to a network, contact your network administrator or warn other users before disconnecting from the network, because it may interrupt network services.

If the problem does not recur, it is likely to be related to equipment connected to your PowerBook.

- 2 Shut down the Macintosh PowerBook.**
- 3 Reconnect one device.**
- 4 Make sure that the device is plugged into a working outlet and turned on, if applicable.**
- 5 Start up the Macintosh PowerBook.**
- 6 Repeat steps 2–5 until the problem recurs. The last device you connected may be causing the problem.**

Problems with networks and file sharing

Solutions to common problems

If you are having problems using the network or file sharing, try the following before attempting further solutions:

- Make sure that AppleTalk is turned on in the Chooser.
- Open the AppleTalk or TCP/IP control panel and make sure the correct network connection is selected.
- Whenever you make a change in the AppleTalk or TCP/IP control panel, be sure to close that control panel so that the change takes effect.
- Make sure that all the network software is installed. If you aren't certain that all networking software is installed, you can reinstall it by using the Custom Install option in the Installer program on the CD that came with your computer. (See “Doing a Custom Installation” in Chapter 7)
- Make sure the network is working by opening the Chooser and checking for the shared disks and printers you usually use.
- Try connecting to the network from a different location, or connecting a printer or another computer directly to the PowerBook using network cables. If that works, the problem is likely to be in the network. If it doesn't work, the problem may be in the PowerBook or its network software.

Solutions to other problems

The computer I want to connect to doesn't appear in the Chooser.

- Make sure the computer you're trying to connect to is turned on.
- Make sure file sharing is active on the computer you're trying to connect to. (That computer's Sharing Setup control panel should say that file sharing is on.)

I connected to another computer, but the shared disk I want to use is not available.

- You may already be connected to the shared disk. Check for its icon on your desktop.
- You may not have the access privileges you need to use the shared disk. Ask the network administrator or the owner of the shared item to give you access. (See the “Sharing Files” topic area of Mac OS Guide, available in the Guide [🔍] menu.)

I connected to another computer, but I can't see any files.

- Make sure that files are being shared on the other computer. The File Sharing Monitor control panel on that computer lists the items being shared.
- Make sure you have the access privileges you need to view the files. Ask the network administrator or the owner of the shared item to give you access. (See the “Sharing Files” topic area of Mac OS Guide, available in the Guide [🔍] menu.)

A message says that a disk can't be ejected because it's being shared.

- When you have file sharing turned on, you can't eject disks (other than floppy disks) that were connected to your computer when you started it up. You can eject the disk by turning off file sharing in the Sharing Setup control panel. After you've ejected the disk, you can turn file sharing back on.

A message says that file sharing can't be turned on.

- Make sure AppleTalk is turned on in the Chooser.
- Make sure you have at least 1 MB of available space on your hard disk.
- Some disk-formatting programs don't work with file sharing. If you use such a program, contact the manufacturer or vendor for compatibility information.
- There may be a problem with some of the information your computer uses to start up file sharing. Follow these steps in order until the problem is solved:
 1. Open the Sharing Setup control panel and enter new information in the Owner section. Then try again to turn on file sharing.
 2. Remove the File Sharing folder from the Preferences folder (inside the System Folder). Then restart the computer and try to turn on file sharing.
 3. Reset the parameter RAM. (For instructions, see “The Computer Makes an Unusual Sound at Startup, or You See a ‘Sad Macintosh’ Icon” in the section “Problems Starting Up the Computer” earlier in this chapter.) Afterward, make sure to turn AppleTalk back on and select the correct network type in the Network control panel.

4. Remove the Users & Groups data file from the Preferences folder (inside the System Folder). Restart the computer.
5. Reinstall system software.

A message says that an item can't be shared.

- Make sure you have at least 1 MB of space available on your hard disk.
- Files on some removable storage devices can't be shared. Check with the manufacturer or vendor of the device for more information.
- Some disk-formatting programs don't work with file sharing. If you use such a program, check with the program's manufacturer or vendor.

The file-sharing section doesn't appear in the Sharing Setup control panel.

- You may have turned off AppleTalk or file sharing using the Extensions Manager control panel or the Chooser. Turn them back on.
- If the file-sharing and network software is not in your System Folder, use the CD that came with your computer to reinstall file-sharing and networking software.

I can't open a shared disk or folder.

- You may not have the access privileges needed to use the disk or folder. Ask the network administrator or the owner of the shared item to give you access.
- Check with the owner of the item to make sure you are entering your name exactly as specified by the owner (including spaces and capitalization) and try again.

Problems with Apple Remote Access

The Remote Access Setup control panel won't open.

- Make sure that AppleTalk is turned on in the Chooser.
- If you still can't open the control panel, reinstall the Apple Remote Access software.

The modem is not listed in the Remote Access Setup control panel.

- Reinstall the modem software. If that doesn't help, then reinstall the Apple Remote Access software.
- If you are using a PC Card Modem, make sure the modem file for your modem is in the Modem Scripts folder inside the Extensions folder (in the System Folder). If it is not, check to see if it's in the PC Card Modem Files folder on your hard disk. If you locate a file for your modem, put it in the Modem Scripts folder.
- Contact the modem manufacturer to see whether your modem can use the settings for another type of modem.

The modem didn't dial the phone number.

- Check that the phone cord is plugged into the modem and into a working phone line.
- Try dialing the number again. Sometimes there is a temporary connection problem.
- Quit the program and restart it. Sometimes this procedure solves temporary problems with the modem.
- Another program may be using the modem. Quit all other programs that use the modem.
- Try using another communications program. If that works, the problem may be in the Apple Remote Access software. Reinstall the software.

The modem dialed the phone number, but the connection failed.

- Check that the phone cord is plugged into the computer and into a working phone line.
- Make sure your modem is plugged into an analog phone line. Do not use a digital phone line. Digital phone lines can damage your modem.

- Check with your Apple Remote Access administrator to make sure your version of Apple Remote Access is compatible with the version on the computer you're calling. If you're using a version of Apple Remote Access higher than 1.0, you can use the Remote Access Setup control panel to set your software to work with version 1.0.

I'm connected via Apple Remote Access but I can't see any shared disks.

- Open the Chooser and click the AppleShare icon. Shared disks should appear on the right side of the Chooser. If you still don't see any shared disks, and your Chooser has a box labeled Zones, choose a different zone (some networks don't have zones).
- If there are still no shared disks, or you can't connect to the one you want, contact your Apple Remote Access administrator or the owner of the computer you want to connect to.

Whenever I try to use Apple Remote Access, a message says it's not installed correctly.

- This message sometimes appears if AppleTalk is turned off. Make sure AppleTalk is turned on in the Chooser.

Consult this chapter before you call the Apple Assistance Center to solve problems with system software and your hard disk.

7

Diagnostic Techniques



This chapter provides a step-by-step approach to diagnosing and solving problems involving system software and hard disks. Try the steps listed in each section in the order they are given until your problems are fixed.

Checking your system software extensions

System software extensions are files that add features to your system software. Some extensions are incompatible with one another or with certain programs. To check whether an extension is causing problems, follow these steps:

- 1 **Start up the Macintosh PowerBook while holding down the Shift key. Keep it held down until you see the message “Extensions Off” in the “Welcome to Macintosh” box.**

This procedure turns off extensions.

If this procedure solves your problem, then continue with this section. If not, then turn to the next section, “Testing Your Hard Disk.”

- 2 Restart the computer while holding down the keys Command (⌘), Option, P, and R until you hear the startup sound repeat itself three times. Then release the keys.**

This procedure resets the parameter RAM (PRAM). For more information, see “The Computer Makes an Unusual Sound at Startup, or You See a ‘Sad Macintosh’ Icon” in the section “Problems Starting Up the Computer” in Chapter 6.

If the problem does not recur, it may involve file sharing, virtual memory, or the disk cache. Turn these features back on one at a time (restarting the computer each time) until the problem recurs. You may be able to fix the problem by making the disk cache smaller or using a smaller amount of virtual memory. If the problem involves file sharing, contact your network administrator to make sure there are no network problems.

- 3 Turn off troublesome extensions using the Extensions Manager control panel.**

Tips for locating problem extensions:

- If you recently installed a new item in the System Folder, it may be causing the problem. If you recently installed a new application program, a new extension may have been installed along with it. Check for new items in the Extensions folder and Control Panels folder. Also check for items of the kind “extension” or “control panel” in the System Folder itself.
- If two of your extensions provide similar features (such as two screen savers or two clocks), they may be incompatible with each other. Remove one of the extensions.
- If the computer is freezing or displaying an error message before it finishes starting up, restart the computer and take note of the icons that appear at the bottom of the screen. Many extensions display an icon as they start up, and extensions start up alphabetically. The last extension that displays an icon, or the one after it alphabetically, may be the problem extension.

- 4 Turn extensions back on, one extension at a time, in the Extensions Manager control panel. Restart the computer after turning on each extension and test to see if the problem recurs.**

When you have located the problem extension, remove it from the System Folder and contact the developer or vendor for compatibility information.

- 5 Go to the next section if you are still having problems.**

Testing your hard disk

The following steps will help you determine whether you have a problem with your hard disk or a problem with the system software on your hard disk.

- 1 Start up the Macintosh PowerBook with the *Disk Tools* disk that came with your computer.**

If the computer starts up normally, you may have a problem with the system software on your hard disk. If the computer starts up but you don't see the hard disk icon, you may have a problem with the hard disk.

If the computer doesn't start up normally, you may have a problem with equipment connected to your Macintosh PowerBook. See "Problems With Equipment Connected to Your Computer" in Chapter 6.

If nothing is connected, your computer may need repair. Contact an Apple-authorized service provider, or call the Apple Assistance Center.

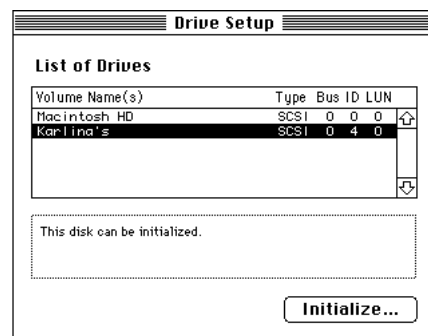
- 2 Open the Drive Setup icon on the *Disk Tools* disk.**

You may need to look in a folder called Utilities to find Drive Setup.



Note: You can get onscreen help using the Drive Setup application program by choosing the Drive Setup Guide, available in the Guide (⌘) menu when Drive Setup is running.

- 3 In the list of drives, click the disk you want to test.**



- 4 **Open the Functions menu and choose Test Drive.**
- 5 **When a message tells you that testing is complete, click Quit.**

If you cannot repair the disk, you may need to reinitialize the disk using the Drive Setup program.

WARNING Reinitializing the hard disk erases all the information on it. If you don't have a recent backup of your information, an Apple-authorized service provider may be able to recover some of the information before you reinitialize the hard disk.

- 6 **If testing indicates that no repair is necessary, but you're still having a problem with your computer, go to the next section.**

Reinstalling system software

When should you install system software?

Your computer came with all the necessary system software installed on its internal hard disk, so you don't need to install system software on that disk unless you encounter software problems.

If you have a new hard disk or a newly initialized hard disk that doesn't contain system software, or if you want to upgrade to a more recent version of system software on a hard disk, follow the instructions in "Doing a Normal Installation" later in this chapter.

If you have a problem with your system software, you may see this icon in the middle of the screen:



If this icon appears, follow the instructions in "Testing Your Hard Disk" earlier in this chapter to test your startup hard disk and repair any damage.

If repairing the disk doesn't help, follow the instructions in "Doing a Normal Installation" to reinstall system software on your startup hard disk.

What if you don't have system software disks?

The CD that came with your computer contains all the system software. You can use that CD to reinstall the system software or to restore all the software that was put on your computer's hard disk at the factory. If you don't have access to a CD-ROM drive to use the CD, try this:

- 1 **Insert the *Disk Tools* disk in your computer's floppy disk drive.**
- 2 **Restart your computer.**
- 3 **Look for a Read Me file on the *Disk Tools* disk.**

If there is not a Read Me file on the disk, call the Apple Assistance Center. (See the service and support information that came with your computer for the telephone number.)

- 4 **Open the Read Me file and follow any directions for reinstalling system software.**

Doing a normal installation

Follow the steps in this section to do what is commonly called a “normal” installation of system software. You'll need to connect an external CD-ROM drive to your PowerBook, or connect your PowerBook to another computer as a hard disk. See “Using Your Macintosh PowerBook as a Hard Disk” in Chapter 3.

If you're installing system software on a hard disk for the first time, make sure that your hard disk has been initialized, a process that prepares the disk to store information. (You initialize a disk using the Drive Setup program on your hard disk.)

To do a normal installation, follow these steps:

- 1 **Start up your computer from the *Disk Tools* disk.**
- 2 **Find and open the Disk First Aid icon.**



Disk First Aid

After Disk First Aid starts, follow the instructions on the screen. Disk First Aid checks your hard disk for any problems.

3 When Disk First Aid has finished checking your hard disk, choose Quit from the File menu.

4 Open the Drive Setup program.

You use the Drive Setup program to update your hard disk.

5 In the list of drives, click your startup disk.

6 Open the Functions menu and choose Update Driver.

7 When the update process is finished, quit Drive Setup.

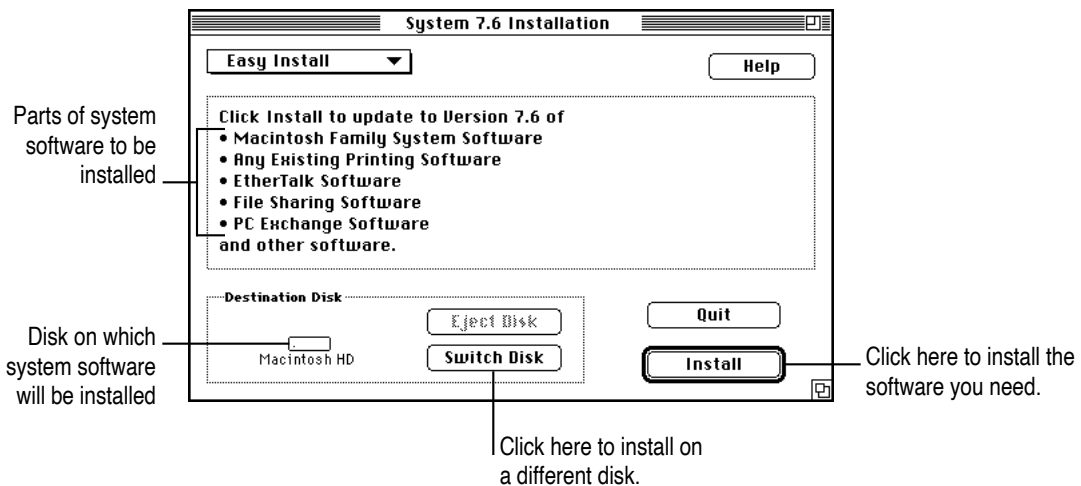
8 Shut down your computer.

9 Start up your computer from the CD that came with your PowerBook.

The Installer's Welcome screen appears. You may have to double-click the System Software Installer icon to open the Installer program.

10 Click OK.

The Easy Install dialog box appears. (The dialog box that appears on your screen may not look exactly like this one.)



11 Make sure that the hard disk named in the box is the one on which you want to install system software.

If it isn't, click Switch Disk until the correct disk name appears.

- 12 **Click Install.**
- 13 **Follow the instructions that appear on the screen.**
- 14 **When you see a message reporting that the installation was successful, click Restart.**

If, after reinstalling system software by doing a normal installation, you still experience problems with your computer, follow the steps in the next section for doing a “clean” installation of system software.

IMPORTANT Certain system extensions or application programs that were originally on your hard disk may not be installed with the Installer program. If you notice that a certain extension or program was not installed, you may need to install it separately. You can find these additional extensions and programs on the CD that came with your computer.

Doing a clean installation

The steps in this section outline what is commonly called a “clean” installation of system software. A clean installation allows you to discover which item in your System Folder is causing a problem. A clean installation creates a brand new System Folder and saves everything in your original System Folder in a different location. You can then follow the instructions in “Replacing Special Software,” next, to reinstall system extensions, control panels, and other special software one at a time from the old System Folder to the new System Folder. This procedure allows you to determine which item in the old System Folder was the source of the problem.

Do a clean installation if you can’t determine what is damaged in your System Folder (especially if you think any special software, such as control panels, system extensions, or custom utilities, may be causing the problems you’re experiencing). You should also do a clean installation if you’re still having problems with your computer after you’ve reinstalled system software by doing a normal installation.

To do a clean installation, follow these steps:

- 1 Start up your computer from the *Disk Tools* disk.**
- 2 Find and open the Disk First Aid icon.**



Disk First Aid

After Disk First Aid starts, follow the instructions on the screen. Disk First Aid checks your hard disk for any problems.

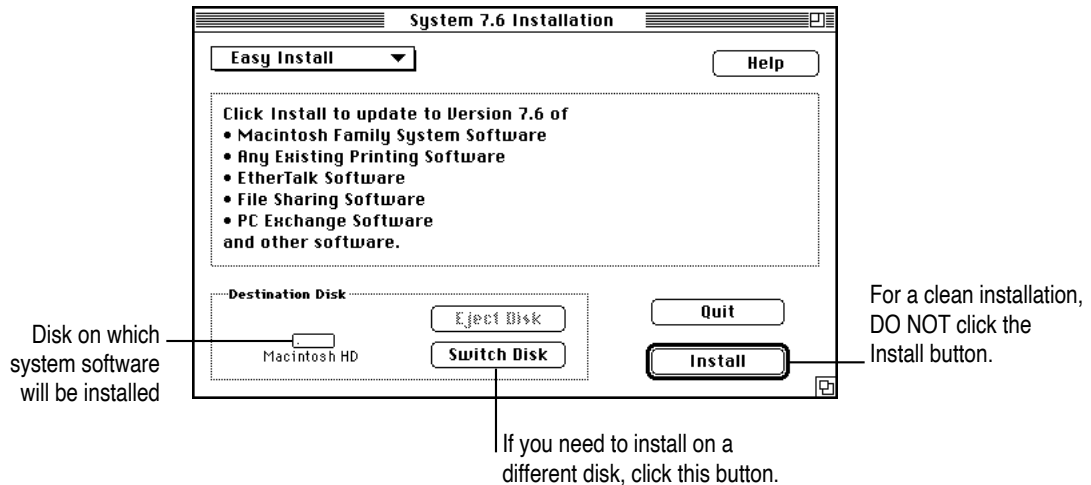
- 3 When Disk First Aid has finished checking your hard disk, choose Quit from the File menu.**
- 4 Open the Drive Setup program.**

You use the Drive Setup program to update your hard disk.
- 5 In the list of drives, click your startup disk.**
- 6 Open the Functions menu and choose Update Driver.**
- 7 When the update process is finished, quit Drive Setup.**
- 8 Shut down your computer.**
- 9 Start up your computer from the CD that came with your PowerBook.**

The Installer's Welcome screen appears. You may have to double-click the System Software Installer icon to open the Installer program.

10 Click OK.

The Easy Install dialog box appears. (The dialog box that appears on your screen may look slightly different from this one.)



11 Make sure that the hard disk named in the Destination Disk box is the one on which you want to install system software.

If it isn't, click Switch Disk until the correct disk name appears.

12 Hold down Shift-⌘-K to start the clean installation.

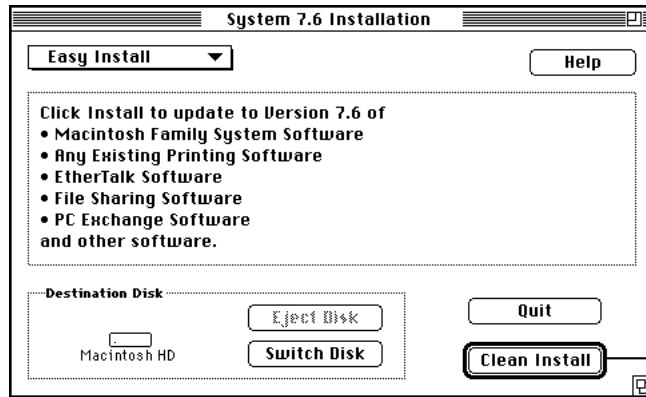
The following dialog box appears.



13 Click the Install New System Folder button and click OK.

The Install button in the Easy Install dialog box changes to Clean Install, and the contents of your old System Folder are moved to a new folder named Previous System Folder.

14 Click Clean Install.



Click here to install the software you need.

15 Follow the instructions that appear on the screen.

It takes a few minutes to complete the installation.

16 When you see a message reporting that the installation was successful, you may need to click Restart.

You need to click Restart only if you installed software onto the startup disk.

If a message reports that installation was not successful, try repeating the clean installation procedure.

IMPORTANT Certain system extensions or application programs that were originally on your hard disk may not be installed with the Installer program. If you notice that a certain extension or program was not installed, you may need to install it separately. You can find some of these additional extensions and programs on the CD that came with your PowerBook.

Restoring special software

Special software consists of items such as control panels, system extensions, custom utilities, fonts, or Apple menu items that you may have added to your old System Folder. To make sure that special software does not create any conflicts with other programs on your computer, follow this procedure to safely restore these items to your new System Folder:

- 1 Copy any special software items from the Previous System Folder back to your System Folder one item at a time, restarting the computer after copying each item.**

IMPORTANT Be very careful not to *replace* (copy over) any of the files in the System Folder with files from the Previous System Folder.

- 2 Check after each restart to make sure your computer is not having any software problems.**

If any of your special software items cause software problems, contact the software manufacturer for assistance or an upgrade.

Doing a custom installation

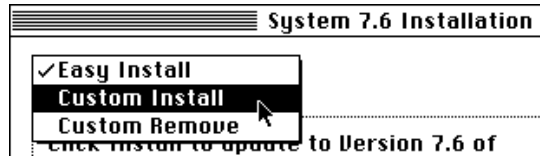
For most Macintosh users, the Easy Install procedure described in the previous sections is appropriate, because it automatically installs all the items you need. However, if you'd like to select a combination of system software files for your specific needs, you can customize your system software installation. You use custom installation to install or update one or more specific files, or to save space on your hard disk by installing only the files you want.

To install customized system software, follow these steps:

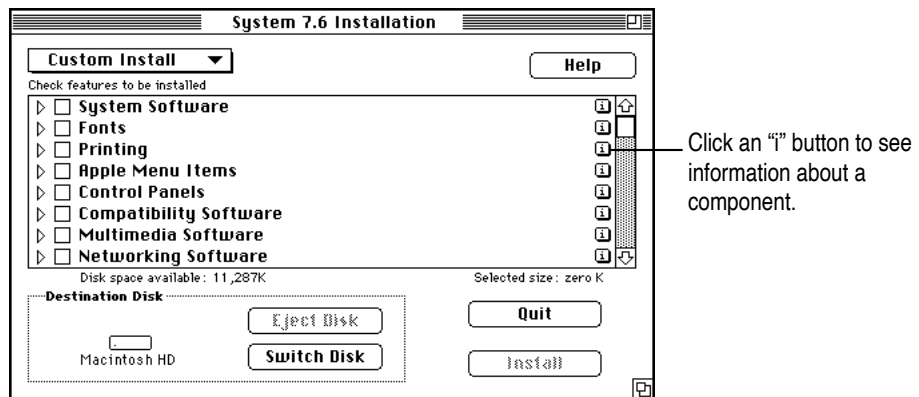
- 1 Start up your computer from the CD that came with your PowerBook.
- 2 Click OK.

The Easy Install dialog box appears.

- 3 Choose Custom Install from the pop-up menu.



The Custom Install dialog box appears, listing all available system software components. (Your Custom Install dialog box should look similar but may not be identical to this.)



- 4 Scroll through the list of components, clicking the checkbox next to each component you want to install.**

You can see and select individual items within each component by clicking the arrow to the left of the component, then clicking the item you want to install. To get additional information about each component listed, click the box with the letter “i” in it to the right of the component.

- 5 Click Install.**

- 6 Follow the instructions that appear on the screen.**

- 7 When you see a message reporting that the installation was successful, click Quit.**

If a message reports that installation was not successful, try installing again. (Follow the instructions on the screen.)

- 8 Restart your computer.**

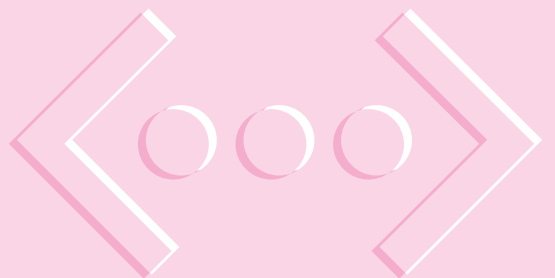
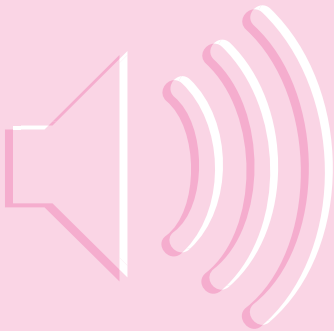
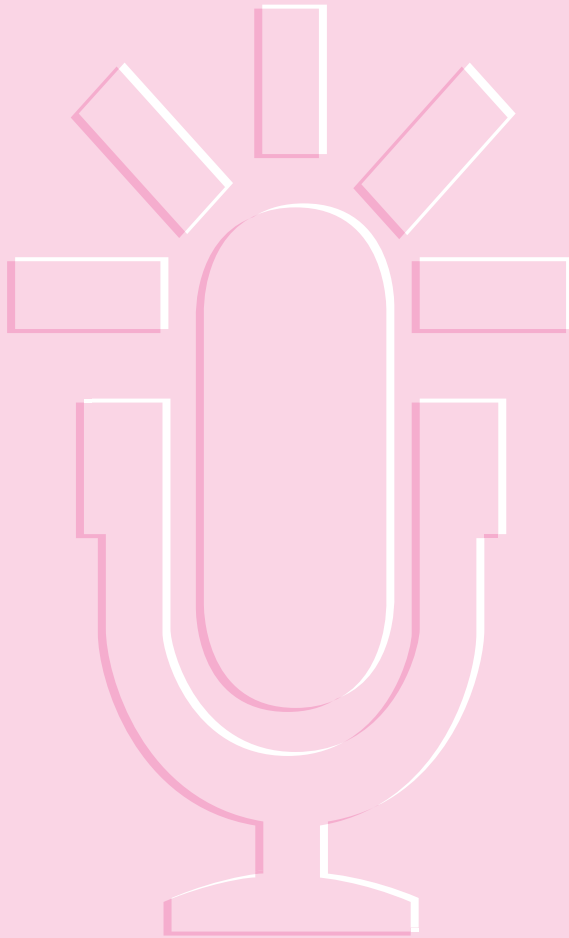
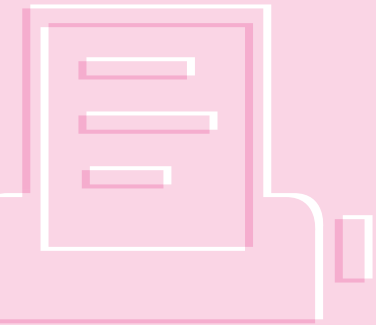
The system software is installed and your computer is ready to use.

Appendix A Health, Safety, and Maintenance Tips

Appendix B Using Your Keyboard



III *part*



Refer to this appendix for important health-related information and safety tips.



Appendix A Health, Safety, and Maintenance Tips



Health-related information about computer use

Muscle soreness, eye fatigue, and other discomforts and injuries sometimes associated with using computers can occur from performing any number of activities. In fact, misuse of the same muscles during multiple activities can create a problem that might not otherwise exist. For example, if you engage in nonwork activities that involve repetitive stress on the wrist—such as bicycling—and also use your computer’s keyboard improperly, you may increase your likelihood of developing wrist problems. Some individuals are at greater risk of developing these problems because of their health, physiology, lifestyle, and general exposure to stress. Work organization and conditions, such as workstation setup and lighting, also play a part in your overall health and comfort. Preventing health problems is a multifaceted task that requires careful attention to the way you use your body every hour of every day.

The most common health effects associated with using a computer are musculoskeletal discomfort and eye fatigue. We’ll discuss each area of concern in this appendix.

Musculoskeletal discomfort

As with any activity that involves sitting for long periods of time, using a computer can make your muscles sore and stiff. To minimize these effects, set up your work environment carefully, using the guidelines that follow, and take frequent breaks to rest tired muscles. To make working with your computer more comfortable, allow enough space in your work area so that you can change position frequently and maintain a relaxed posture.

Another type of musculoskeletal concern is repetitive stress injuries (RSIs), also known as cumulative trauma disorders (CTDs). These problems can occur when a certain muscle or tendon is repeatedly overused and forced into an unnatural position. The exact causes of RSIs are not totally understood, but in addition to awkward posture, such factors as the amount of repetition, the force used in the activity, the individual's physiology, workplace stress level, and lifestyle may affect the likelihood of experiencing an RSI.

RSIs did not suddenly arise when computers were invented; tennis elbow and writer's cramp, for example, are two RSIs that have been with us for a long time. Although less common than other RSIs, one serious RSI discussed more often today is a wrist problem called carpal tunnel syndrome, which may be aggravated by improper use of computer keyboards. This nerve disorder results from excessive pressure on the median nerve as it passes through the wrist to the hand.

This section offers advice on setting up your work area to enhance your comfort while you use your computer. Since the effects of repetitive movements associated with using a computer can be compounded by those of other work and leisure activities to produce or aggravate physical problems, proper use of your computer system must be considered as just one element of a healthy lifestyle.

No one, of course, can guarantee that you won't have problems even when you follow the most expert advice on using computer equipment. You should always check with a qualified health specialist if muscle, joint, or eye problems occur.

Eye fatigue

Eye fatigue can occur whenever the eyes are focused on a nearby object for a long time. This problem occurs because the eye muscles must work harder to view an object that's closer than about 20 feet (6 meters). Improper lighting can hasten the development of eye fatigue. Although eye fatigue is annoying, there's no evidence that it leads to permanent damage.

Whenever you're engaged in an activity that involves close-up work—such as reading a magazine, doing craft work, or using a computer—be sure to have sufficient glare-free lighting and give your eyes frequent rest breaks by looking up and focusing on distant objects. Remember to have your eyes examined regularly.

To prevent discomfort and eye fatigue, follow these suggestions:

- Arrange your work space so that the furniture is properly adjusted for you and doesn't contribute to an awkward working posture.
- Take frequent short breaks to give your muscles and eyes a chance to rest.

Arranging your work area and equipment

The suggestions in this section can help you work more comfortably with your computer.

Chair

- An adjustable chair that provides firm, comfortable support is best. Adjust the height of the chair so your thighs are horizontal and your feet flat on the floor.

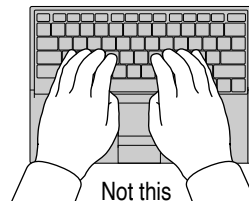
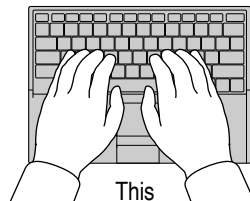
The back of the chair should support your lower back (lumbar region). Follow the manufacturer's instructions for adjusting the backrest to fit your body properly.

Keyboard and trackpad

- When you use the keyboard and trackpad, your shoulders should be relaxed. Your upper arm and forearm should form an approximate right angle, with your wrist and hand in roughly a straight line.



- You may have to raise your chair so your forearms and hands are at the proper angle to the keyboard. If this makes it impossible to rest your feet flat on the floor, you can use a footrest with adjustable height and tilt to make up for any gap between the floor and your feet. Or you may lower the desktop to eliminate the need for a footrest. Another option is to use a desk with a keyboard tray that's lower than the regular work surface.
- Use a light touch when typing or using the trackpad and keep your hands and fingers relaxed. Avoid rolling your thumbs under your palms.



Some computer users may develop discomfort in their hands, wrists, or arms after intensive work without breaks. Therefore, it's a good idea to change hand positions often to avoid fatigue. If you begin to develop chronic pain or discomfort in your hands, wrists, or arms, consult a qualified health specialist.

Mouse

- If you use an external mouse, position the mouse at the same height as your keyboard. Allow adequate space to use the mouse comfortably.

Built-in display

- Adjust the angle of the display to minimize glare and reflections from overhead lights and windows.
- You may need to adjust the brightness and contrast of the screen when you take the computer from one work location to another, or if the lighting in your work area changes.

External monitor

If you use an external monitor, this suggestion may be helpful.

- If possible, arrange the monitor so the top of the screen is slightly below your eye level when you're sitting at the keyboard. The best distance from your eyes to the screen is up to you, although most people seem to prefer 18 to 28 inches (45 to 70 cm).

Avoiding fatigue

- Change your seated position, stand up, or stretch whenever you start to feel tired. Frequent short breaks are helpful in reducing fatigue.
- Allow adequate work space so that you can work comfortably. Place papers or other items so you can view them easily while using your computer. A document stand may make reading papers more comfortable.
- Eye muscles must work harder to focus on nearby objects. Occasionally focus your eyes on a distant object, and blink often while you work.
- Clean your screen regularly. Keeping the screen clean helps reduce unwanted reflections.

What about electromagnetic emissions?

There has been recent public discussion of the possible health effects of prolonged exposure to extremely low frequency (ELF) and very low frequency (VLF) electromagnetic fields. Such fields are associated with electromagnetic sources such as television sets, electrical wiring, and some household appliances—as well as computer monitors.

Apple has reviewed scientific reports and sought the counsel of government regulatory agencies and respected health organizations. Based on the prevailing evidence and opinions, Apple believes that the electric and magnetic fields produced by computer monitors do not pose a health risk. In response to those customers who wish to reduce their exposure to electromagnetic fields, Apple has lowered the emission levels of its products.

Important care and safety instructions

For your own safety and that of your equipment, read and follow all the instructions in this section. Keep these instructions available for reference by you and others.

Warning

- Electrical equipment may be hazardous if misused. Operation of this product, or similar products, must always be supervised by an adult. Do not allow children access to the interior of any electrical product and do not permit them to handle any cables.
- Do not use the computer in or near water.
- Do not use cables that are frayed or otherwise damaged. Hold a cable by its connector (the plug, not the cord) when connecting or disconnecting it.
- Always handle batteries carefully.
- Do not drop, puncture, mutilate, or burn the computer or battery.
- Transport batteries either inside the computer or with the protective cap covering the battery contacts.

Caution

- If you have a problem with your computer and nothing in the computer manual solves the problem, take the computer to your Apple-authorized dealer or service provider. Attempting to repair the computer yourself may void the limited warranty.
- Do not move the computer when you can hear its hard disk spinning. When you put the computer to sleep, wait until the screen is blank before moving the computer.
- Never force a connector into a port. Make sure that the connector matches the port and that it's right side up. If the connector and port do not join easily, they do not match.
- Do not use the computer in wet or dusty environments.
- Keep dirt and liquids away from the ports on the back panel, the keyboard, and the trackpad. If you spill any food or liquid onto the computer, shut it down immediately and unplug it before cleaning up the spill. Depending on what you spilled and how much got into the computer, you may have to bring the computer to an Apple-authorized service provider for cleaning.
- Do not touch the screen with any sharp or pointed objects.
- Use only the battery supplied with your computer, or an identical model. Batteries designed for other portable computers may look similar, but they may not work with your computer and may damage it.
- Use only the power adapter supplied with your computer, or an identical model. Adapters designed for other electronic devices may not work with your equipment and may damage it.

Important

- Use the computer only in environments where the temperature range is between 41° F/5° C and 95° F/35° C.
- Do not expose the computer to very low (less than –13° F/–25° C) or very high (more than 140° F/60° C) temperatures.
- If the computer has been in a cold place for several hours, let it warm up to room temperature before you use it.
- Clean the computer's outside surfaces with a damp (not wet) cloth. Clean the screen with soft, lint-free paper or cloth and a mild glass cleaner. Do not spray the glass cleaner directly onto the screen.

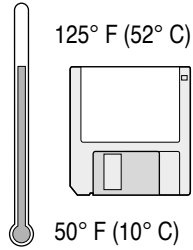
Caring for batteries

Always handle batteries carefully.

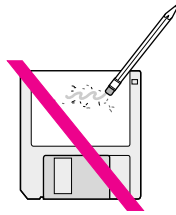
- Never get batteries wet.
- Do not short-circuit the battery terminals (that is, do not touch both terminals with a metal object). Doing so may cause an explosion or a fire.
- Do not drop, puncture, disassemble, mutilate, or incinerate the battery.
- Recharge batteries only as described in this manual.
- Do not leave batteries in hot locations (such as the trunk of a car).
- Do not leave a battery in your computer for longer than a week without plugging in the power adapter.
- Do not leave a battery in storage for longer than six months without recharging it.
- Take dead batteries to an Apple-authorized service provider for recycling or proper disposal. The batteries contain hazardous chemicals and should not be thrown out with household or office trash.

Handling floppy disks

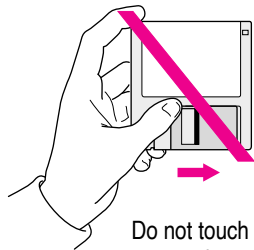
Store disks at temperatures between 50° F and 125° F.



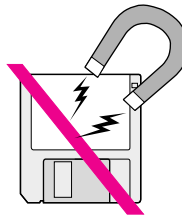
Do not use a pencil or an eraser on a disk or disk label.



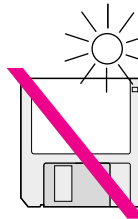
Keep disks dry.



Do not touch the exposed part of the disk behind the metal shutter.



Keep disks away from magnets.



Avoid exposing disks to extremely hot temperatures.

Traveling with the Macintosh PowerBook

IMPORTANT When you travel, always take along the *Disk Tools* disks that came with your computer.

Airplanes and airports

Some airlines have reported that use of portable electronic devices may have interfered with the aircraft's flight navigation or communications systems. Many airlines restrict or manage the use of electronic equipment during flights. Please respect the regulations of the airlines.

A properly tuned X-ray machine should cause no damage to your Macintosh PowerBook. But the motors that drive the belts on some security machines have magnets that can damage your information. To avoid problems, place the Macintosh PowerBook close to the entrance of the machine and remove it as soon as possible. At most airports you can also have the computer hand-inspected by security personnel.

Metal detectors should not damage the Macintosh PowerBook.

Security officials may require you to turn the Macintosh PowerBook on. Make sure you have a charged battery on hand.

Handling your Macintosh PowerBook

The safety instructions earlier in this appendix also apply when you are traveling. In addition, note these precautions:

- Do not transport your Macintosh PowerBook while it is turned on. Put your computer to sleep or shut it down before you move it.
- Do not check your computer as baggage. Carry it with you.
- Take the necessary plug adapters if you're traveling overseas. (You may need to use them with the power cord.) You do not need a voltage transformer. The power adapter can handle 90 volts to 260 volts AC (48 Hz to 62 Hz).

Check the diagrams below to determine which plug adapters you'll need, or ask your travel agent.

| Outlet Type | Locations |
|---|---|
|  | United States, Canada, parts of Latin America, Japan, Korea, the Philippines, Taiwan |
|  | Russia and the Commonwealth of Independent States (CIS), most of Europe, parts of Latin America, the Middle East, parts of Africa, Hong Kong, India, most of South Asia |
|  | Mexico, United Kingdom, Ireland, Malaysia, Singapore, parts of Africa |
|  | China, Australia, New Zealand |

International repair and service

Apple's global limited warranty covers your Apple products for one year, regardless of where the products were purchased. The Apple-authorized service providers in more than 80 countries can handle most repairs (unless the repair involves a component specific to another area of the world). Bring a copy of your proof of purchase with you.

Because of variations in environment and power supplies, Apple is not responsible for damage to Apple products used outside the United States.

Storing the Macintosh PowerBook

- 1 Save your work on a hard disk or floppy disks.**
- 2 Press the Power key and click Shut Down, or choose Shut Down from the Special menu.**
- 3 Close the display.**
- 4 Store the computer in a cool, dry place.**

Storage temperatures should remain between -25°C and 60°C (between -13°F and 140°F). Avoid leaving the computer where temperatures may be extreme or unpredictable—in the trunk of a car, for example.

Service and support

If your computer is malfunctioning but does not appear to be physically damaged, shut it down (and leave the power adapter plugged in, if possible) until you can get help.

If you know or suspect that your computer is physically damaged, disconnect the power adapter, remove the battery, and do not use the computer until it can be repaired.

See the service and support information that came with your computer for information about customer assistance.

Refer to this appendix
for information on using your
Macintosh PowerBook 2400c keyboard.



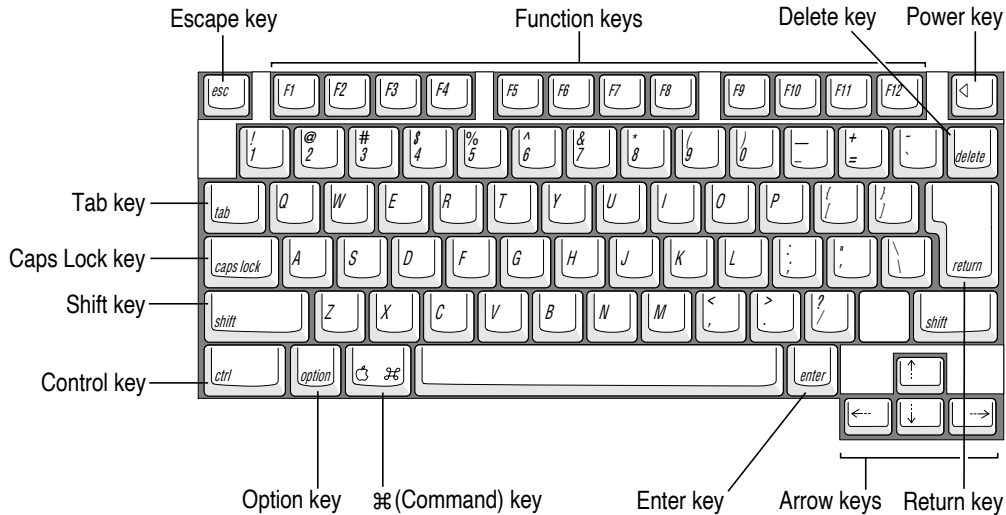
Appendix B Using Your Keyboard



The keyboard on the Macintosh PowerBook 2400c computer works in much the same way as the keyboards on other computers and on electric typewriters. However, there are a few special keys you should know about. Many of these keys allow you to give commands to the computer without using the trackpad. For example, in many application programs, you can press the ⌘ (Command) key at the same time as the Q key to quit a program.

The illustration on the following page explains the function of all the special keys on the keyboard of the Macintosh PowerBook 2400c computer.

Special keys on the Macintosh PowerBook 2400c keyboard



| | |
|------------------------|--|
| Arrow keys | Move the insertion point as an alternative to using the pointing device. In some programs, the arrow keys have other functions. |
| Caps Lock key | A locking Shift key for letters only (numbers and symbols aren't affected). An icon appears in the menu bar when caps lock is on. |
| ⌘ (Command) key | Works in combination with other keys as an alternative to choosing a menu command. |
| Control key | In combination with other keys, provides shortcuts or modifies actions. |
| Delete key | Deletes selected material, or the character to the left of the insertion point. |
| Enter key | In a dialog box, pressing Enter is the same as clicking the outlined button. In some programs, confirms information you have provided. |
| Escape key | The function of this key depends on the program you're using. |
| Function keys | Some programs allow you to use function keys to give commands. You can assign commands or actions to function keys with utility programs. |
| Option key | In combination with other keys, produces special characters or modifies actions. |
| Power key | Turns the computer on and off. |
| Return key | Moves the insertion point to the beginning of the next line. In a dialog box, pressing Return is the same as clicking the outlined button. |
| Shift key | Produces capital letters (or the upper character on the key). |
| Tab key | Moves the insertion point to the next stopping place (such as a tab stop or data field). |

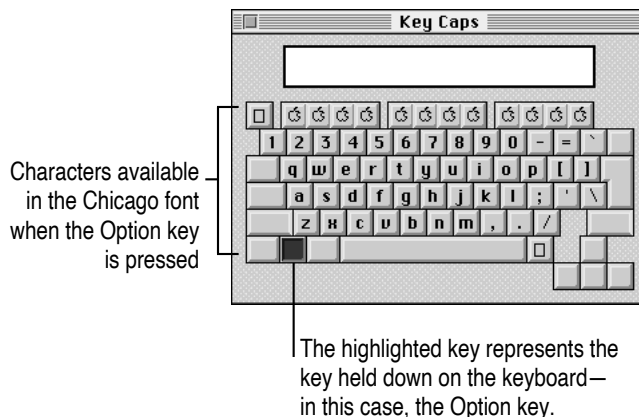
Typing special characters and symbols

You can type a variety of international and other special symbols and characters (including characters with diacritical marks, such as accents) by pressing combinations of keys.

The Key Caps program, which is installed with your system software, shows you the characters produced when you type certain keys and key combinations in the fonts available on your computer. Choose Key Caps from the Apple (🍏) menu, then choose the font from the Key Caps menu.



To have Key Caps show more options for special characters, press each of these keys or key combinations: Option, Shift, Shift-Option, Shift-⌘, and Option-⌘.



If you press the Option key, Key Caps outlines lightly the keys that you can use in combination with letter keys to type letters with accents or other diacritical marks.

If you see rectangles instead of diacritical marks on some of the pictures of keys in Key Caps, try pressing Option-⌘ to see the diacritical marks. However, you only need to use the Option key (not Option-⌘) in combination with the other keys to type letters with diacritical marks.

If you press the Option key at the same time as a key for a specific diacritical mark and then release both keys, Key Caps outlines in bold the keys for letters that can be typed with that mark. (You'll see that most key combinations for diacritical marks can be used with the Space bar as well as letter keys—producing the mark without a letter.)

The most common diacritical marks and how to create them are summarized next.

| Diacritical mark | Key combination |
|-------------------------------------|-----------------------------------|
| Grave accent (`) | Option-`, then type the character |
| Acute accent (´) | Option-e, then type the character |
| Circumflex (^) | Option-i, then type the character |
| Tilde (~) | Option-n, then type the character |
| Umlaut (¨) | Option-u, then type the character |
| The letter “c” with a cedilla (ç) | Option-c |

- **To type a letter or a space with a specific diacritical mark, press the Option key and the key for the mark simultaneously. Then type the letter that needs the mark.**

If you are having trouble getting a mark and letter to appear together, try again. Be sure to press the Option key before (or at the same time as) the key for the mark; then, after you release both keys, type the letter to be marked.

Special key combinations

If difficulties with your trackpad or computer don't allow you to use standard methods of quitting a program or restarting your computer, you can try using these special key combinations.

| To do this... | ...press this key combination |
|-------------------------------|-------------------------------|
| Force a program to quit | ⌘-Option-Esc |
| Force the computer to restart | ⌘-Control-Power key |

Here are other key combinations you may find useful.

| To do this... | ...press this key combination |
|---|--|
| Start a “debugging” application used by software programmers* | ⌘-Power key |
| Rebuild desktop | Shift key (while starting up) Release, then hold Option-⌘ |

*If you do not have a debugging program installed, your screen displays a right-angle bracket prompt (>). To return to the desktop, press G, then press Return.



Can't Find It? See also Mac OS Guide's onscreen index. Open the Guide (Ⓜ) menu and choose Mac OS Guide; then click the Index button.



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