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Duo & Duo Dock: Frequently Asked Questions (4/97)

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TOPIC -----

This article lists frequently asked questions (FAQ) and answers on the PowerBook 200 series computers. All information was compiled by the PowerBook Support Group in the Apple Assistance Center. This article is also available from the Apple FaxInfo system.

Questions answered in this FAQ:
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- 1) What does the switch on the battery do?
- 2) Can I remove the battery while the machine is on?
- 3) Is the battery recharged if the PowerBook is turned on or in sleep mode?
- 4) What is the shelf life of a fully charged battery?
- 5) How do I reset the PowerBook? I cannot find a reset button.
- 6) I have lost the keys to my Duo Dock, where can I get replacement keys?
- 7) Do I need a screen saver for my machine?
- 8) How do I clean the trackball?
- 9) Can I move the machine while it is on?
- 10) Can I put my machine through the scanning machine at the airport?
- 11) Can I use my PowerBook Duo overseas?
- 12) Can I upgrade my PowerBook Duo memory myself?

- 13) Can I install a modem myself?
- 14) My PowerBook Duo will not startup. What can I do?
- 15) My PowerBook will not go into sleep mode on its own.
- 16) After installing AppleTalk Remote Access, I get a message that AppleTalk Remote Access is not installed correctly.
- 17) When do I rebuild the desktop and how do I do it?
- 18) Can I use the Duo in SCSI Disk Mode?
- 19) Which cable do I need if I want to hook up a SCSI device to my Duo?
- 20) How do I zap the PRAM?
- 21) The space bar does not register at times especially if I am typing very quickly.
- 22) My Duo does not dock with a floppy drive adapter or MiniDock.
- 23) My Duo does not undock from the floppy drive adapter or MiniDock.
- 24) My Duo will not dock in the Duo Dock.
- 25) My Duo does not startup in the Duo Dock.
- 26) The Duo Dock display does not come on.
- 27) When using the Duo in the dock, the machine defaults to the top icon or item in any menu bar or window.
- 28) I cannot print.
- 29) I cannot print to the serial printer from the modem port
- 30) I can not print to my StyleWriter II printer.
- 31) Can the Duo be inserted into the Duo Dock while in sleep mode?

DISCUSSION -----

SECTION I: General Duo Questions and Issues =====

- 1) Question: What does the switch on the battery do?

Answer: The switch is simply a way to help remind you if the battery is charged or not.

2) Question: Can I remove the battery while the machine is on?

Answer: You can remove the battery if the PowerBook AC Adapter is plugged in. Apple recommends reinserting another battery as soon as possible, since dirt or other foreign materials may enter the battery cavity and damage the battery contacts.

3) Question: Is the battery recharged if the PowerBook is turned on or in sleep mode?

Answer: The battery is recharged whenever the PowerBook is plugged into the AC Adapter. The recharge rate is slower when the PowerBook is in use versus turned off. A fully depleted battery takes two to three hours to recharge if the PowerBook is turned off.

4) Question: What is the shelf life of a fully charged battery?

Answer: A fully charged Duo battery loses approximately half of its charge over the course of a month if it is not used. The warmer the storage conditions, the faster the rate of discharge.

5) Question: How do I reset the PowerBook? I cannot find a reset button.

Answer: To restart (Reset), hold down the Command, Control, and Power keys. To Interrupt, hold down the Command and Power keys.

6) Question: I have lost the keys to my Duo Dock, where can I get replacement keys?

Answer: If you still have one key or have the key number, contact:

Fort Lock Corporation
3000 N. River Road
River Grove, IL 60171
Telephone: 708-456-1100

Be sure to include the code number printed on the tag that came with the keys.

If the keys are both missing and you do not have the key number, Apple must replace the lock and provide new keys. Contact your local reseller, they can order the part and install it for you.

7) Question: Do I need a screen saver for my machine?

Answer: A screen saver is not usually required on a PowerBook Duo as the LCD is less susceptible to burning in an image. If the image on the display seems to have left a shadow from displaying the same image for several hours, turn the

PowerBook off for several hours. This lets the image fade. To help conserve battery life and minimize the possibility of temporarily developing a burned in image, enable the screen dimming feature in the PowerBook Display control panel.

8) Question: How do I clean the trackball?

Answer: Turn the retainer ring 1/4 turn counter-clock-wise (Unscrew). Do not use any liquids in the trackball assembly. Locate the two rollers, one at 6 o'clock and another at 9 o'clock. These should be free from lint and debris. Clean them by scratching horizontally with a fingernail, business card or soft cotton swab. Also clean the three bearings at 11, 4, and 7 o'clock. Clean the Trackball itself with a cotton cloth (Shirt tail or denim pants work well).

9) Question: Can I move the machine while it is on?

Answer: Yes, but be sure the hard drive is not spinning (such as when saving or opening a document.) It is best to put the PowerBook to sleep before moving it, that way you can be certain that the hard drive has been parked and will not be damaged due to motion. If traveling long distances, it is best to turn the PowerBook off just as a precaution.

10) Question: Can I put my machine through the scanning machine at the airport?

Answer: Yes, it does not affect the contents of your hard drive. Just make sure that the person behind you does not put a heavy bag on your PowerBook carrying case!

A few more tips for traveling:

- Always have current backup of your hard disk.
- Do not send diskettes through the x-ray scanner, it can scramble the contents of diskettes.
- Do not walk through the "Bridge" metal detector with any magnetic media.

11) Question: Can I use my PowerBook Duo overseas?

Answer: Yes, PowerBook Duo power adapters are universal, which means it can sense that it is being used in an environment in which the voltage and frequency is different and switches itself over automatically. You may need a special plug or power cord so that the adapter plug can physically fit into the specific outlet.

12) Question: Can I upgrade my PowerBook Duo memory myself?

Answer: Yes, at your own risk, and as long as you are working in a static free environment, have removed all power sources (unplugged the machine and removed the battery), and have the correct tools. Damage caused during an upgrade

performed by non-trained personnel will not be covered by the Apple Limited Product Warranty however.

13) Question: Can I install a modem myself?

Answer: No, you will need to have an Apple authorized dealer install the modem.

14) Question: My PowerBook Duo will not startup. What can I do?

Answer:

a) Make sure the battery is seated properly. Refer to Apple FaxInfo article for instructions on how to reseal the battery.

b) Verify that you are using a known good battery

c) Verify that the AC adapter is a known good adapter and that it is plugged into a live outlet.

d) Verify that the display latch (where the display closes on the keyboard) is not stuck in the down position, thus making the machine think it should stay asleep.

e) Reset the power manager. The Power Manager is a switch on the logic board which controls battery recharging and sleep functions. To reset it:

Step 1

Unplug the computer from AC power and remove the battery.

Step 2

Hold down the power switch on the back (not the one on the keyboard) for 15 seconds.

Step 3

Let the PowerBook sit for one minute.

Step 4

Make sure the battery is seated properly.

Step 5

Remove the battery and try the computer when connected to AC power.

If the PowerBook Duo does not start up, try starting up with the PowerBook Duo AC Adapter plugged in. If the problem continues let the PowerBook recharge for about two hours and try starting up again.

15) Question: My PowerBook will not go into sleep mode on its own.

Answer: Make sure that AppleTalk is turned off in the Chooser. (If you have a FAX modem installed, verify that answer on ring is not selected.)

16) Question: After installing AppleTalk Remote Access, I get a message that AppleTalk Remote Access is not installed correctly.

Answer: Make sure that AppleTalk is turned on in the Chooser.

17) Question: When do I rebuild the desktop and how do I do it?

Answer: Rebuild the desktop when:

- Icons appear generic
- You cannot double click on a document and open it directly.
- The PowerBook does not mount a floppy disk on the desktop.
- The PowerBook does not remember its memory allocation for applications, set in the Get Info window in the Finder.

It makes sense to rebuild the desktop periodically, to clear redundant or irrelevant information from the directory file.

To rebuild the desktop:

Step 1

Restart the PowerBook and hold the Option and Command keys simultaneously immediately after you hear the start-up tone. Hold the keys down until the message "Are you sure you want to rebuild the desktop?" appears.

Step 2

Click the OK button and the desktop is rebuilt.

18) Question: Can I use the Duo in SCSI Disk Mode?

Answer: Yes, but you need a Duo MiniDock, an Apple HDI-30 SCSI Disk Adapter, model number M2539LL/A, a standard SCSI cable, part number M0206, and a SCSI terminator, part number M0209. You CANNOT use SCSI disk mode when using the Duo Dock, floppy drive adapter or PowerBook Duo alone.

19) Question: Which cable do I need if I want to hook up a SCSI device to my Duo?

Answer: If you are using a MiniDock or full dock use the HDI-30 System Cable (Long 18-inch light gray cable with 29 pins on the HDI-30 end) to connect a SCSI device.

20) Question: How do I zap the PRAM?

Answer: To clear the settings stored in the parameter RAM, in other words, to go back to factory default settings:

Step 1

Restart the PowerBook

Step 2

Immediately after the start-up tone, hold down the Command, Option, P, and R keys SIMULTANEOUSLY. Shortly, you hear a second start-up tone and see the machine going through the restart process again.

Step 3

After the second tone release the keys and the PowerBook starts up normally.

21) Question: The space bar does not register at times especially if I am typing very quickly.

Answer: Loosen the screw under the center of the keyboard 1/2 turn. Your service provider can also do this or you can call 1-800-SOS-APPL for technical support.

SECTION II: The Duo and the Duo Dock

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22) Question: My Duo does not dock with a floppy drive adapter or MiniDock.

Answer: Verify that the back panel door is open. Verify that the large connector looks clear. There are two small round holes and two small square holes that should be clear as well. Start to insert the dock, lining up the locating pins. Gently rock the dock and Duo until the two connect.

23) Question: My Duo does not undock from the floppy drive adapter or MiniDock.

Answer: Keeping gentle pressure on the release mechanism, gently rock the dock and Duo up and down, and from side to side. They should separate. It is normal for the mechanism to be a little tight when they are new. They loosen up and work in after time.

24) Question: My Duo will not dock in the Duo Dock.

Answer: Verify that the door on the back panel of the Duo is open and that the Dock is unlocked. Verify that AC power is being supplied to the Dock. If the

Duo will not be accepted into the Dock, it should be checked by a trained technician.

25) Question: My Duo does not startup in the Duo Dock.

Answer: Verify that the Duo Dock is plugged into a known good outlet by trying the monitor in to the same outlet. Try powering the dock on from the button in the back, the keyboard may be at fault. Try removing the battery in the PowerBook Duo. If it is low, it may not power up. If memory or a modem have been installed recently, verify that the keyboard does not look lifted on the right side. This may also cause the system not to restart.

26) Question: The Duo Dock display does not come on.

Answer: If the green power light is on, verify that the video cable is plugged in. If the light is not on, try plugging the display into a known good outlet.

27) Question: When using the Duo in the dock, the machine defaults to the top icon or item in any menu bar or window.

Answer: Does the machine have additional memory? If so check the keyboard, does the right side of the keyboard appear to be tilted up? If so the memory card is preventing the keyboard from sitting flush. When the Duo is closed it is putting pressure on the up arrow key.

28) Question: I cannot print.

Answer: Verify that the printer is plugged into the printer port and that the printer icon is selected (highlighted) in the Chooser.

29) Question: I cannot print to the serial printer from the modem port.

Answer: If the machine has an internal modem, be sure to change the setting to external modem in the PowerBook control panel.

30) Question: I can not print to my StyleWriter II printer.

Answer: Verify that the StyleWriter II icon is selected (highlighted) in the Chooser and not the StyleWriter icon. Verify that the StyleWriter II is connected to the printer port. You can also choose to plug the printer cable into the modem port, but make sure you selected the modem port in the Chooser as well. Finally, if you have an internal modem, select "external modem" in the PowerBook control panel. Should it remain non-functional, it is possible that the logic board in the Duo is damaged and needs service.

31) Question: Can the Duo be inserted into the Duo Dock while in sleep mode?

Answer: The Duo can be inserted into the Duo Dock while in sleep but the Duo will be ejected when the Duo Dock is powered on. When you bring the Duo out of sleep mode a dialogue box will appear informing you the Duo must be shut down, not in sleep mode, before it is inserted into the Duo Dock.

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