



Support News 

May 30, 1994

Volume I, Issue 3

**“Get Off the Highway
and Into the Alley”**

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Inside Information...

About The Information Alley

The Information Alley™ is a publication of Apple Computer, Inc., Support Information Services. It is available to all Apple customers and computer users through a variety of on-line services and direct email capability (see **Where to Find the Information Alley** on page 12).

The goal of the Information Alley is to help Apple computer users get full use of their Apple computers, peripherals, and software.

Articles chosen for the Information Alley come from many sources, both from inside Apple Computer and from our customers and users. Sources include the Technical Information Library, Apple Assistance Center, New Technology Group, World Wide Product Technical Support, Apple Users Groups, and other technical groups and organizations.

Submissions and Letters to the Information Alley

We welcome articles that help Apple computer users become more knowledgeable about the functionality of their systems, explain or illustrate complex features or functions, or that describe technical tips or techniques. Send submissions to:

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We also welcome letters to the editor and suggestions for future articles. Please send all letters to the preceding address.

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Please share when done!

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Growing Pains

By Janet Christian

Please Forgive Our Growing Pains

Font Quality on Issue 2

We received a number of complaints that the fonts in Issue 2 were “jagged” when printed. We apologize for this; we released Issue 2 with high-resolution printing turned off in Common Ground. This was to compensate for a font-translation/handling “disagreement” between Common Ground and FrameMaker. We believe that, working with No Hands Software, we have found a solution to the problem.

This issue should print fine. In addition, we have re-uploaded Issue 2 to all of the locations listed in **Where to Find the Information Alley** on page 12. If you receive Issue 2 directly, and would like us to resend a copy to you, please let us know.

In honor of the font problems we had in Issue 2, you will find a nice font article called **Font Facts** on page 10.

Format Changes

We have, with few exceptions, eliminated three-column pages from the Alley. Those of you with smaller screens found them difficult to read. Hopefully, the two-column layout will make things easier. To allow for graphics and tables, you may occasionally see a three-column article, but we will keep them to a minimum.

Another change we made was eliminating the shading in table column titles. This looks great in FrameMaker, but in Common Ground the spacing of the dots makes it difficult to read the column titles.

It wasn't until I started receiving feedback

forms from those of you outside the United States that I had neglected to put a Country field on the Tell Us What You Think form. My apologies for the oversight; it is there now. And, as they say, “Keep those cards and letters comin'!” We appreciate the feedback and suggestions; they will help us continue to improve the Information Alley.

Additions to the Alley

New Cartoon

We have added a new cartoon to the Alley – Alternate Route – written by Darren Conrad. Thanks, Darren, we enjoyed your first cartoon and look forward to more of them.

Tips and Tidbits

We have added mini-articles called Tips and Tidbits. These mini-articles are quick notes about everything from optimizing and configuration tips to interesting things to try (also sometimes called “Easter Eggs” or “Fortune Cookies”). We hope you find them useful and/or entertaining.

Oops!

My apologies that the page number cross-references in the last issue were generally off by a page.



Last minute shifting and shuffling to try to correct our font problem caused me to completely forget to update the cross references. I regret any inconvenience it may have caused anyone. The re-uploaded Issue 2 has all page number references corrected. 🍏

Identifying Composite SIMMs

From the Technical Information Library

Apple recommends against using composite SIMMs in any Macintosh. Apple hasn't tested composite SIMMs, and there are known problems with some CPUs. This article tells you what some of the problems are, and how to identify composite SIMMs.

A composite SIMM uses lower density components to construct a single bank of memory. It forms a large memory SIMM using many smaller DRAM chips along with additional bank-controlling circuitry and sometimes buffers for the address and control signals, deceiving the Macintosh memory controller circuitry.

Composite SIMMs are less expensive than non-composite SIMMs because they are made with less expensive components. An example of a composite SIMM is a 16MB SIMM that uses 32 4MB DRAM chips. A non-composite 16MB SIMM uses eight 16MB chips to construct one bank of memory.

Composite SIMMs pose timing and electrical problems in some Macintosh computers, particularly those optimized for maximum DRAM performance, such as the Quadra 800 and 900 series. Composite SIMMs with signal buffering have caused floppy disk (especially 800K) mounting problems on the

Macintosh AV computers. The additional circuitry in the composite SIMMs causes random memory failures due to:

- Higher electrical currents
- Increased system noise
- The added timing overhead (delay)

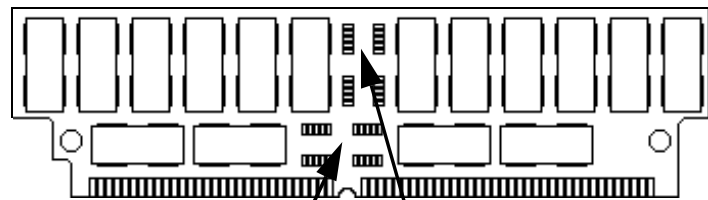
Composite SIMMs may work under some conditions, but may cause random problems such as start-up failures, system errors, or unexplained crashes. The errors can vary with different SIMMs, SIMM configurations, and vendors.

Two composite SIMMs may work, but four may begin to cause random failures. One CPU might behave differently than the same model manufactured at a different time. Even temperature and supply voltages can cause minute variations.

Some SIMM vendors claim to have solved the loading and timing issues. However, the Macintosh memory system is tuned to expect the loading of standard SIMMs. So the bottom line is – Apple doesn't support them. 🍏

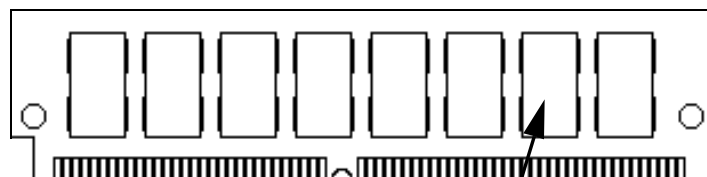
Examples of composite and non-composite SIMMs

16MB Composite SIMM (Parity Optional) – NOT RECOMMENDED



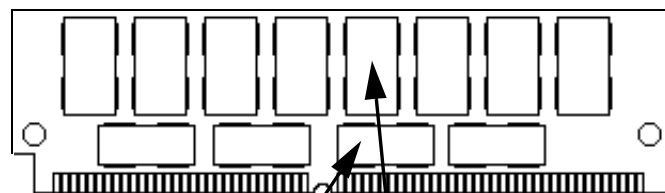
Parity RAM locations (may not be loaded)

16MB Non-Composite SIMM (No Parity) – RECOMMENDED



Data RAMs (8 per side)

16MB Non-Composite SIMM (Parity) – RECOMMENDED, Parity not used



Parity RAMs (4 per side) Data RAMs (8 per side)

Travelling With Your Macintosh

Part 1 – Class 1 Products

From the Technical Information Library

This two-part article provides the electrical specifications for Apple hardware. The Apple products described here are manufactured for use in the USA. There are three classifications to check when determining whether a particular product can be used internationally. The class a particular product falls into depends on whether it accepts a range in voltage, frequency or both.

This article describes Apple products that fall into Class 1. Part 2 (in the next issue) describes Class 2 and Class 3 products.

Class 1 – Universal

These products can be used internationally out of the box. Some of Apple's products are self-configuring devices or "universal" within a certain range. They can accept a range in both voltage and frequency, and only require a plug adapter for the specific locale. For example, The Quadra 800 accepts 100-240 volts, 47-63 Hz.

Class 2 products (those that can be used internationally with a voltage transformer) and Class 3 products (those that generally cannot be used internationally) are covered in the next issue of the [Information Alley](#).

Note: Computers with power outlets for peripherals do not condition the current as it passes through. For example, a monitor requiring 120v-60Hz current could not be used in a 220v-50Hz environment even if the computer from which it gets its power is able to accept the local current.

Prior to connecting your equipment, you should make sure that the load it will draw does not exceed the circuit Amps. Use the amperage on the back of the computer to

calculate load on a circuit. Typical circuits in U.S. businesses and houses are 15 Amps. With that capacity, you could have this configuration (from the back of the CPU):

CPU	5 Amps
Monitor	3 Amps
LaserWriter	7 Amps
Total:	15 Amps

Usually, the CPU draws only 1-1.5 Amps, the Monitor about .5-1 Amps, and the LaserWriter about 2 Amps. The difference is sometimes referred to as Nominal (high) versus Actual draw.

Travelling Tips

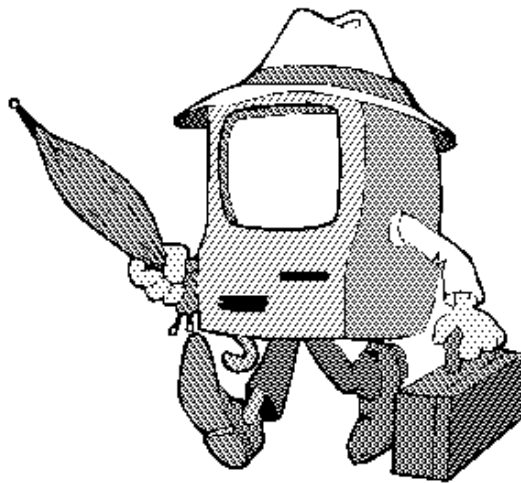
When travelling with a computer in the U.S. or overseas, protect it from shock, heat, moisture, radiation, and theft.

Special hard-shell shipping cases that protect against environmental abuse are available for most Apple systems. They often do not look like computer cases, and as such usually escape the notice of thieves.

X-rays and other magnetic radiation associated with X-ray machines are only a potential danger; there have been no reports of ROM damage and only isolated reports of software media damage from these causes. Some ports (such as airline and shipping) X-ray all luggage; if the risk in losing software is too high, plan your travel logistics after you find out which ports will hand-check the computer.

The following table lists the Class 1 products. The values included are accurate regardless of peripherals used with each device. For example, a Macintosh II with an EtherTalk NB Card, an 8-bit video card, and HD40 SC draws a maximum of 230 watts and 6 Amps.

Continued on next page...



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Class 1 Product	Watts	Amps*	BTU/hr**	Volts	Hertz
Macintosh XL and Compact Macintosh Systems					
Macintosh SE	100	.83	342	90-270	47-63
Macintosh SE/30	75	.63	256.5	120-240	48-62
Macintosh Color Classic	100	.83	342	90-240	47-63
Macintosh II Systems					
Macintosh II, IIx	230	1.9	786.6	90-270	48-62
Macintosh IIcx, IIci, IIsi	90	.75	307.8	100-240	50-60
Macintosh IIfx	230	1.9	786.6	100-240	48-62
Macintosh IIvx	112	.95	383	100-240	50-60
Macintosh LC Series					
Macintosh LC, LC II	50	.42	171	90-240	50-60
Macintosh LC III	50	.42	171	100-240	47-63
Macintosh LC 475	30	.25	102.6	100-240	47-63
Macintosh LC 520, 550, 575	60	.5	205.2	90-264	47-63
Macintosh TV	60	.5	205.2	90-264	47-63
Power Macintosh Series					
Power Macintosh 6100/60	86	1.8	718	100-240	50-60
Power Macintosh 7100/66	112	2.7	1111	100-240	50-60
Power Macintosh 8100/80	200	3.9	1553	100-240	50-60
Hard Disk Drives					
Hard Disk 20	30	.25	102.6	85-270	47-64
Apple HD20/40/80/160 SC	30	.25	102.6	85-270	47-64
Performa Series					
Performa 400, 405, 430, 450	50	.42	171	90-240	50-60
Performa 475, 476	30	.25	102.6	100-240	47-63
Performa 550, 560, 575, 577, 578	60	.5	205.2	90-264	47-63
Performa 600	112	.95	383	100-240	50-60
Portable Macintosh Systems					
Macintosh Portable	15	.125	.3	70-270	48-62
PowerBook 100, 140, 145, 145B, 160, 170, 180	15/17	2	51.3	100-240	50-60
PowerBook 165c, 180c	24	3.2	82.1	100-240	50-60
PowerBook Duo 210, 230	25	1.04	85.5	100-240	50-60

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Product	Watts	Amps*	BTU/hr**	Volts	Hertz
Quadra and Centris Series					
Macintosh Quadra 605	30	.25	102.6	100-240	47-63
Macintosh Quadra 610, Centris 610	86	.72	294	100-240	47-63
Macintosh Quadra 650, Centris 650	112	.95	383	100-240	50-60
Macintosh Quadra 660AV, Centris 660AV	86	.72	294	100-240	50-60
Macintosh Quadra 700	130	1.08	445	100-240	50-60
Macintosh Quadra 800	200	1.67	684	100-240	47-63
Macintosh Quadra 840AV	200	1.67	684	100-240	50-60
Macintosh Quadra 900, 950	303	2.53	1036.26	100-240	50-60
Apple Workgroup Servers					
Apple Workgroup Server 60	86	0.72	294	100-240	50-60
Apple Workgroup Server 80	200	1.67	684	100-240	50-60
Apple Workgroup Server 95	303	2.53	1036	100-240	50-60
Apple Monitors					
12-Inch Monochrome Display	30	.25	102.6	90-270	47-63
Apple Hi-Res Monochrome	40	.33	136.8	100-240	50-60
AppleColor Hi-Res RGB	160	1.3	547.2	85-270	47-63
14-Inch Color Display	55	.46	188.1	90-270	47-63
Portrait Display	75	.6	256.5	90-270	47-63
16-Inch Color Display	130	1.18	445	90-270	47-63
Two-Page Mono. Monitor	95	.8	324.9	90-270	47-63
AudioVision 14 Display	55	.46	188.1	100-240	47-63
Multiple Scan 17 Display	150	1.25	513	90-260	47-63
Multiple Scan 20 Display	165	1.375	513	90-260	47-63
Other Peripherals					
HD40 SC Tape Backup	15	.125	51.3	85-270	47-64
AppleCD SC Plus	40	.33	136.8	100-240	50-60
AppleCD 150	30	.25	102.6	100-240	50-60
AppleCD 300, AppleCD 300 Plus	33	.28	112.9	100-240	50-60
Apple PowerCD	15	.125	51.3	100-240	50-60

Note: * Amps calculated at 120 volts (Amps = Watts/Volts), except for Macintosh PowerBooks (Amps calculated at 7.5 volts) and Macintosh Duos (Amps calculated at 24 volts).

** The BTU calculation is Watts X 3.42 = BTU/hour. The BTU ratings for the Macintosh systems take into account any hard disk or expansion card(s) that may be installed internally. 🍏

Software Updates Available Through the Apple Order Center

By Bryant Beck

Most Apple customers who have access to on-line services or the Internet know that Apple makes updates to some of its software available free of charge (with the exception of download fees or connect time charges).

Apple also maintains a toll-free order center where customers may order software updates for nominal charges that cover shipping, handling, and sometimes printed documentation. In addition, Apple customers may purchase some Apple software products, such as Macintosh Application Environment, through the order center.

The table on the following page includes a current list of products available from the Apple Order Center at 1-800-769-2775 (plus the appropriate extension). The order center accepts MasterCard and Visa. Orders are shipped via first class mail or UPS ground. Note that prices and products are subject to change without notice.

For an additional charge, or your Federal

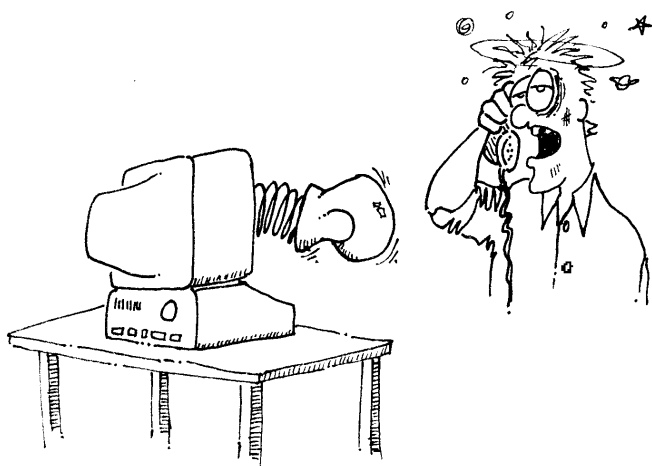
Express account number, some orders can be sent overnight. Local sales tax is not included in the prices or shipping and handling charges shown. See the notes indicated.

Note: These notes go with the numbers in the **NOTES** column of the table.

1. Proof of purchase required, or requires original software in order to perform the upgrade.
2. Upgrade for users of KanjiTalk 6. Proof of purchase required.
3. PhotoFlash is bundled with some third-party products. Customers must return a coupon enclosed with the product to receive the software.
4. Promotion for PowerBook 500 series and PowerBook Duo 280, & 280c only.
5. Install disk only. Requires original disks from QuickTake 100.
6. Install disk only. Requires the purchase of System 7 Pro or PowerShare Collaboration Server software.
7. Updates A/UX to 3.1 and AppleShare Pro to 1.1.

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Alternate Route • Darren Conrad



“Hello... Tech Support? You’re not gonna believe this one...”

Tips and Tidbits

With System 7, press the **Option** key (pressing **Option** switches About This Macintosh to About the Finder). Then choose About the Finder from the Apple menu. You’ll see a mountain landscape. Wait a bit, and you’ll see the credits scroll by at the bottom of the mountain.

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PRODUCT/VERSION	EXTENSION	PRICE	S&H	FEDX	NOTES
SYSTEM SOFTWARE					
System 7.1 Personal Upgrade Kit	5911	\$34.95	-	\$8	1
System Update 3.0	6717	-	\$10	-	
System Enablers Collection 1.0 (includes 32-Bit System Enabler)	6717	-	\$10	-	
PowerTalk Direct Dial Up 1.0	6565	-	\$15	\$23	
Macintosh Desktop User's Guide (7 Pro)	6565	-	\$20	\$28	
APPLE UTILITIES FOR MACINTOSH					
QuickTime 1.6.1	6596	-	\$10	-	
PC Exchange 1.0.5	6535	-	-	-	1
Japanese Language Kit 1.0	7856	\$129	\$ 6	\$11	2
LaserWriter 8.1.1	7873	-	\$24.95	-	
PhotoFlash Software	6549	-	-	-	3
Apple Personal Diagnostics Emergency Disk	7855	-	-	-	1
APPLE REMOTE ACCESS (ARA)					
ARA 1.0 to ARA Client 2.0.1	6561	\$29	\$ 5	\$10	1
ARA 1.0 to ARA Personal Server 2.0.1	6561	\$79	\$ 5	\$10	1
ARA Client 2.0 to 2.0.1	7851	-	\$10	\$15	1
ARA Client 2.0.1 to Personal Server 2.0.1	6794	\$129	\$ 5	\$10	4
ARA Personal Server 2.0 to 2.0.1	7851	-	\$10	\$15	1
POWER MACINTOSH SOFTWARE					
QuickTake 100	7888	-	-	-	5
PowerTalk for System 7 Pro	6565	-	\$15	\$23	6
PowerShare	6565	-	\$15	\$23	6
AppleShare 4.0.2	7851	-	\$10	\$15	1
LAN/SERVER SOFTWARE					
AppleShare 4.0.2	7851	-	\$10	\$15	1
AppleSearch Server 1.0.1	7851	-	\$10	\$15	1
Apple Internet Router 3.0.1	7851	-	\$10	\$15	1
Workgroup Server 95 Software Upgrade	7822	-	-	\$15	1&7
Workgroup Server 95 Software Upgrade	7822	\$199	-	\$15	7
MACINTOSH APPLICATION ENVIRONMENT (MAE)					
MAE brochure	7675	-	-	-	
MAE Trial CD	7675	-	-	-	
MAE for Solaris or HP/UX 1.0	7675	\$549	\$10	\$15	



Font Facts



By Jeff Leiman

Confused about the differences between TrueType and PostScript, outline and bitmap, or other font issues? Well, you're not alone. This article explains the basics of font terminology and mechanics and answers some of the most frequently asked font questions.

Bitmap, TrueType, and PostScript

- **Bitmap Font**

This is a representation of a certain font in an exact size. "Times 12" is each character of the Times font at exactly 12 point.

- **TrueType Font**

This is a representation of a certain font defined by a scalable outline. Your Macintosh uses this outline to generate the size of the font you require.

- **PostScript Font**








This font has two parts to it; a bitmap font that the Macintosh uses like any other bitmap font, and a printer font used only by

PostScript printers and Adobe Type manager software. All PostScript printer fonts have corresponding bitmaps; without them, your font does not appear in the Font menu of your applications. Like TrueType, PostScript printer fonts are a scalable outline. However, they require Adobe Type Manager (ATM) software to display without "jaggies" or print smoothly on a non-PostScript printer.

Suitcases can contain only bitmap and TrueType fonts; PostScript printer fonts are separate files. So a suitcase could contain just bitmap fonts, bitmap fonts and a corresponding TrueType font, or bitmap fonts that correspond to a separate PostScript printer font.

What Fonts Look Like

The following table explains what the icons for various font components look like, the correct terminology to references them, what Kind says in the Get Info dialog box, and where they are located in the different versions of System Software:

Icons				   
"Real" Name	Bitmap font file	TrueType font file	Font suitcase	PostScript printer files from Adobe Systems, Bitstream, Fontek, and a "generic" printer file.
Get Info Kind	Font	Font	Font suitcase	PostScript font
7.1	Fonts folder	Fonts folder	Fonts folder	Fonts folder
7.0.x	System file	System file	N/A*	Extensions folder
6.0.x	System file	System file†	N/A	System Folder

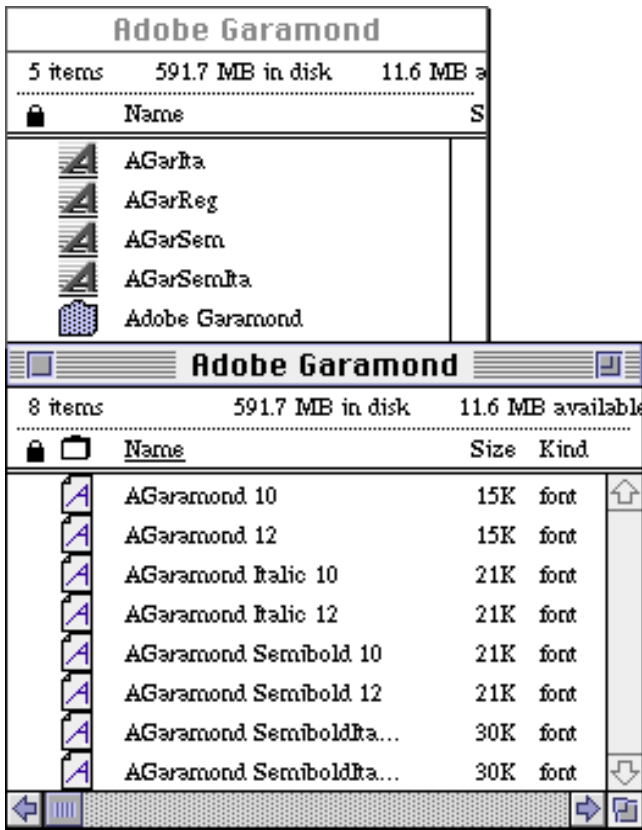
* Suitcases in 6.0.x and 7.0.x are for "off-line" storage of fonts; the System Software does not load them.

† TrueType fonts work only with 6.0.7 and above and require the TrueType INIT and Font/DA Mover 4.1

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This example shows the Adobe Garamond family. The suitcase contains two bitmap fonts (10 and 12 point) for each of the four "styles" of Garamond; there is a corresponding PostScript printer font for each. The four PostScript printer fonts and the suitcase containing the corresponding bitmap fonts all go in the Fonts folder in System 7.1 and count as one item:



How the Macintosh Displays Fonts on the Screen

These are the steps your Macintosh goes through to display your request on screen:

STEP	ACTION
1	The System Software checks to see if there is a bitmap of the font you want in the exact point size you requested; if found it displays it.
2	If the requested point size is not present, it looks for the TrueType version of the font, which is used to generate the requested point size and then displayed.

STEP	ACTION
3	If the TrueType version of the font is not present, the System Software scales the largest point size available to the requested size and displays it. This is when you see the "jaggies" on your screen.
4	However, if Adobe Type Manager is present, it steps in. If the PostScript printer file of the requested font is also present, Adobe Type Manager generates the requested point size and then pass it on to the System Software to be displayed.

So what do I use?

You can use both TrueType and PostScript fonts at the same time. You don't, however, want to have both versions of the same font. Helvetica, for example, is available in both TrueType and PostScript, so you should decide on one to avoid needless duplication. This table shows what you can expect depending on what kind of font and what kind of printer you have:

Font Type	Screen	Non-PostScript Printer	PostScript Printer
TrueType	Smooth	Smooth	Smooth
PostScript without ATM	Jagged	Jagged	Smooth
PostScript with ATM	Smooth	Smooth	Smooth

The 128 Font Limit

Only font files and suitcases count towards the 128 limit. Printer files do not, as they are not resources loaded by the System. Drag any loose font files onto a suitcase and/or combine suitcases by dragging them on top of each other. If you want to make an empty suitcase, simply duplicate any suitcase, open it, and throw away the contents.

Font Corruption

Sometimes a font can become corrupted. The most obvious symptom of this is that it cannot

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be removed or causes your Macintosh to crash when you choose it. In System 7.0 or 7.1 you can check for font corruption by double-clicking on a suitcase or font file. An error message stating that it cannot be opened means you need to replace that suitcase or font from your original disks. In System 7.1, if you get an error message trying to pull a font or suitcase out of the Fonts folder, first make sure you have quit all running applications. Then, drag the Fonts folder out of the System Folder onto the Desktop. You should now be able to remove corrupt font or suitcase. When you're finished, put the Fonts folder back in the System Folder.

Just Drag and Drop

Most font-related problems come from missing pieces; a quick check to make sure everything is installed properly usually results in a quick fix. In System 7 and above, the easiest way to make sure the different components wind up

in the right place is to simply drag each item on top of the System Folder icon; the System places things where they need to be for you. Remember not to drag a folder on top of the System Folder; the items inside are not moved to where they need to be.

Finally, Have Fun with Fonts!

It's not just what you say, it's what font you use. There's no better way to give your documents personality, impact, and a creative edge than through the right fonts. 🍏

Tips and Tidbits

When you turn on a StyleWriter printer, hold down the **RESET** and **FORM FEED** keys to print a diagnostic test page, which lets you exercise the print head and see if any of the jets are clogged. (Contributed by Tommy Aenst.)

Where to Find the Information Alley

You can now find the Information Alley on these on-line services:

- AppleLink
Path is: Support → News & Support Guide: Apple Information Alley
- eWorld
Path is: Computer Center → Apple Customer Center → Quick Answers → Save Yourself a Phone Call → The Information Alley
- CompuServe
Currently posted in Ziffnet/Mac area.
- GENie
Currently posted to Macintosh Software Library.
- Internet
Path is: Apple Computer Higher Education gopher server → Apple Support Area → The Information Alley (using Turbogopher software).
Host name is: info.hed.apple.com – IP number is: 134.84.132.13
- America Online
Posted to the Macintosh Hardware Forum. Check under New Files and free uploading.
- Imagine-Net BBS (Irvine, California).
Send email to: eabarry@aol.com 🍏

System 7: System and Finder Preferences

By Dan Camper

You can customize your Macintosh in a variety of ways to suit your own personal style. For example, you can change ways in which information is displayed, the sounds your system makes, and how it handles file management. Your Macintosh uses a variety of Preferences files to maintain your custom settings.

There are several preference settings under

System 7. System-wide preferences, such as mouse-tracking speed, are set via Control Panels, but are stored in Parameter RAM (PRAM). Preferences specific to the Finder are also set via Control Panels, but are stored in a file called Finder Preferences located in the Preferences folder, in the System Folder.

Here is some information on where each preference is stored, along with instructions for resetting both system-wide and Finder preferences.

System Preferences

This table (and the PowerBook table on the following page) lists system-wide preferences that may affect all applications:

PREFERENCE	LOCATION	DEFAULT
32-bit Addressing	Memory Control Panel	24-bit addressing
Disk Cache size	Memory Control Panel	6K
Brightness settings	Brightness Control Panel	Mid-range on the slider
Highlight Color	Color Control Panel	Black
Cursor blink rate	General Control Panel	Middle setting
Menu blink count	General Control Panel	3 times
Date, Time and displayed format	General Control Panel and Alarm DA	None
Keyboard Repeat Rate and Repeat Delay	Keyboard Control Panel	For repeat: One away from Fast For delay: One away from Long
Monitor Settings and Location of extra monitors	Monitors Control Panel	Primary monitor only, set to Black & White
Mouse Tracking and Double-click Speeds	Mouse Control Panel	For tracking: Very Slow For double-click: Middle setting
Beep Sound	Sound Control Panel	Simple Beep, even though it is not highlighted
Startup Disk Choice	Startup Disk Control Panel	None set, uses standard volume search method
Cache settings (68040 Macs)	Cache Switch Control Panel	Faster (Caches Enabled)

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PowerBook

PREFERENCE	LOCATION	DEFAULT
Minutes Before System Sleep	PowerBook Control Panel	8 Minutes
Minutes Before Hard Disk Sleep	PowerBook Control Panel	4 minutes
Macintosh PowerBook Rest	PowerBook Control Panel	Rest (While in the Powerbook Portable Control Panel, hold down the Option Key and click Minutes before System Sleep)
Stay awake when plugged in	PowerBook Control Panel	Unselected
Modem Selection	PowerBook Setup Control Panel	Internal modem
Wake on Ring	PowerBook Setup Control Panel	Unselected (See Portable Control Panel for internal modem)

Except for Date and Time and the default application font all system-wide preferences may be reset by zapping PRAM.

- To zap PRAM under System 7, hold down the ⌘ **Option p r** keys during start up (Make sure the **Caps Lock** key is up!). The Macintosh restarts shortly after displaying the “Welcome to Macintosh” screen, which indicates that PRAM has been reset.
- Under System 6, hold down the ⌘ **Option Shift** keys while opening the Control Panel. Click on **Yes** when asked if you want to reset PRAM. Close the Control Panel and restart your machine. The Date and Time settings are actually read out of PRAM before it is zapped, then written back in afterwards.

Finder Preferences

This table lists Finder-specific preferences. (Note that some preferences affecting portions of the user interface extend to other applications, such as window title shading.):

PREFERENCE	LOCATION	DEFAULT
Font used for Finder views	Views Control Panel	Geneva 9
Icon Alignment Settings for Finder	Views Control Panel	Straight grid – “Always snap to grid” deselected
Icon List View Settings for Finder	Views Control Panel	Smallest icon; display sizes, kinds, labels, and dates; Deselect “Calculate Folder Sizes” and “Show Disk Info in Header”
Trash Can warning dialog	Setting in Get Info for the Trash Can	Warn before emptying

With the exception of virtual memory, these parameters may be reset by deleting the Finder Preferences file, which is located in the Preferences folder inside the System Folder. Since System 7 does not let this file be modified if it is on the start-up disk, you need to disable it instead. To do this, drag the Finder Preferences file out of the Preferences folder and restart the Macintosh. System 7 creates a new Finder Preferences with default values automatically. You may then delete the old Finder Preferences file.

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Where to Get Apple Remote Access CCL Scripts

By Dan Fitch

Several popular modem CCL scripts are included with the Apple Remote Access (ARA) installation disks. Modem vendors develop and support their own CCL scripts, and we have provided some with ARA for your convenience. Many modem vendors include ARA CCLs with their modems for their Macintosh customers. Others maintain up-to-date CCLs on their own BBSs and/or on-line services like America Online, CompuServe, and AppleLink.

If you can't find the CCL script for your modem, contact the modem vendor directly. Another place to look is user groups. You can also develop your own CCLs with tools from APDA, Apple's source for developer tools. Two toolkits are available:

- Apple Remote Access Modem Kit 2.0, which provides the tools and documentation you need to create modem connection scripts for ARA. Modem vendors, in-house developers, and other technical users can use this toolkit to write scripts for their particular modems or PBX systems.
- Apple Remote Access Developer's Toolkit v.2.0, which helps developers create products that make use of the AppleTalk Remote Access Protocol (ARAP). The toolkit includes the full protocol specifications for ARAP and complete documentation on the Remote Access application program interface. 🍏

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Note: The Virtual Memory, File Sharing, and Window Color settings are stored with their respective Control Panel files and cannot be reset using these methods. Virtual Memory and File Sharing can be temporarily disabled, however, by pressing the **Shift** Key while starting the Macintosh. Hold the key down until "Extensions Off" appears in the "Welcome to Macintosh" screen. 🍏

What are Those Strange Lines?

From the Technical Information Library

When you display a white or light background on some Apple color displays, you may notice a thin gray horizontal line or lines across the screen. These thin lines are supporting or stabilizing wires inside the CRT and are part of Sony's Trinitron CRT technology. These Apple displays include a Sony Trinitron CRT:

- 13-inch High Resolution RGB Monitor
- 14-inch Macintosh Color Display
- Multiple Scan 17 and 20 Displays
- Macintosh 16-inch Color Display
- Macintosh Color Classic
- AudioVision 14 Display
- Macintosh TV
- Macintosh LC 520, 550, 575
- Performa 550, 560, 575, 577, 578



Sony Trinitron CRTs have a specially constructed aperture grill which improves the CRT's convergence and produces a sharp and clear image. The aperture grill is a grid of vertical wires located just behind the CRT screen. These CRTs require a horizontal stabilizing wire or wires to help support the aperture grill. The supporting wires, which are thinner than a human hair, stabilize the aperture grill against shocks.

The Macintosh 13-inch Hi-Res RGB Monitor and 14-inch Macintosh Color Display have a single support wire across the bottom third of the display. The Macintosh 16-inch Color Display and the Multiple Scan 17 and 20 Displays have two support wires visible across the top and bottom thirds of the screen.

Note that these are not screen defects. Their presence cannot be adjusted out or eliminated by repairing or replacing modules in the display. 🍏

PowerBook Batteries

By Darren Conrad

This article provides specifications and part number information for batteries used in Macintosh PowerBook computers.

The PowerBook models use these battery types:

- Sealed lead acid (SLA)
- Nickel cadmium (NiCad)
- Nickel metal hydride (NiMH)

Improving Battery Performance


- When you replace used batteries, replace all the old ones with new ones. Mixing new and used batteries weakens the performance of the new ones. (If you are using rechargeable batteries, replace batteries that are running low with a complete set of fully charged batteries.
- Batteries work best when positive and negative contact surfaces are clean. If necessary, clean these surfaces by gently rubbing with a clean pencil eraser or cloth.

SYSTEM	BATTERY TYPE	AMPERE HOURS	FULLY CHARGED VOLTAGE	SERVICE P/N	MODEL NO.
Macintosh Portable	SLA	5.4	6.5 V	076-0376	M5137
PowerBook 100	SLA	2.3	6.0 V	661-0782	M3053
PowerBook 140/145/170	NiCad	2.5†	6.75 V	661-0754	M5417
PowerBook 145B	NiCad	2.8†	6.75 V	661-0789	M5653
PowerBook 160/165/180	NiCad	2.8†	6.75 V	661-0013	M5654
PowerBook 165c/180c	NiCad	2.9	6.75 V	661-0013	M5654
PowerBook 520, 520c	NiMH*	1.8	10.8 V	661-0055	M1906
PowerBook 540, 540c	NiMH*	1.8	10.8 V	661-0055	M1906
PowerBook Duo 210, 230	NiMH Type I	.95	13.5 V	661-1656	M7782
PowerBook Duo 250/270c	NiMH Type II	1.4	13.5 V	661-1735	M1499**
PowerBook Duo 280	NiMH Type II	1.4	13.5 V	661-1735	M1499**
PowerBook Duo 280c	NiMH Type II	1.6	13.5 V	661-0053	M1499**

Note: These notes apply to the symbols in the table.

† These systems are also compatible with Model No. M5654 2.9 Ah battery

* Uses PowerBook Intelligent Battery

** Type II and Type III batteries have the same model # M1499, but have "Type 2" or "Type 3" printed on them 

Apple Backup on Performas

From the Technical Information Library

Sometimes, after backing up your Performa's hard disk with Apple Backup, you may find that you need to restore the hard disk to its original state. If you try performing a Restore, and the Performa does not recognize your set of backup floppy disks, it doesn't mean that your backup is gone.

Why the Disks Aren't Being Recognized

Your backup floppy disks may have come preformatted for MS-DOS machines. However, your Macintosh Performa comes with a control panel called PC Exchange that lets you read and write to MS-DOS formatted disks. So, when you made your backup, the Performa was able to read the disk format and write your backup to it. But now, starting up from the Utilities disk, your backup floppy disks are not recognized because the PC Exchange control panel is not present.

Here are two different work-arounds that let you use your current backup. One tells how to create a new Utilities disk which contains PC Exchange, while the other describes how to restore from your backup after formatting your backup disks. There's also a section on reformatting your backup floppies if you do NOT need to restore from your MS-DOS disks.

Work-arounds

The first work-around is to put a copy of PC Exchange onto the Utilities disk, then use the backups you made to the MS-DOS disks. To do this, follow these steps:

STEP	ACTION
1	Make a copy of your Utilities disk. Drag every icon on the copy into the Trash, except the System Folder (including its contents) and Apple Restore.

STEP	ACTION
2	Copy the PC Exchange control panel from your Performa into the Control Panels folder of your Utilities disk copy.
3	Run Apple Restore from the copied Utilities disk as you normally would. You should be able to restore your backup from the MS-DOS formatted disks.

Another work-around is to remove the backup files from your disks, reformat the disks to Macintosh format, then copy the backup files back to the disks. To do this, follow these steps:

STEP	ACTION
1	Insert the first backup disk into your Performa, then open the PC floppy disk icon by double-clicking.
2	Drag the Apple Backup archive file from the floppy disk to your hard disk.
3	Re-initialize the disk to Macintosh format.
4	Drag the Apple Backup archive file from your hard disk to the floppy disk, then eject the floppy.
5	Repeat these steps for each of the MS-DOS formatted backup disk.
6	Remove the Apple Backup archive files from the hard disk by dragging them to the Trash.

If you have problems with either of these work-arounds, contact the Apple Assistance Center at 1-800-SOS-APPL (767-2775).

If you don't need to do a restore, then you can reformat the DOS disks by selecting Erase Disk from the Special Menu. If PC Exchange is loaded at the time, you are given an option of how you want the disks formatted. Choose the Macintosh disk option. If you have questions about using PC Exchange, read the [Macintosh PC Exchange User's Guide](#) that came with your computer. 🍏

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