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TITLE

iMac Discussion Board: Frequently Asked Questions

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TOPIC

This article contains iMac commonly asked questions, and information regarding technical issues that may be encountered with an iMac. If the link to the answer to your question is not here, try using the Tech Info Library Search function, or visit the iMac Discussion Board to find more current information.

Links to TIL Articles regarding the following Frequently Asked Questions (FAQ) included in this article:

- How do I know if my iMac has all the Apple-recommended updates and where can I find these updates?
- I get a flashing question mark displayed on the screen momentarily when the iMac starts up. It goes away but I was wondering why it happens and how to get rid of it.
- My Control Strip moved up near the left center of the screen. How did it get up there? How do I move it back down?
- I am having trouble getting my Epson Color Stylus 600 or Epson Stylus 740 to work with my iMac. What should I do?
- Some of my menu options, such as Sleep, Restart, Get Info, and View Options are no longer listed. What is causing this symptom?
- What type of random-access memory (RAM) and video random-access memory (VRAM) do I need for my iMac?
- How do I upgrade the memory in my iMac?
- Why is there a hole in the I/O door?
- My modem dials automatically. How do I get it to stop?
- How do I change my default browser and e-mail application?
- How do I register the ClarisWorks application that came with my iMac?
- What books do you recommend to learn about the Macintosh computers in general, Mac OS, and iMac?
- My computer starts up with a green light but there is no video.
- Certain CDs make a vibrating noise when used in my iMac. What is causing this noise and how can I eliminate it?
- I just installed memory in my iMac and now I have no sound. What could be causing this symptom?
- I am having some difficulty in connecting to my Internet service provider (ISP). Sometimes I will connect successfully, but the connection is dropped after a few minutes. What can I do to resolve this issue?
- I get intermittent freezes and type xx errors. What should I do?
- What Apple products are compatible with the iMac's Infrared (IR) port and how do I network my PowerBook G3 series computer to the iMac using the IR port?
- I want to know more about connecting my iMac to another infrared capable computer or printer. How do I set it up to share files?

DISCUSSION

Question: How do I know if my iMac has all the Apple-recommended updates and where do I get them if it needs them?

Answer: The iMac revision A and B may need the iMac Firmware Update and iMac update 1.1. The newer revisions do not need them but their presence can be confirmed using the Apple System Profiler.

[TIL Article 58174](#) : "iMac: When to Install Available Updaters"

[TIL Article 24777](#) : "iMac Update 1.1: Misidentified With AppleSystem Profiler 2.1.2"

[TIL Article 58175](#) : "iMac: Confirming Installation of the AppleModem Updater"

The updates are available at Apple Software Updates. See the note at the end of this document.

Question: I get a flashing question mark displayed on the screen momentarily when the iMac starts up. It goes away but I was wondering why it happens and how to get rid of it.

[TIL Article 58042](#) : "iMac: Blinking Question Mark at Startup"

Question: My Control Strip moved up near the left center of the screen. How did it get up there? How do I move it back down?

[TIL Article 60241](#) : "Mac OS: Moving the Control Strip"

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Question: I am having trouble getting my Epson Color Stylus 600 or Epson Stylus 740 to work with my iMac. What should I do?

Answer: If you have not done so already, install iMac Update 1.1. The software is available from the Apple Software Updates site.

Also make sure you install the latest iMac/USB driver for your specific printer. You can download the latest Epson drivers from <http://www.epson.com/support/instans/macijans.html>.

Review the recommended Apple software updates suggested by the USB device manufacturer. If you encounter issues with the Epson printing software, remove all the Epson printer software and reinstall the latest software version.

Question: Some of my menu options, such as Sleep, Restart, Get Info, and View Options are no longer listed. What is causing this symptom?

[TIL Article 30157](#): "Mac OS 8: No Sleep Choice in Special Menu"

[TIL Article 58047](#): "Mac OS 8.5: Keyboard Commands Disabled by Simple Finder"

Question: What type of random-access memory (RAM) and video random-access memory (VRAM) do I need for my iMac?

[TIL Article 58007](#): "iMac: Type of Memory to Order to Upgrade RAM and VRAM"

[TIL Article 43011](#): "iMac: About Memory, DRAM and Video Memory Configurations"

Question: How do I upgrade the memory in my iMac?

[TIL Article 43012](#): "iMac: Installing Memory (1 of 2)"

[TIL Article 43013](#): "iMac: Installing Memory (2 of 2)"

Question: Why is there a hole in the I/O door?

Answer: The hole is for using a finger to open the door.

[TIL Article 58055](#): "iMac: Hole in I/O Door Not For Cables"

Question: My modem dials automatically. How do I get it to stop?

Answer: There are numerous settings to automate a connection to the Internet. Most settings are listed in the following article.

[TIL Article 24877](#): "Modem Dials Automatically"

Question: How do I change my default browser and e-mail application?

Answer: Apple recommends using the Internet control panel.

[TIL Article 58041](#): "iMac: Changing Internet Settings and Applications"

If you choose to use Internet Config instead of the Apple Internet control panel use the latest version of Internet Config. Review the following articles for further tips.

[TIL Article 24679](#): "Mac OS 8.5: Internet Control Panel or Internet Config?"

[TIL Article 24676](#): "Mac OS 8.5: Mac OS Help Crashes With Type 3 Error"

[TIL Article 58168](#): "Mac OS 8.5: Error Opening Internet Control Panel or File Exchange"

[TIL Article 24736](#): "Sherlock: Internet Config Conflict"

Question: How do I register the ClarisWorks application that came with my iMac?

[TIL Article 30702](#): "iMac: ClarisWorks Registration Information"

Question: What books do you recommend to learn about the Macintosh computers in general, Mac OS, and iMac?

Answer: Your local book store will have many excellent books covering those subjects. Here are a few books recommended by Macintosh users like yourself.

- "The Little Mac Book"
- "Sad Macs, Bombs, and Other Disasters : And What to Do About Them"
- "Beyond the Little Mac Book"
- "The Little iMac Book"
- "The Macintosh Bible (Bible Series)"
- "Mac OS 8.5 for Dummies (For Dummies)"
- "The Complete Idiot's Guide to Macintosh OS 8.5"

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- "Mac Answers!"

Here are some iMac-specific titles:

- "The iMac for Dummies"
- "Sam's Teach Yourself iMac in 10 Minutes"
- "The iMac Book "
- "Quick Start Your iMac Training CD - Macintosh (1 of 1) Vol 1"

Question: My computer starts up with a green light but there is no video.

Answer: If you can get to computer to restart with the video install the iMac Firmware Update. If the issue continues or the update has no affect have the computer checked by a local Apple-authorized service provider .

Question: Certain CDs make a vibrating noise when used in my iMac. What is causing this noise and how can I eliminate it?

Answer: It is normal to get a slight vibrating noise with certain CDs when using a high-speed CD-ROM drive like the drive in the iMac. The artwork on a CD-ROM disc may cause the CD's center of gravity to be slightly off center. Because the CD is spinning at such a fast rate, the CD will wobble, which in turn causes a slight vibration. This is perfectly normal and does not damage your computer or CD-ROM drive in any way.

If you are using a CD with a removable, sticky label, remove the label prior to using the CD.

Also install iMac CD Update 2.0. This software update improves the way the CD-ROM drive handles unbalanced CDs. It may reduce the amount of vibration for most CDs.

The software is available from the Apple Software Updates site.

TIL Article 20233: "Macintosh Computers: 8x-Speed (or faster) CD-ROM Drive & Vibration"

Question: I just installed memory in my iMac and now I have no sound. What could be causing this symptom?

Answer: It is possible the audio cable may have been accidentally disconnected or it may not be seated properly. Remove the rear access cover from the computer. You will notice four cables attached to the main logic board. The cable furthest to the left is the audio cable. Make sure it is seated properly. Reseat the cable if necessary. The Mac OS Info center has directions on how to install memory in your computer. Refer to these directions if you need help removing the rear access cover. Step 10 in the directions has a good diagram depicting the audio cable.

TIL Article 58044: "iMac: No Sound or Startup Chime Heard"

Question: I am having some difficulty in connecting to my Internet service provider (ISP). Sometimes I will connect successfully, but the connection is dropped after a few minutes. What can I do to resolve this issue?

TIL Article 30893: "iMac: Troubleshooting Modem Not Responding Error"

TIL Article 24789: "iMac: Troubleshooting "No Dial Tone""

TIL Article 24803: "iMac: Troubleshooting Unreliable Modem Connections"

TIL Article 58046: "iMac: ISP Compatibility With v.90 Specification"

TIL Article 30734: "V.90 Protocol: Connectivity Discussion"

TIL Article 24482: "56Kbps Modems: Getting the Fastest Connection"

Question: I get intermittent freezes and type xx errors. What should I do?

Answer: For information on troubleshooting freezes and type xx error, refer to page 9 of the Emergency Handbook provided with your iMac.

TIL Article 1749: "Macintosh System Error Codes Explained"

TIL Article 16473: "Mac OS: Troubleshooting Startup Problems"

iMac Technical Articles

Macintosh Troubleshooting

Question: What Apple products are compatible with the iMac's Infrared (IR) port and how do I network my PowerBook G3 series computer to the iMac using the IR port?

Answer: The iMac's IR port is compatible with some PowerBook computers including the PowerBook 2400, 3400, G3, and PowerBook

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G3 Series computers. Other IR capable Apple products are not compatible because they use a different infrared lens and transmitter. The Apple MessagePad and eMate are not compatible with the iMac's IR port.

[TIL Article 58012](#): "iMac: Infrared Communications"

Contact the printer manufacturer regarding infrared compatibility with the IrDA port on the iMac. If you already have a printer that supports infrared you can test it and set it up as follows.

[TIL Article 30861](#): "PowerBook: Printing to an IrDA Printer"

Question: I want to know more about connecting my iMac to another infrared capable computer or printer. How do I set it up to share files?

[TIL Article 20928](#): "Macintosh Infrared: Is It IrDA Compatible?"

[TIL Article 58239](#): "iMac: Sharing Files Via IrDA"

[TIL Article 30707](#): "Macintosh: Printing to a PostScript Printer via IrDA"

The following article can help you locate the Apple software updates mentioned here:

[TIL Article 14724](#): "Where To Find Apple Software Updates"

Lists online services for free Apple software updates. To locate iMac specific updates search "iMac."

EXTENDED Information - [Apple Internal Use - Service Providers and Support Professional](#)

Document Information

Product Area: iMac

Category: iMac Support

Sub Category: FAQ

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