



Keyboard Replacement Instructions

Be sure to follow the instructions in this sheet carefully. Failure to follow these instructions could result in damage to your equipment and may void your warranty.

Note: Written and video instructions covering customer-installable parts are available at <http://www.info.apple.com/installparts/>.

Tools Required

- coin
- #0 Phillips screwdriver
- 2.4 millimeter (mm) or 3/32-inch slotted (flat-blade) screwdriver (if keyboard is locked)
- small soft cloth (if an optional AirPort Card is installed)

Opening the Computer

1. Place your computer on a clean, flat surface.
2. Shut down your computer.

Warning: Always turn off your computer before opening its case to avoid damaging its internal components.

3. Disconnect the power cord and any other cables connected to the computer.
4. Close the computer, turn it over, and locate the battery latch. **(Figure 1)**

Warning: Removing the battery before shutting down your computer may result in data loss.

Use a coin to turn the battery latch 1/4 turn clockwise to unlock the battery. Gently remove the battery.

Removing the battery will prevent you from accidentally turning on the computer.

5. Turn over the computer.

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6. Raise the display so you can access the keyboard.

Warning: The internal components of your iBook may be hot. If you have been using your iBook, wait 30 minutes after shutting it down to let the internal components cool before continuing.

7. Make sure the keyboard locking screw, located in the small plastic tab to the left of the Num Lock key (**Figure 2**), is not in the locked position. Your iBook comes with the keyboard unlocked, so unless you or someone else locked the keyboard, you can skip this step.

To unlock the keyboard, turn the screw 1/2 turn.

8. Release the keyboard by pulling down on the keyboard release tabs (located to the left of the F1 and F12 keys) (**Figure 3**), then lift the top portion of the keyboard up slightly, and toward the display.
9. Flip the keyboard over and lay it on the palm rests and trackpad. (**Figure 4**)
10. Touch a metal surface on the inside of the computer to discharge any static electricity, as shown. (**Figure 5**)

Important: To avoid electrostatic discharge damage, always ground yourself by touching the computer's framework before you touch any parts or install any components inside the computer. To avoid static electricity building back up in your body, do not walk around the room until you have completed your installation and closed the computer.

11. If your computer has the optional AirPort Card installed, unlatch the flexible wire holder that secures the card. (**Figure 6**)

Use the pull-tab on the card to remove it from the slot. (You do not need to disconnect the antenna.)

To avoid scratching the computer's case, place a soft cloth between the AirPort Card and the surface of your iBook.

12. If an AirPort Card is not installed, unlatch the flexible wire holder to release the AirPort Card antenna cable.
13. Remove the screws that secure the RAM shield. (**Figure 7**)
14. Lift the RAM shield out of the computer. Carefully pulling up on the wire holder may help to remove the shield. (**Figure 8**)

Removing the Keyboard

1. Locate the keyboard cable connector. **(Figure 9)**
2. Pull up on the connector, from side to side if needed, to disconnect it from the computer.
3. Remove the keyboard.

Installing the Keyboard

1. Lay the replacement keyboard in the correct orientation over the keyboard opening, then flip it toward you and lay it face down on the palm rests and trackpad to expose its connector cable.
2. Firmly insert the keyboard cable connector into its connector on the computer.

Closing the Computer

1. Insert the RAM shield. **(Figure 10)**

Verify that the end of the wire of the wire holder (where it is attached to the RAM shield, on the keyboard side) does not catch on the side of the compartment. The screw holes on the shield and computer should align and the shield should lay uniformly flat.

Verify that the AirPort antenna cable routes through the notch in the RAM shield without pinching.

2. Replace the screws.
3. If you do not have an AirPort Card, flip down the wire holder over the AirPort Card antenna cable and secure it by inserting the prongs of the holder into the slots in the RAM shield. **(Figure 11)**
4. If you have an AirPort Card, gently slide it (with the AirPort ID number and bar code facing up) under the wire bracket and securely into the AirPort Card slot.
5. Use the wire holder to secure the AirPort Card in place by inserting its prongs into the slots in the RAM shield. **(Figure 12)**
6. Flip the keyboard back toward the keyboard opening in the case.
7. Hold the keyboard at a **45-degree angle** above the keyboard opening, and insert the tabs on the bottom edge of the keyboard into the slot under the edge of the opening. **(Figure 13)**

Important: Make sure that all the **tabs are seated** and that the **keyboard rests flush against the edge of the opening**.

8. Lay the keyboard flat into the keyboard opening.

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9. Pull down on the keyboard release tabs and then press down on the top portion of the keyboard. **(Figure 3)**
 10. Let go of the keyboard release tabs to secure the keyboard in place.
 11. Close the display and turn the iBook over.
 12. Replace the battery into the battery compartment. Hold the battery flush and use a coin to turn the latch counterclockwise 1/4 turn to lock the battery into place. **(Figure 14)**
 13. Turn your iBook over and open the display.
 14. Reconnect the power cord and any other cables that were connected and restart your computer.

Note: You may need to reset the date and time (using the Date & Time control panel).

Warning: Never turn on your computer until it is fully reassembled. Operating your computer with missing or unsecured parts can damage the computer or cause injury.

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Figure 1

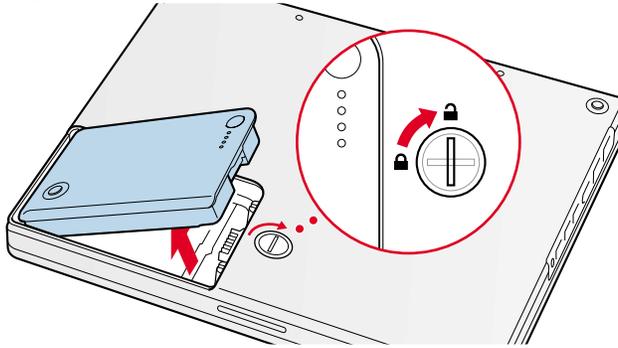


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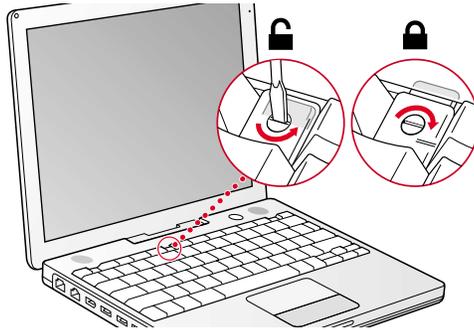


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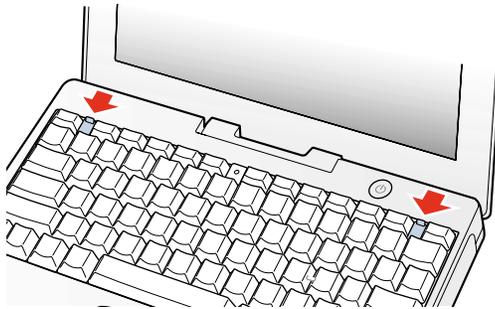


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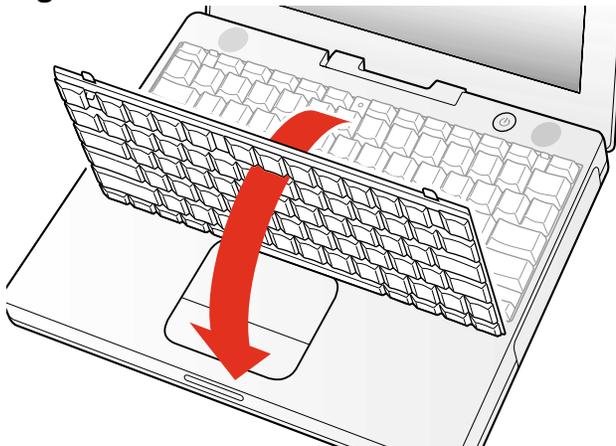


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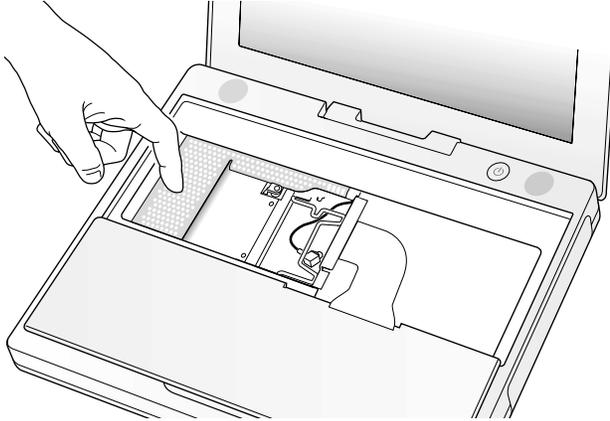


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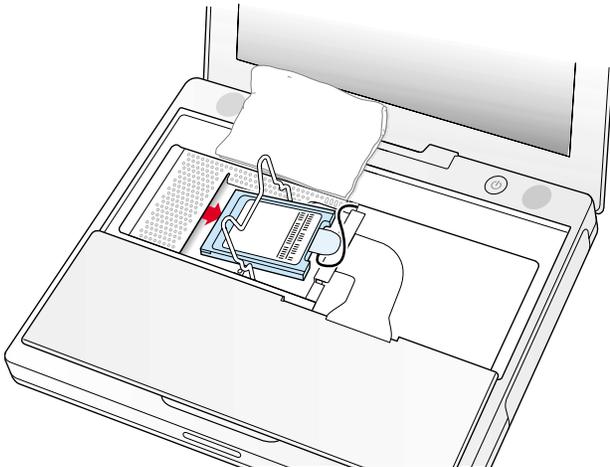


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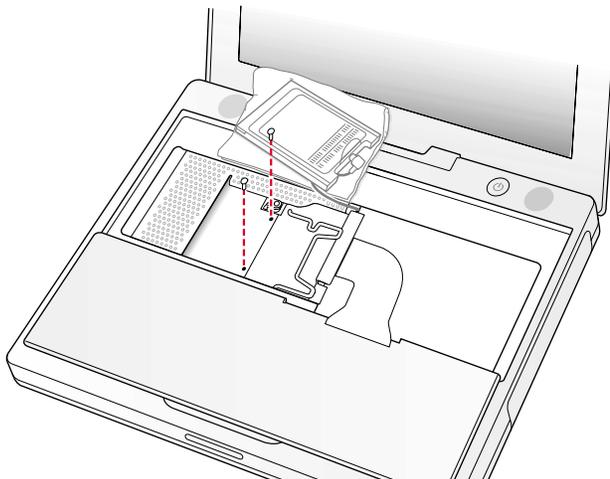


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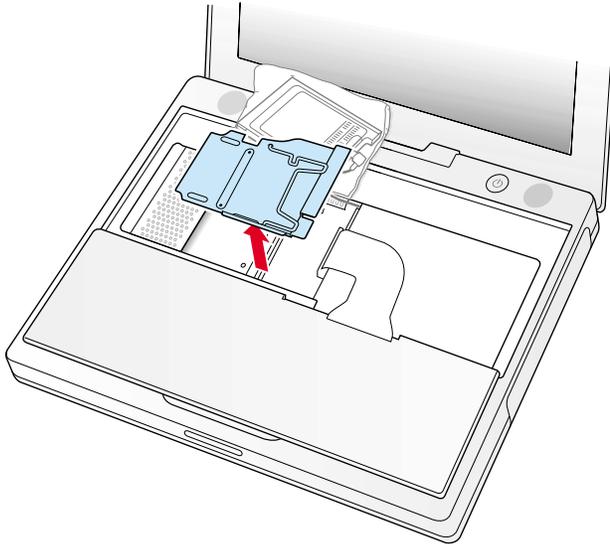


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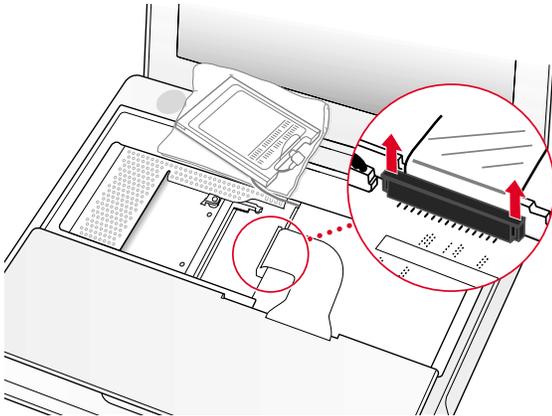


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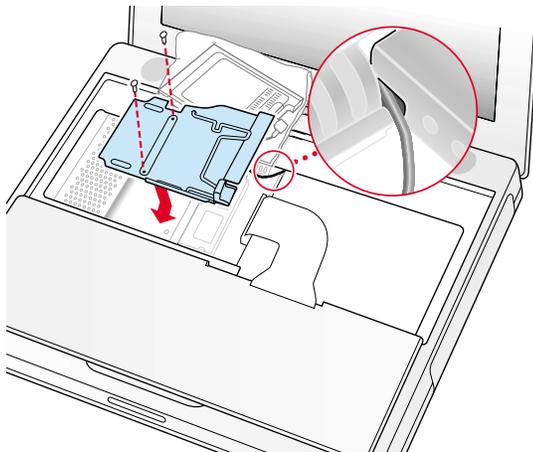


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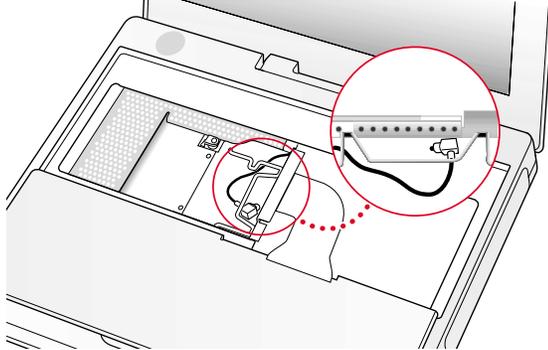


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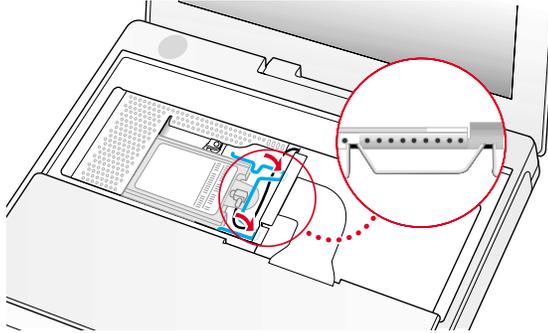


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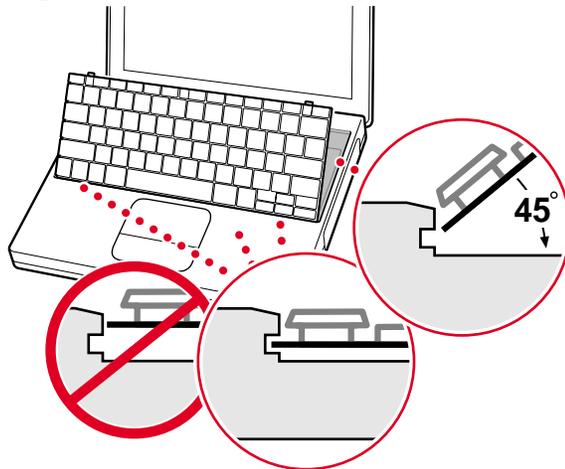
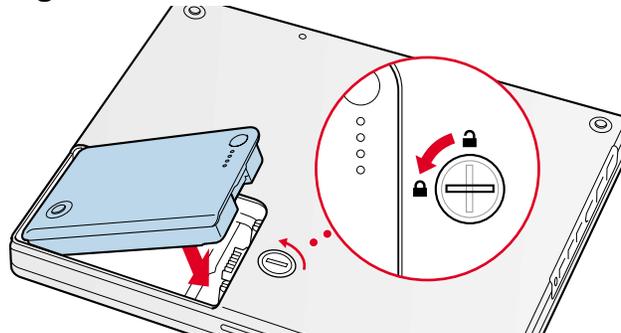


Figure 14



AirPort Card Replacement Instructions

Be sure to follow the instructions in this sheet carefully. Failure to follow these instructions could result in damage to your equipment and may void your warranty.

If you are adding an AirPort Card rather than replacing one, skip the section “Removing the AirPort Card.”

Note: Written and video instructions covering customer-installable parts are available at <http://www.info.apple.com/installparts/>.

Tools Required

- coin
- 2.4 millimeter (mm) or 3/32-inch slotted (flat-blade) screwdriver (if keyboard is locked)

Opening the Computer

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2. Shut down your computer.

Warning: Always turn off your computer before opening its case to avoid damaging its internal components.

3. Disconnect the power cord and any other cables connected to the computer.
4. Close the computer, turn it over, and locate the battery latch. **(Figure 1)**

Warning: Removing the battery before shutting down your computer may result in data loss.

Use a coin to turn the battery latch 1/4 turn clockwise to unlock the battery. Gently remove the battery.

Removing the battery will prevent you from accidentally turning on the computer.

5. Turn over the computer.

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6. Raise the display so you can access the keyboard.

Warning: The internal components of your iBook may be hot. If you have been using your iBook, wait 30 minutes after shutting it down to let the internal components cool before continuing.

7. Make sure the keyboard locking screw, located in the small plastic tab to the left of the Num Lock key (**Figure 2**), is not in the locked position. Your iBook comes with the keyboard unlocked, so unless you or someone else locked the keyboard, you can skip this step.

To unlock the keyboard, turn the screw 1/2 turn.

8. Release the keyboard by pulling down on the keyboard release tabs (located to the left of the F1 and F12 keys) (**Figure 3**), then lift the top portion of the keyboard up slightly, and toward the display.
9. Flip the keyboard over and lay it on the palm rests and trackpad. (**Figure 4**)
10. Touch a metal surface on the inside of the computer to discharge any static electricity, as shown. (**Figure 5**)

Important: To avoid electrostatic discharge damage, always ground yourself by touching the computer's framework before you touch any parts or install any components inside the computer. To avoid static electricity building back up in your body, do not walk around the room until you have completed the installation and closed the computer.

Removing the AirPort Card

1. Unlatch the flexible wire holder that secures the card. (**Figure 6**)
2. Use the pull-tab on the card to remove it from the slot.
3. Disconnect the antenna cable from the AirPort Card by pulling straight back on its connector.

Installing the AirPort Card

1. If the AirPort Card came with the AirPort adapter (**Figure 7**), remove the metal clip (A) and pull the AirPort Card (B) from the adapter (C). The adapter and metal clip are not used with your iBook.
2. Locate the AirPort antenna cable connector and plug it into the port (located just below the pull-tab) on the end of the AirPort Card. Make sure the connector is straight before inserting it into the card. (**Figure 8**)
3. To install the AirPort Card, gently slide it (with the AirPort ID number and bar code facing up) under the wire bracket and securely into the AirPort Card slot.
4. Use the wire holder to secure the AirPort Card in place by inserting its prongs into the slots in the RAM shield. (**Figure 9**)

Closing the Computer

1. Flip the keyboard back toward the keyboard opening in the case.
2. Hold the keyboard at a **45-degree angle** above the keyboard opening, and insert the tabs on the bottom edge of the keyboard into the slot under the edge of the opening. **(Figure 10)**

Important: Make sure that all the **tabs are seated** and that the **keyboard rests flush against the edge of the opening**.

3. Lay the keyboard flat into the keyboard opening.
4. Pull down on the keyboard release tabs and then press down on the top portion of the keyboard. **(Figure 3)**
5. Let go of the keyboard release tabs to secure the keyboard in place.
6. Close the display and turn the iBook over.
7. Replace the battery into the battery compartment. Hold the battery flush and use a coin to turn the latch counterclockwise 1/4 turn to lock the battery into place. **(Figure 11)**
8. Turn your iBook over and open the display.
9. Reconnect the power cord and any other cables that were connected and restart your computer.

Note: You may need to reset the date and time (using the Date & Time control panel).

Warning: Never turn on your computer until it is fully reassembled. Operating your computer with missing or unsecured parts can damage the computer or cause injury.

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Figure 1

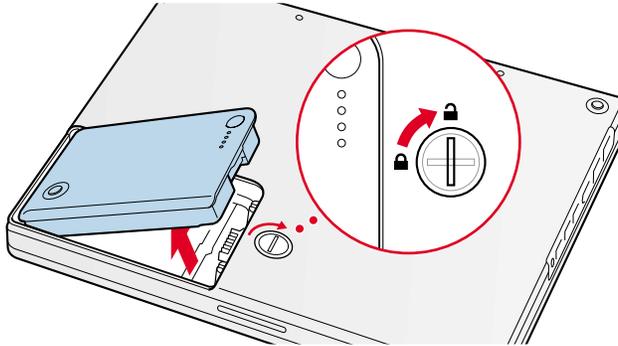


Figure 2

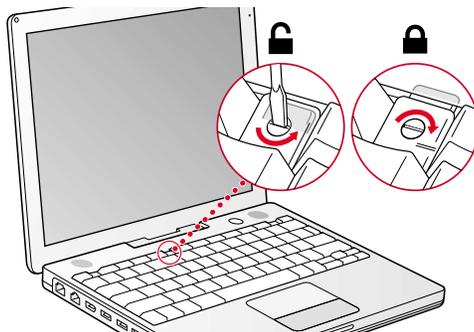


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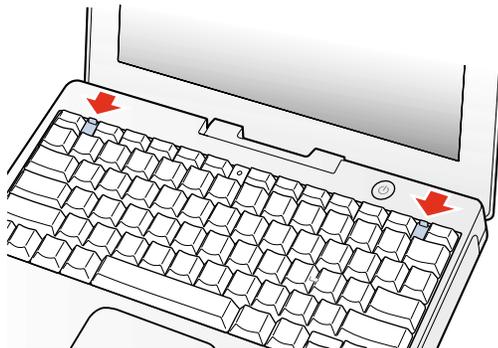


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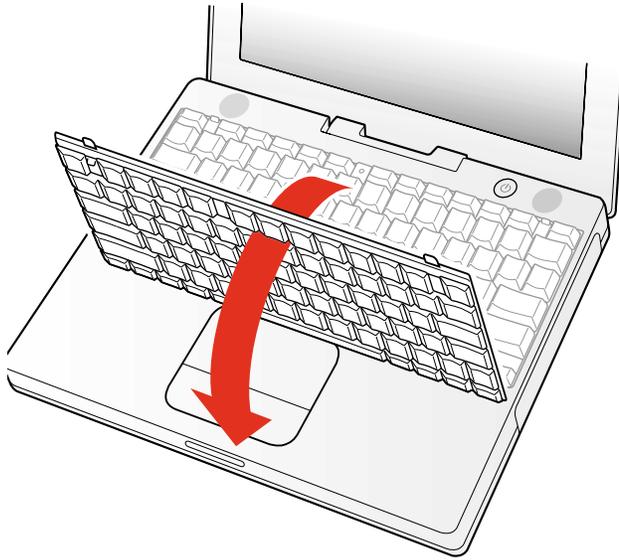


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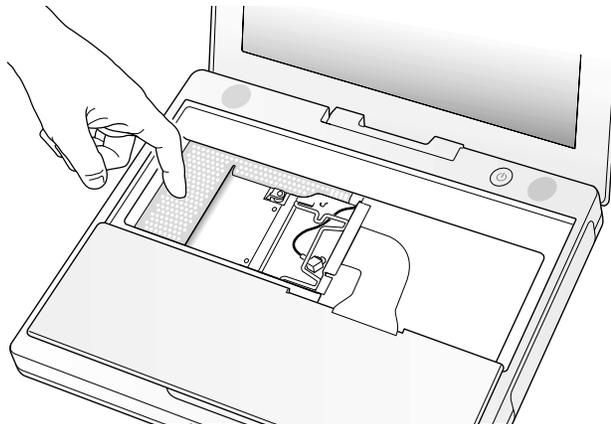


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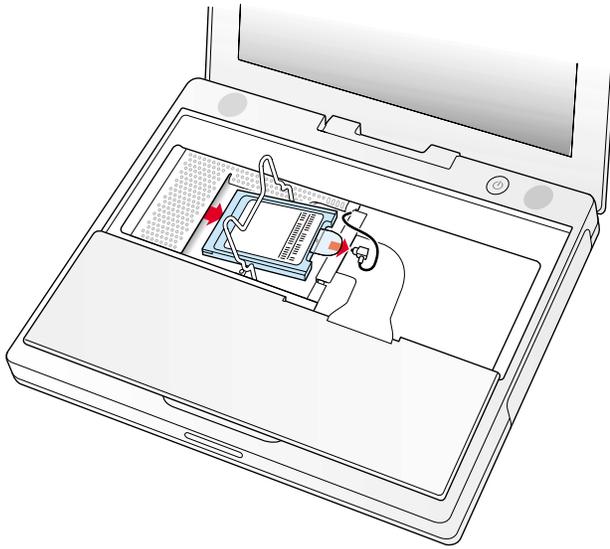


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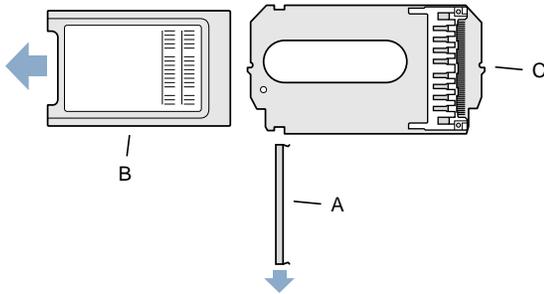


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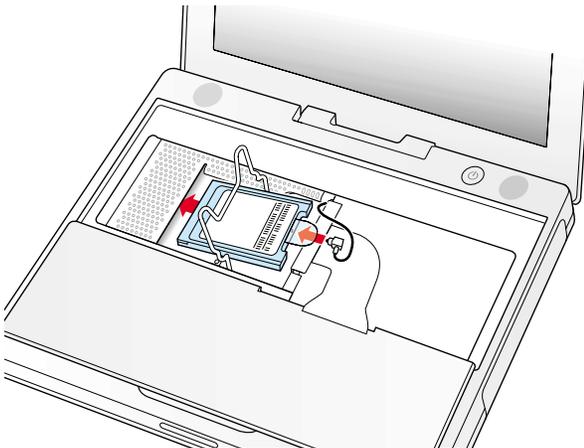


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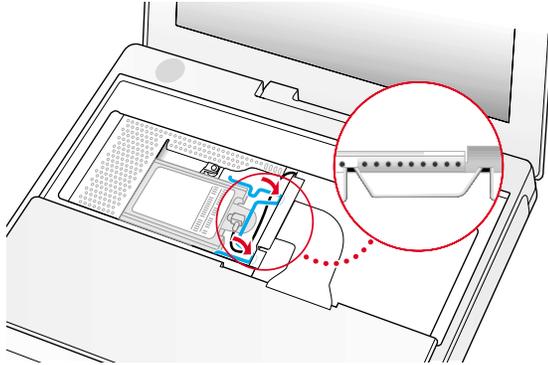


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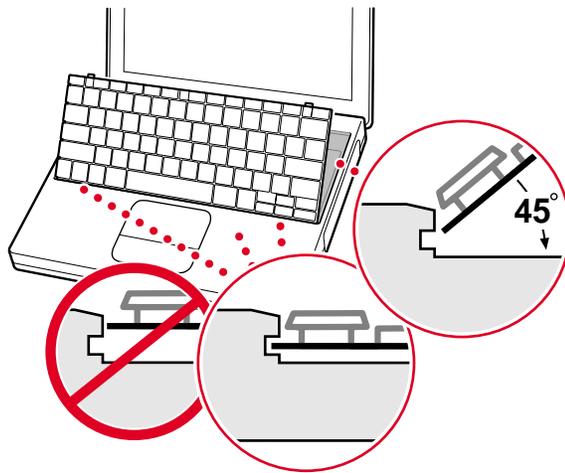
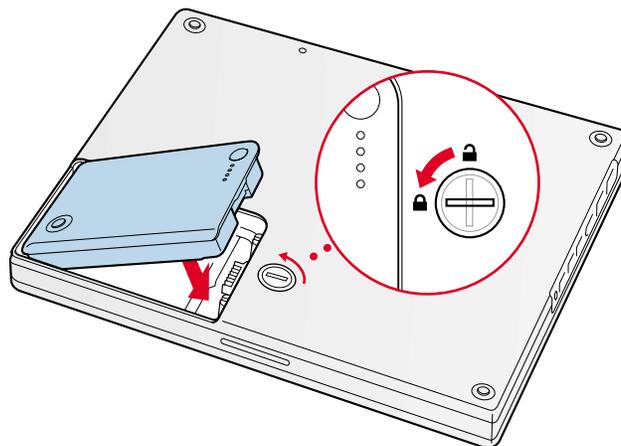


Figure 11



Memory (RAM) Replacement Instructions

Be sure to follow the instructions in this sheet carefully. Failure to follow these instructions could result in damage to your equipment and may void your warranty.

If you are adding memory rather than replacing it, skip the section “Removing the Memory Card.”

Warning: When removing or installing a memory card, do not touch its gold connectors. Handle the card only by the edges.

Note: Written and video instructions covering customer-installable parts are available at <http://www.info.apple.com/installparts/>.

Tools Required

- coin
- #0 Phillips screwdriver
- 2.4 millimeter (mm) or 3/32-inch slotted (flat-blade) screwdriver (if keyboard is locked)
- small soft cloth (if an optional AirPort Card is installed)

Opening the Computer

1. Place your computer on a clean, flat surface.
2. Shut down your computer.

Warning: Always turn off your computer before opening its case to avoid damaging its internal components.

3. Disconnect the power cord and other cables connected to the computer.
4. Close the computer, turn it over, and locate the battery latch. **(Figure 1)**

Warning: Removing the battery before shutting down your computer may result in data loss.

Use a coin to turn the battery latch 1/4 turn clockwise to unlock the battery. Gently remove the battery.

Removing the battery will prevent you from accidentally turning on the computer.

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5. Turn over the computer.
 6. Raise the display so you can access the keyboard.

Warning: The internal components of your iBook may be hot. If you have been using your iBook, wait 30 minutes after shutting it down to let the internal components cool before continuing.

7. Make sure the keyboard locking screw, located in the small plastic tab to the left of the Num Lock key (**Figure 2**), is not in the locked position. Your iBook comes with the keyboard unlocked, so unless you or someone else locked the keyboard, you can skip this step.

To unlock the keyboard, turn the screw 1/2 turn.

8. Release the keyboard by pulling down on the keyboard release tabs (located to the left of the F1 and F12 keys) (**Figure 3**), then lift the top portion of the keyboard up slightly, and toward the display.
9. Flip the keyboard over and lay it on the palm rests and trackpad. (**Figure 4**)
10. Touch a metal surface on the inside of the computer to discharge any static electricity, as shown. (**Figure 5**)

Important: To avoid electrostatic discharge damage, always ground yourself by touching the computer's framework before you touch any parts or install any components inside the computer. To avoid static electricity building back up in your body, do not walk around the room until you have completed your installation and closed the computer.

11. If your computer has the optional AirPort Card installed, unlatch the flexible wire holder that secures the card. (**Figure 6**)

Use the pull-tab on the card to remove it from the slot. (You do not need to disconnect the antenna.)

To avoid scratching the computer's case, place a soft cloth between the AirPort Card and the surface of your iBook.

12. If an AirPort Card is not installed, unlatch the flexible wire holder to release the AirPort Card antenna cable.
13. Remove the screws that secure the RAM shield. (**Figure 7**)
14. Lift the RAM shield out of the computer. Carefully pulling up on the wire holder may help to remove the shield. (**Figure 8**)

Removing the Memory Card

1. Touch a metal surface on the inside of the computer to discharge any static electricity built up on your body. (**Figure 5**)
2. Locate the RAM expansion slot.

3. Remove the existing memory card. **(Figure 9)**

Locate the brackets that secure the memory card on both sides. Carefully spread the brackets apart until the card releases on each side. Pull the card up and out.

Installing the Memory Card

1. Touch a metal surface on the inside of the computer to discharge any static electricity built up on your body. **(Figure 5)**
2. To install a memory card, line up the notch in the card with the small tab in the memory slot. Hold the card at a **30-degree angle**, then push the card into the slot until it is firmly seated. **(Figure 10)**

Note: If you feel resistance when inserting the card, try pushing one side at a time.

3. Gently push the top of the card down until the brackets snap onto both sides of the memory card to lock it into place. **(Figure 11)**

Closing the Computer

1. Insert the RAM shield. **(Figure 12)**

Verify that the end of the wire of the wire holder (where it is attached to the RAM shield, on the keyboard side) does not catch on the side of the compartment. The screw holes on the shield and computer should align and the shield should lay uniformly flat.

Verify that the AirPort antenna cable routes through the notch in the RAM shield without pinching.

2. Replace the screws.
3. If you do not have an AirPort Card, flip down the wire holder over the AirPort Card antenna cable and secure it by inserting the prongs of the holder into the slots in the RAM shield. **(Figure 13)**
4. If you have an AirPort Card, gently slide it (with the AirPort ID number and bar code facing up) under the wire bracket and securely into the AirPort Card slot.
5. Use the wire holder to secure the AirPort Card in place by inserting its prongs into the slots in the RAM shield. **(Figure 14)**
6. Flip the keyboard back toward the keyboard opening in the case.
7. Hold the keyboard at a **45-degree angle** above the keyboard opening, and insert the tabs on the bottom edge of the keyboard into the slot under the edge of the opening.

Important: Make sure that all the **tabs are seated** and that the **keyboard rests flush against the edge of the opening**. **(Figure 15)**

8. Lay the keyboard flat into the keyboard opening.

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9. Pull down on the keyboard release tabs and then press down on the top portion of the keyboard. **(Figure 3)**
 10. Let go of the keyboard release tabs to secure the keyboard in place.
 11. Close the display and turn the iBook over.
 12. Replace the battery into the battery compartment. Hold the battery flush and use a coin to turn the latch counterclockwise 1/4 turn to lock the battery into place. **(Figure 16)**
 13. Turn your iBook over and open the display.
 14. Reconnect the power cord and any other cables that were connected and restart your computer.

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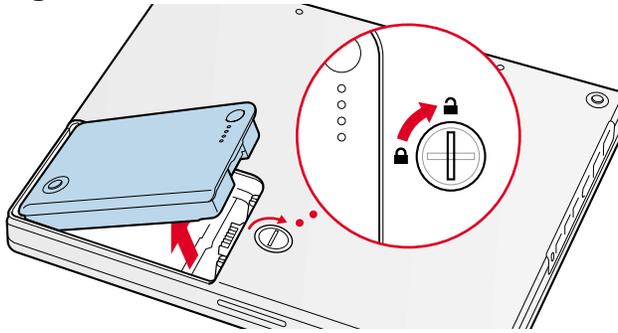


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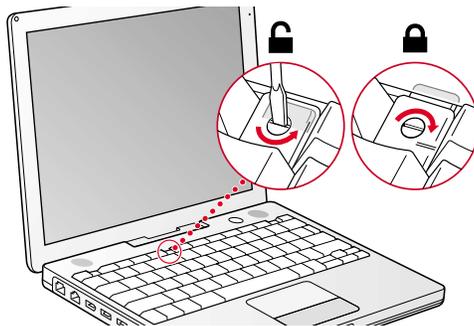


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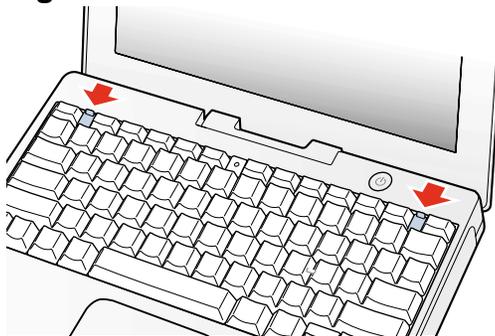


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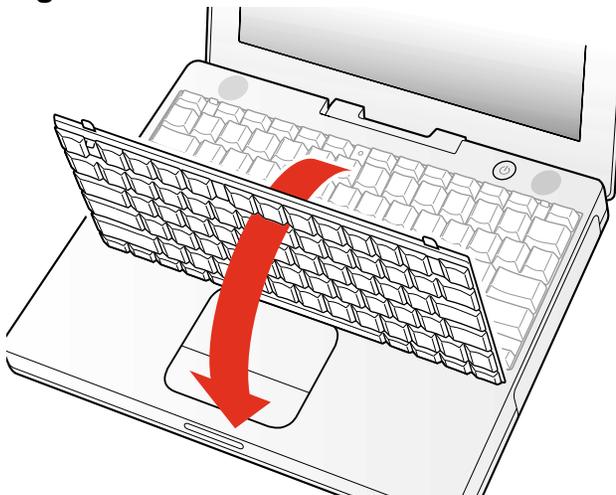


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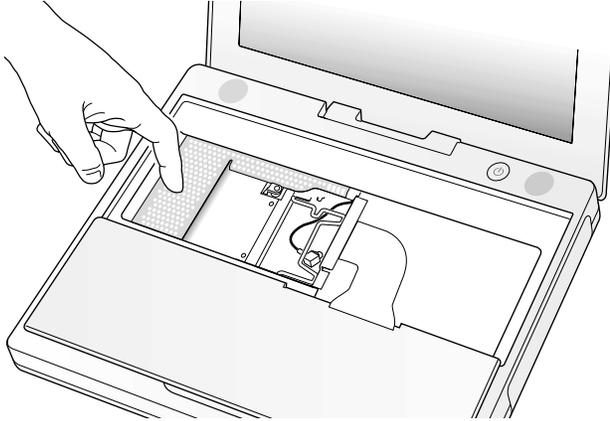


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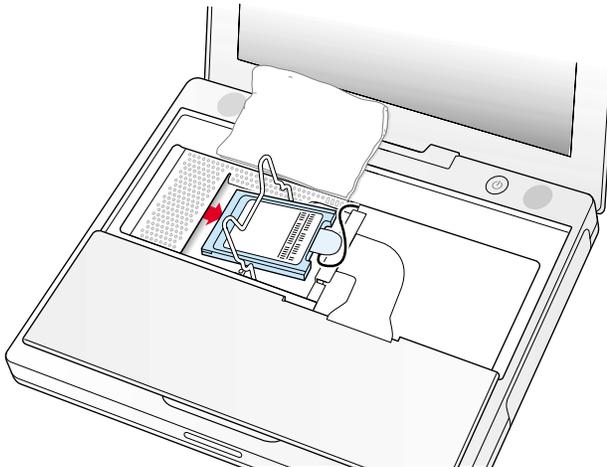


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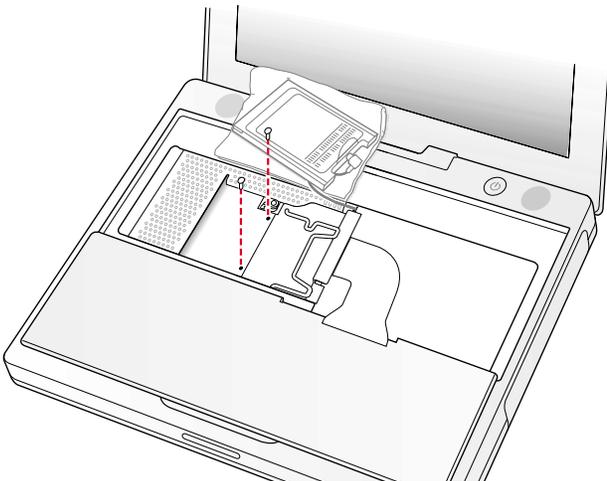


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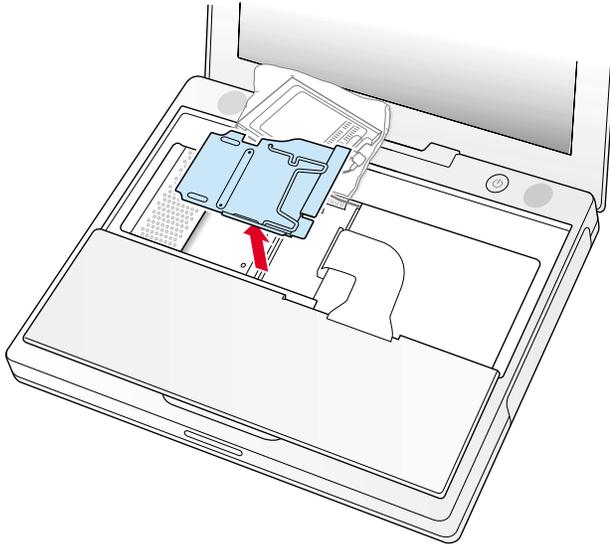


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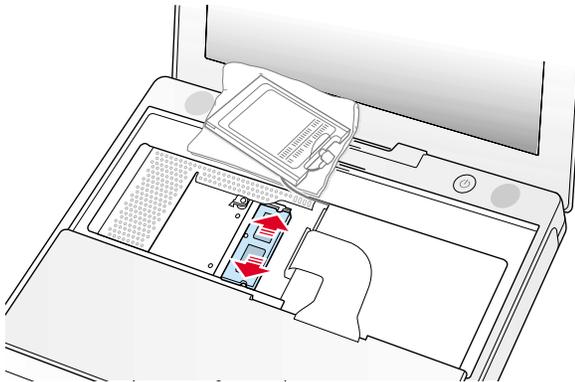


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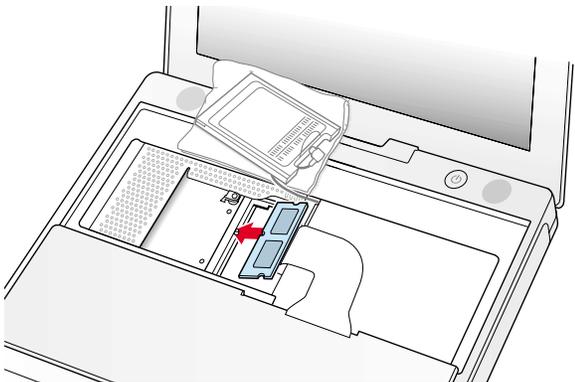


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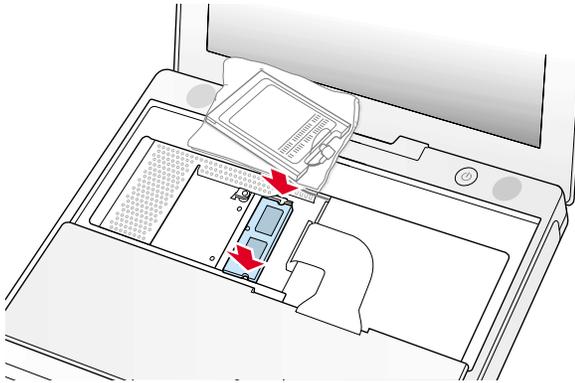


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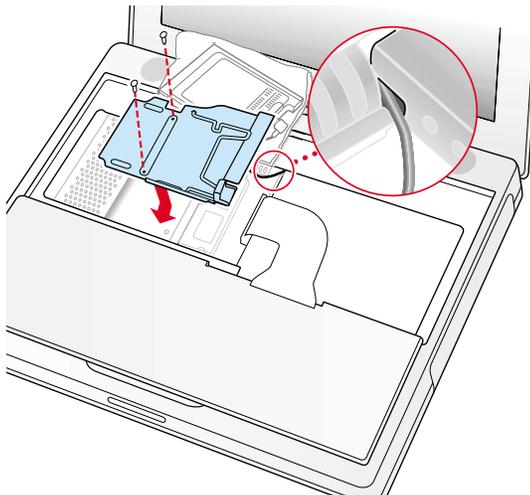


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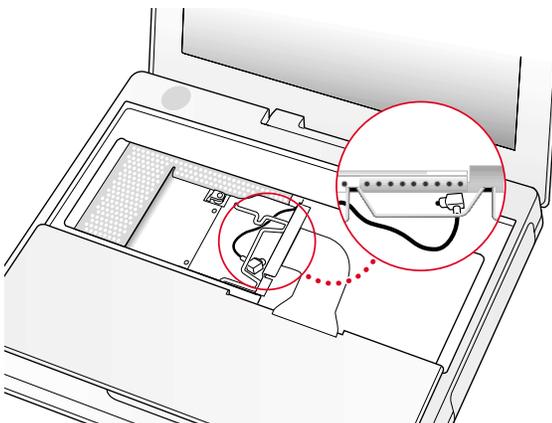


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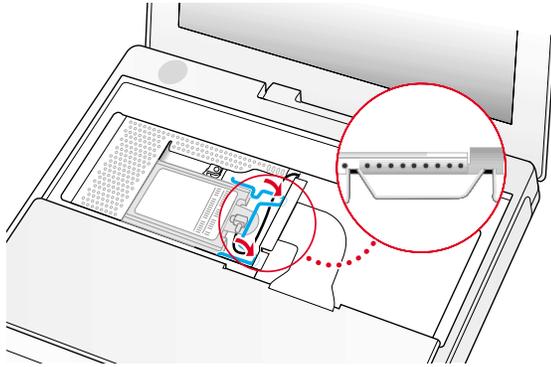


Figure 15

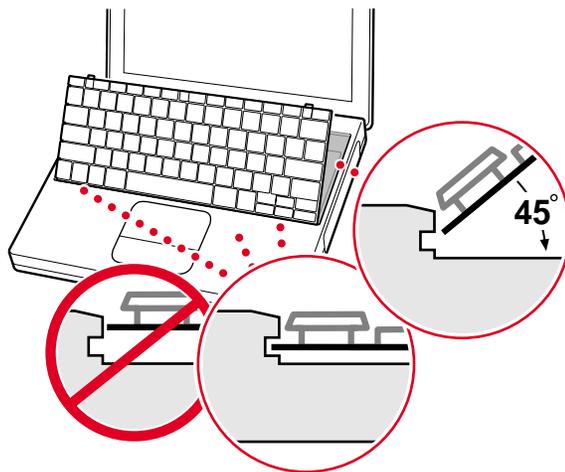
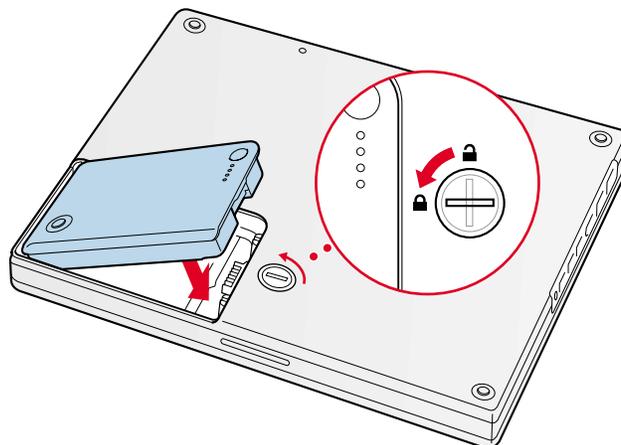


Figure 16





Bottom Case Replacement Instructions

The following instructions explain how to replace the bottom case on the iBook (Dual USB) computer.

Tools

This procedure requires the following tools:

- Soft cloth
- Torx T8 screwdriver
- Black stick (or other nonconductive nylon or plastic tool)
- #0 Phillips screwdriver

Preliminary Steps

Before you begin, remove the battery.

Procedure

1. Place the computer upside down on a soft cloth.

-
2. **Important:** To avoid damaging the case, be careful that the screwdriver tip does not slip out of the screw head during removal.

Remove the three screws.



3. Using a black stick, peel up the three rubber feet from the metal sockets.

Note: When reassembling the computer, do not reuse the feet. Install three new rubber feet.



4. Remove the three Phillips screws from the metal sockets.
5. Use a black stick to lift out the metal sockets.

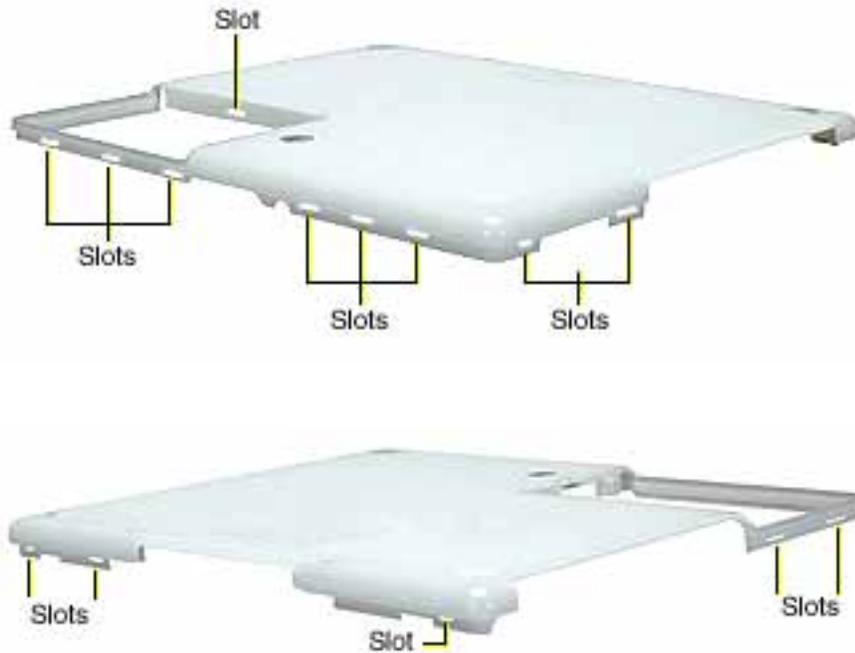
Note: When reassembling the computer, note that the metal sockets are keyed. Rotate them until they sit flat against the bottom case.



6. Remove the two Phillips screws next to the battery connector.



- Note the locations of the slots on the bottom case. The computer frame has tabs that fit into slots within the bottom case (six tabs in front; two on each side; three in back). When using a black stick to pry off the bottom case, it helps to know where the slots are as you free the tabs from the slots.



- In the battery compartment, lift up the corner of the bottom case, and use a black stick to gently pry up the slot from the inner tabs on the frame.



9. Starting at the battery compartment, use a black stick to carefully pry up the bottom case from the computer.

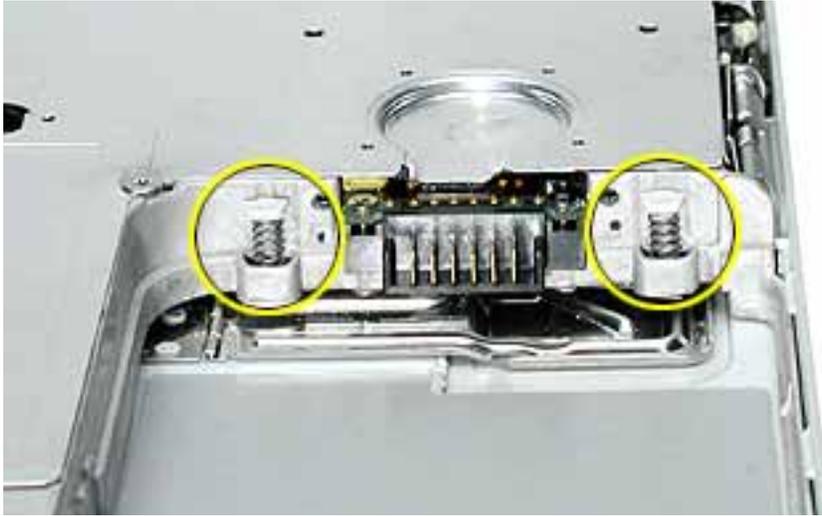


10. The bottom case fits snugly. Use moderate force to remove the remaining tabs from the slots.
11. When all tabs have been freed from the slots, lift up the bottom case.

Note: When reassembling the computer, be careful not to pinch any cables as you press the bottom case back onto the computer. Check that the bottom case shows no raised surfaces and is fully snapped into place before installing the remaining screws, sockets, and feet.



12. If you are replacing any additional parts at this time, remove the two springs from the battery compartment so they do not fall out and get lost.



Note: When reassembling the computer, make sure that the two springs in the battery connector are in place before installing the bottom case. Each spring has a plastic cap on one end. The cap should fit securely on the spring, and the curved side of the cap should be positioned against the inner frame.

13. Install the replacement bottom case, and reassemble and test the computer.

Bottom Shield Replacement Instructions

The following instructions explain how to replace the bottom shield in the iBook (Dual USB) computer.

Tools

- Soft cloth
- #0 Phillips screwdriver
- Black stick (or other nonconductive nylon or plastic tool)

Note: To organize the screws you remove from the computer, use a tray with divided compartments (such as a plastic ice cube tray).

Preliminary Steps

Before you begin, remove the following:

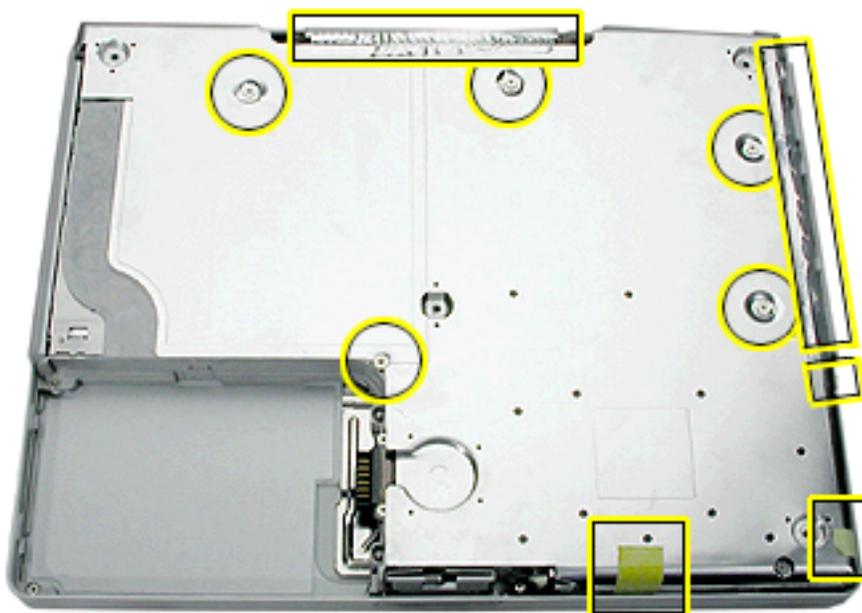
- Battery
- Bottom case

Procedure

1. With the computer on a soft cloth, remove the five identical Phillips screws from the bottom case.
2. Peel up, but do not remove, the three pieces of yellow tape.

Note: When reassembling the computer, reuse the tape to secure the replacement bottom shield.

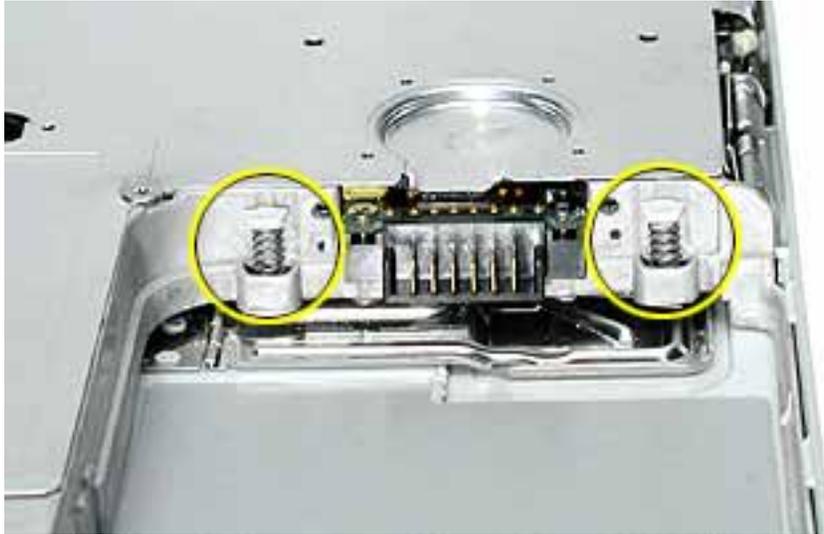
3. Using a black stick, peel up—but do not remove—the two strips of foil tape from the bottom shield.



4. **Warning: Do not bend the bottom shield.** Lift the bottom shield off the computer, being careful where it might catch on the tape.



-
5. **Note:** The two springs in the battery connector can become loose. When reassembling the computer, make sure that the two springs in the battery connector are in place before installing the bottom case. Each spring might have grease on the coils, and each has a plastic cap on one end. Make sure the cap fits securely on the spring, and the curved side of the cap is positioned against the inner frame.



6. Install the replacement bottom shield, and reassemble and test the computer.

Fan Replacement Instructions

The following instructions explain how to replace the fan in the iBook (Dual USB) computer.

Tools

- Soft cloth
- #0 Phillips screwdriver
- Black stick (or other nonconductive nylon or plastic tool)

Preliminary Steps

Before you begin, remove the following:

- Battery
- Bottom case
- Bottom shield

Procedure

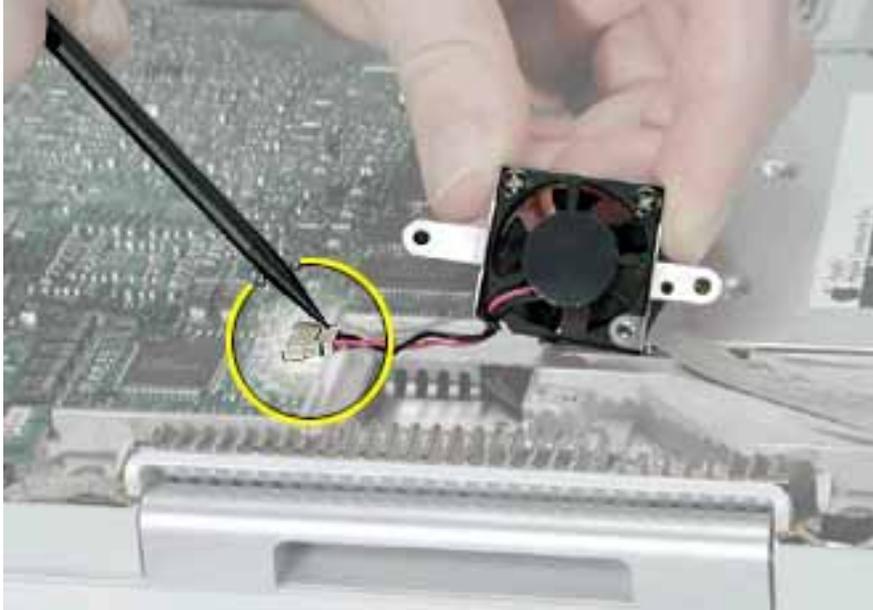
1. With the computer on a soft cloth, remove the single screw from the fan bracket.

Note: Reserve the screw for the replacement fan.



- Lift the fan and bracket from the computer, and use a black stick to disconnect the connector from the logic board.

Note: When reassembling the computer, tuck in the cable underneath the replacement fan bracket.



- Install the replacement fan, and reassemble and test the computer.

Top Case Replacement Instructions

The following instructions explain how to replace the top case on the iBook (Dual USB) computer.

Tools

This procedure requires the following tools:

- Soft cloth
- Black stick (or other nonconductive nylon or plastic tool)
- #0 Phillips screwdriver
- Metal paper clip

Note: To organize the screws you remove from the computer, use a tray with divided compartments (such as a plastic ice cube tray).

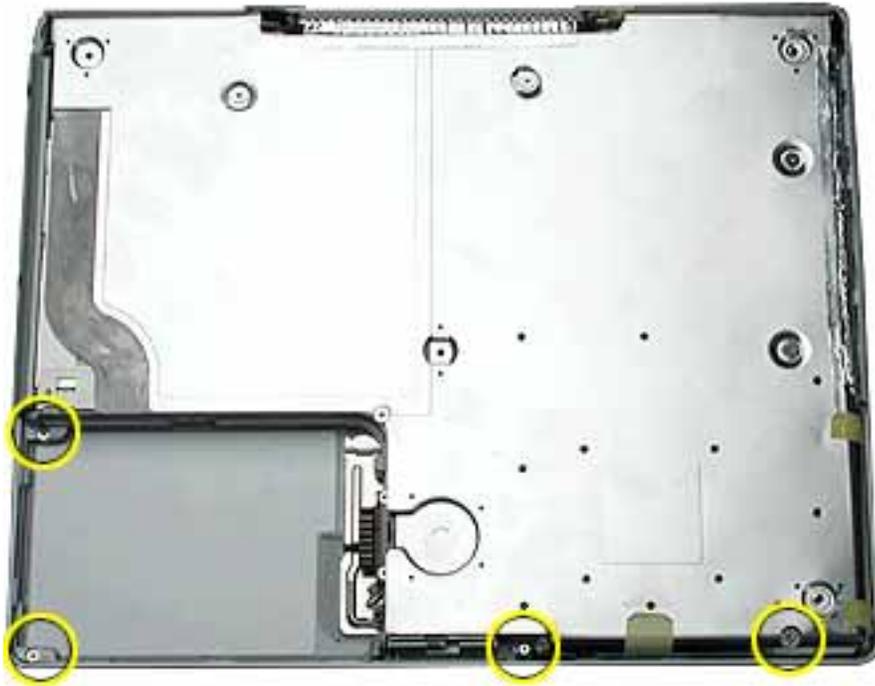
Preliminary Steps

Before you begin, remove the following:

- Battery
- Keyboard
- AirPort Card
- Bottom case

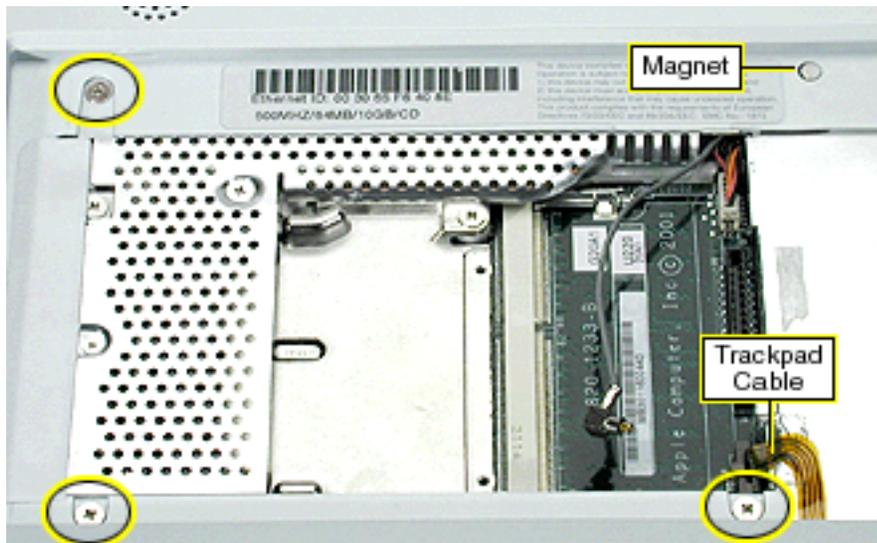
Procedure

1. With the computer on a soft cloth and the bottom shield facing up, remove four screws, as shown.



2. Turn over the computer. Using a black stick, pry up the sides of the trackpad cable connector to release the trackpad cable.
3. Remove the three identical screws from the keyboard well.
4. Using a black stick, pry up the magnet. Then remove the screw beneath it.

Note: When reassembling the computer, note that the screw beneath the magnet is smaller than the other three screws. Be sure to install the magnet over the screw.



5. Peel up the speaker wire tape, but make sure that the speaker wire beneath it remains in place. Set aside the speaker wire tape.

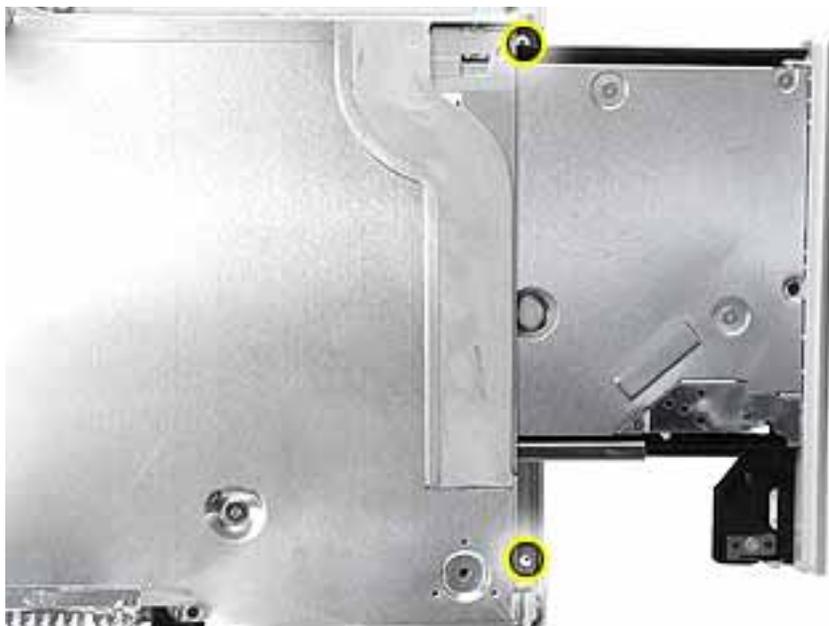
Note: When reassembling the computer, reuse the speaker wire tape.



- Using a straightened paper clip, open the optical drive.



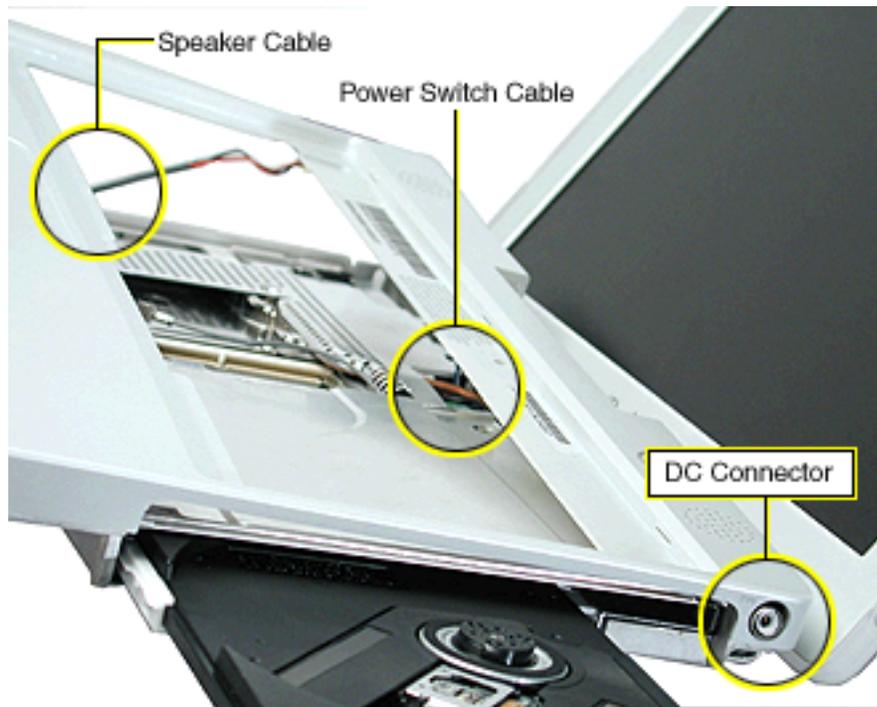
- Turn over the computer, and remove the small screw near the DC connector.
- Completely slide out the optical drive tray, and then slide in the side rail until you can access the small screw above the drive. Remove the screw.



9. **Warning:** When performing this step, make sure the speaker cable and power switch cable are not strained.

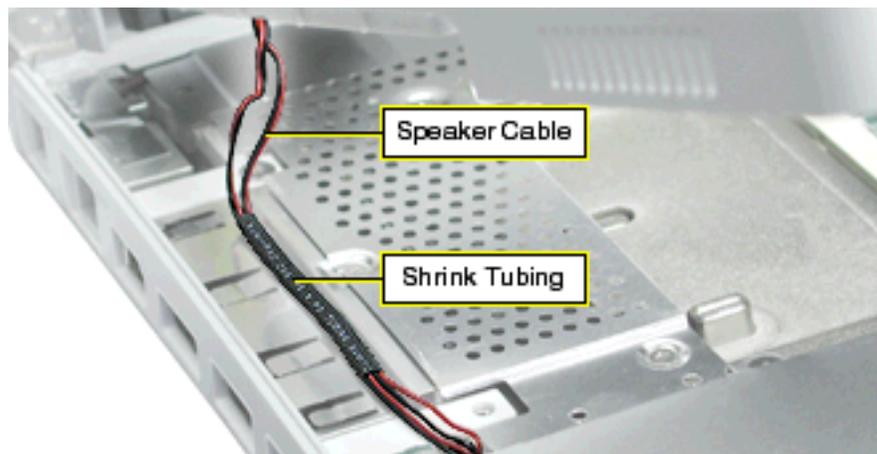
Starting near the speaker end of the top case, lift up the top case near the keyboard well. Tilt the top case so that it clears the DC connector.

Tilt the top case up away from the computer latch, and use a black stick to separate the top case from the battery compartment.

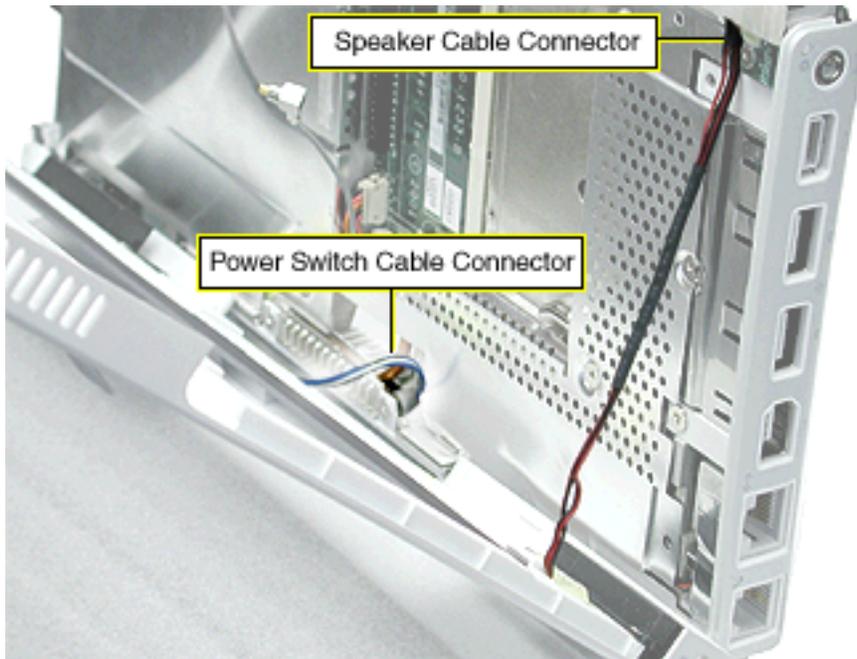


10. With the top case loosened, note how the speaker cable is routed.

Note: When reassembling the computer, ensure that the shrink tubing section of the speaker cable sticks to the top shield and is routed as shown.



11. Disconnect the power switch cable connector from the logic board.
12. Disconnect the speaker cable connector from the logic board.



13. Remove the top case from the computer.

Note: When installing the replacement top case, make sure you attach the case over the DC connector first. Then connect the power switch cable connector followed by the speaker cable connector. Do not strain the cables.

14. Install the replacement top case, and reassemble and test the computer.

Warning: When reassembling the computer, be careful not to pinch any cables as you press the top case back onto the computer. Check that the top case shows no raised surfaces and is fully snapped into place before installing the remaining screws.

Top Shield Replacement Instructions

The following instructions explain how to replace the top shield in the iBook (Dual USB) computer.

Tools

- Soft cloth
- #0 Phillips screwdriver
- Black stick (or other nonconductive nylon or plastic tool)

Note: To organize the screws you remove from the computer, use a tray with divided compartments (such as a plastic ice cube tray).

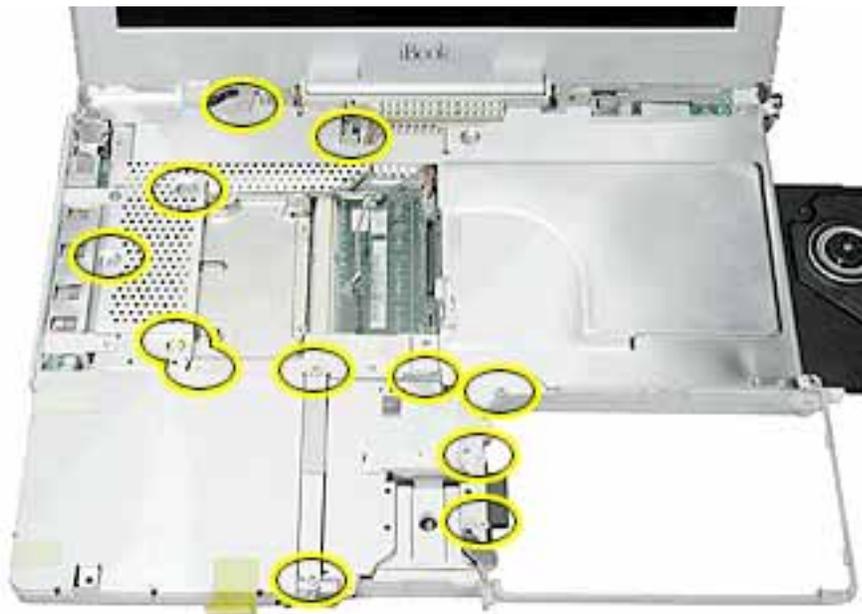
Preliminary Steps

Before you begin, remove the following:

- Battery
- Bottom case
- Keyboard
- Airport Card
- Top case

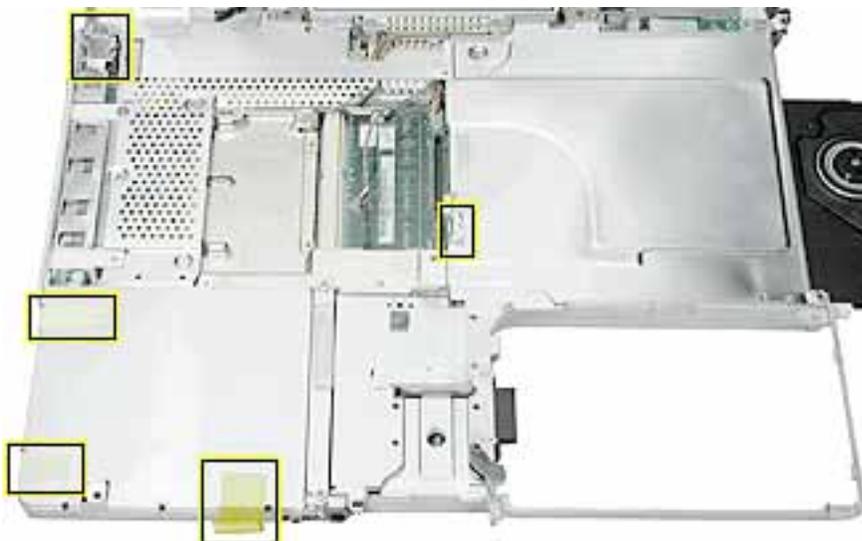
Procedure

1. With the computer on a soft cloth, remove the 12 Phillips screws:
 - five large identical screws
 - one medium-sized screw
 - five small identical screws
 - one tiny screw

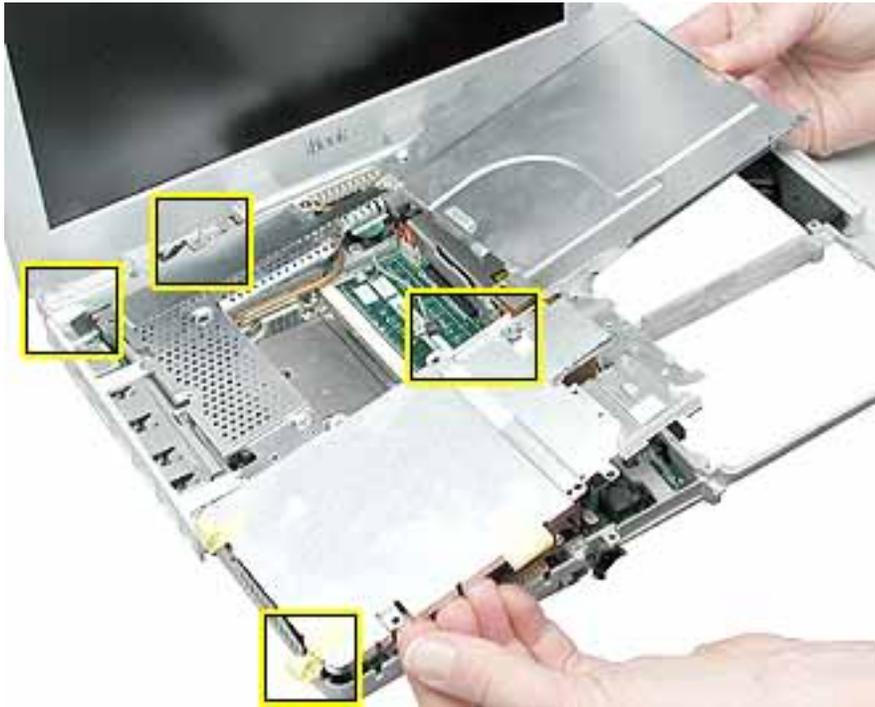


2. Using a black stick, carefully peel up, but do not remove, the two foil strips and three pieces of tape.

Note: When reassembling the computer, reuse the foil and tape to secure the replacement top shield.



3. **Warning: Do not bend the top shield.** Lift the top shield off the computer, being careful where it might catch on the highlighted areas shown.



4. Install the replacement top shield, and reassemble and test the computer.

I/O Bezel Replacement Instructions

The following instructions explain how to replace the I/O bezel in the iBook (Dual USB) computer.

Tools

- Soft cloth
- #0 Phillips screwdriver
- Black stick (or other nonconductive nylon or plastic tool)

Preliminary Steps

Before you begin, remove the following:

- Battery
- Bottom case
- Bottom shield
- Keyboard
- Airport Card
- Top case

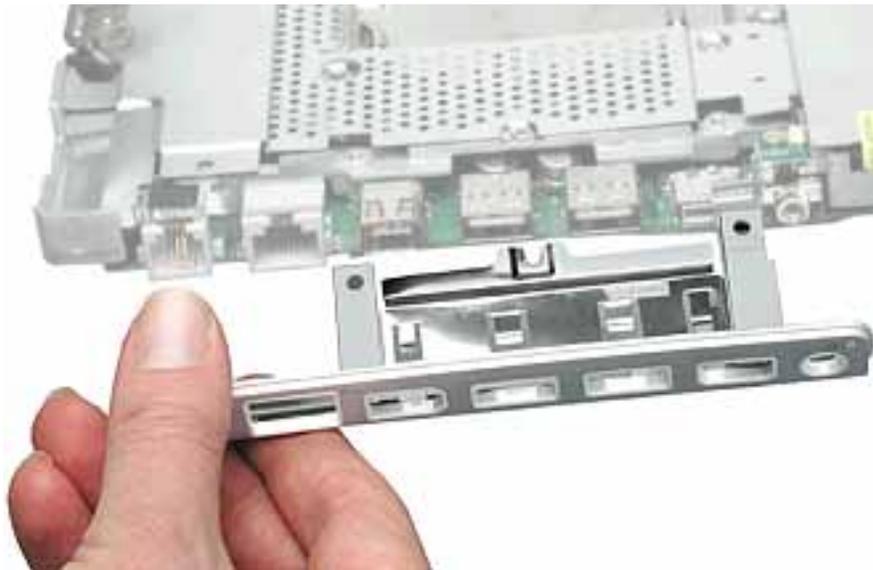
Procedure

1. With the computer on a soft cloth, remove the two screws from the I/O bezel.



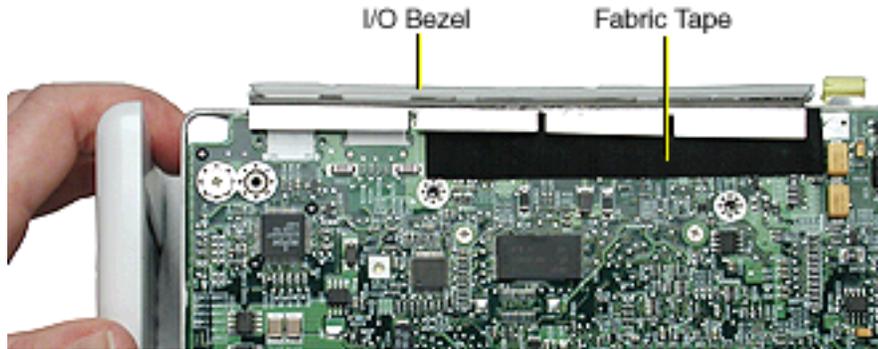
2. Tilt down the I/O bezel and remove it from the computer frame.

Note: When reassembling the computer, make sure that the I/O bezel is level and fits over all ports.



3. Install the replacement I/O bezel, and reassemble and test the computer.

Note: When installing the replacement I/O bezel, make sure the bezel shield fits over the fabric tape on the underside of the logic board, as shown below.



Hard Drive Replacement Instructions

The following instructions explain how to replace the hard drive in the iBook (Dual USB) computer.

Tools

- Soft cloth
- Black stick (or other nonconductive nylon or plastic tool)
- Torx T8 screwdriver

Note: To organize the screws you remove from the computer, use a tray with divided compartments (such as a plastic ice cube tray).

Preliminary Steps

Before you begin, remove the following:

- Battery
- Bottom case
- Keyboard
- Airport Card
- Top case
- Top shield

Procedure

1. With the computer on a soft cloth, note the location of the hard drive and how the ribbon cable is routed.
2. **Warning: If the ribbon cable connector is pulled up unevenly, some connector pins could become bent and damaged.**

Using even force, pull the looped handle straight up to disconnect the ribbon cable from the connector at the side of the hard drive.

Note: When installing the ribbon cable at the side of the replacement drive, this connector is labeled "TO MAIN BOARD" on the ribbon cable.



3. Lift up the fabric tape to release the microphone cable.

Note: When reassembling the computer, reuse the tape to secure the microphone cable to the replacement drive.



4. From the corner bracket, tilt up the hard drive, and slide it out from under the microphone cable.



-
5. **Warning:** Handle the hard drive at the sides only. Do not touch or press anywhere else on the drive.

Warning: If the ribbon cable connector is pulled out unevenly, some connector pins could become bent and damaged.

Using even force, pull the looped handle to disconnect the ribbon cable from the connector on the end of the hard drive.

Note: When installing the ribbon cable to the end of the replacement drive, this connector is labeled "TO HDD" on the ribbon cable.



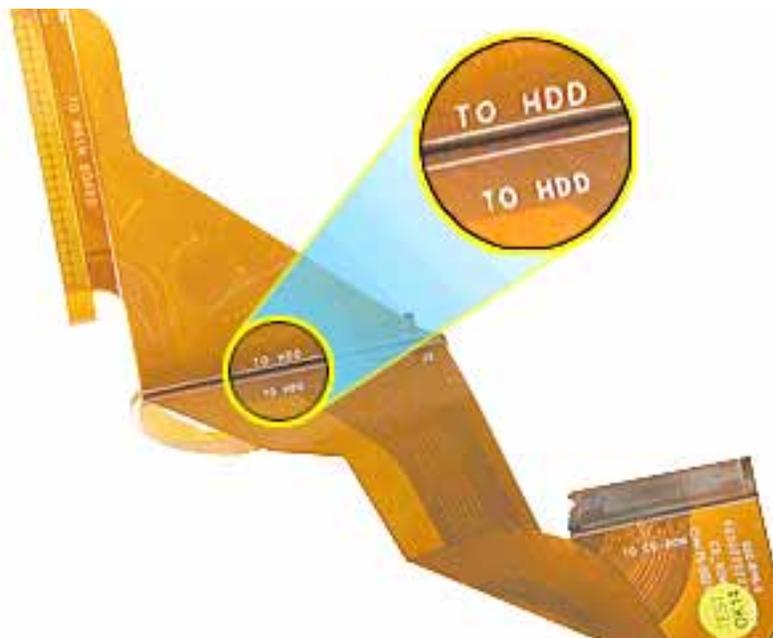
6. Holding the drive by the corners as shown, pull off the side rails (with grommets attached).

Note: When reassembling the computer, transfer the side brackets (including the grommets) to the replacement hard drive so the grommets fit over the screw heads.



7. Install the replacement hard drive, and reassemble and test the computer.

Note: Each connector on the ribbon cable is labeled for reinstallation.



Modem Replacement Instructions

The following instructions explain how to replace the modem in the iBook (Dual USB) computer.

Tools

- Soft cloth
- #0 Phillips screwdriver
- Black stick (or other nonconductive nylon or plastic tool)

Preliminary Steps

Before you begin, remove the following:

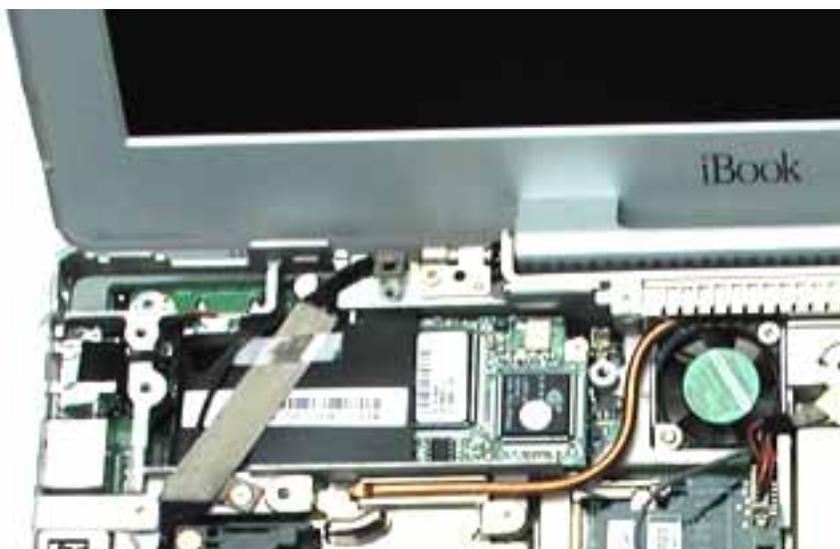
- Battery
- Bottom case
- Keyboard
- Airport Card
- Top case
- Top shield

Procedure

1. **Warning:** When removing the modem, be careful not to strain the cable.

With the computer on a soft cloth, note the routing of the LVDS (low voltage data signal) cable that is taped to the modem sleeve.

Without straining the LVDS cable, peel off the clear tape and carefully move the cable aside.



2. **Important:** Although the image below shows the LVDS cable removed, do not strain or remove the cable.

With the computer on a soft cloth, remove the two screws from the modem.

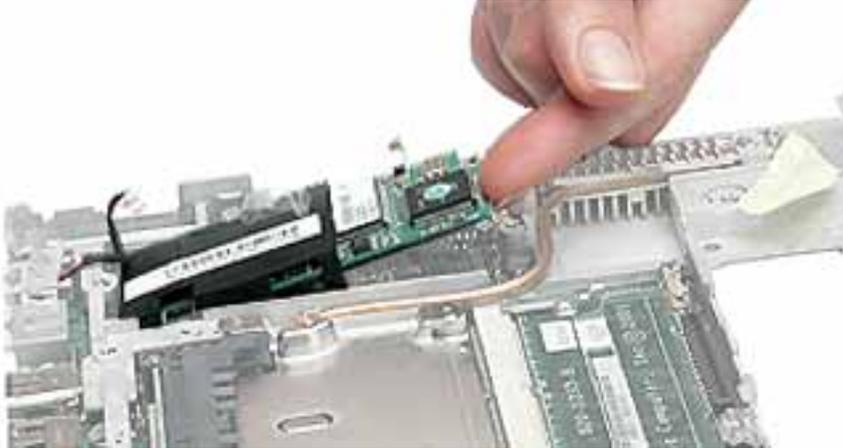


-
3. **Important:** Although the image below shows the LVDS cable removed, do not strain or remove the cable.

Tilt up the end of the modem to disconnect it from the logic board.

4. Disconnect the 2-pin connector cable from the modem, and remove the modem from the computer.

Note: When reassembling the computer, reuse the tape that secures the flat LVDS cable to the modem sleeve. (Refer to the Display Module procedure.)



5. Install the replacement modem, and reassemble and test the computer.

Display Module Replacement Instructions

The following instructions explain how to replace the display module in the iBook (Dual USB) computer.

Tools

- Soft cloth
- #0 Phillips screwdriver
- Black stick (or other nonconductive nylon or plastic tool)

Note: To organize the screws you remove from the computer, use a tray with divided compartments (such as a plastic ice cube tray).

Preliminary Steps

Before you begin, remove the following:

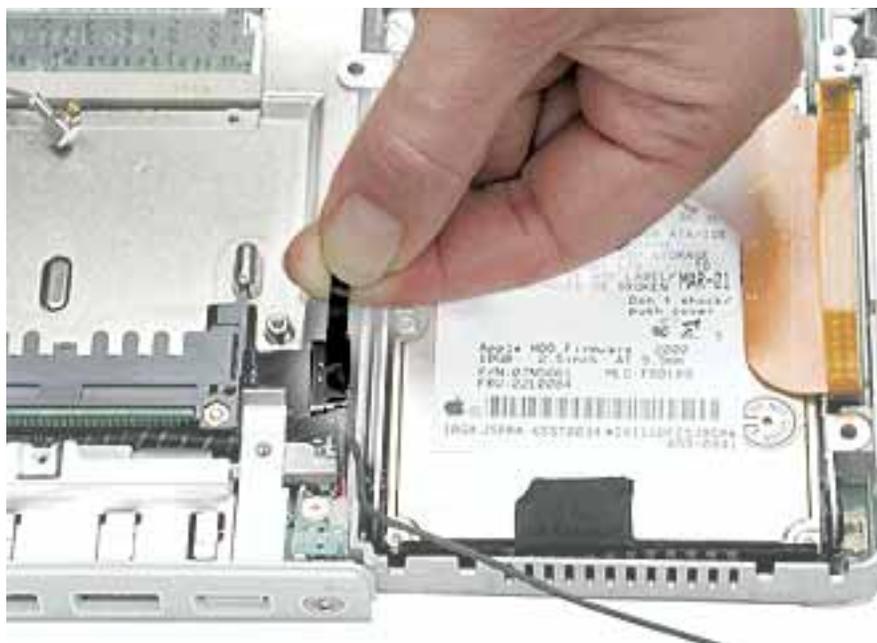
- Battery
- Bottom case
- Keyboard
- Airport Card
- Top case
- Top shield

Procedure

1. With the computer on a soft cloth, note the routing of the black microphone cable. Disconnect the microphone cable from the logic board and release the cable from the black fabric tape on the hard drive.



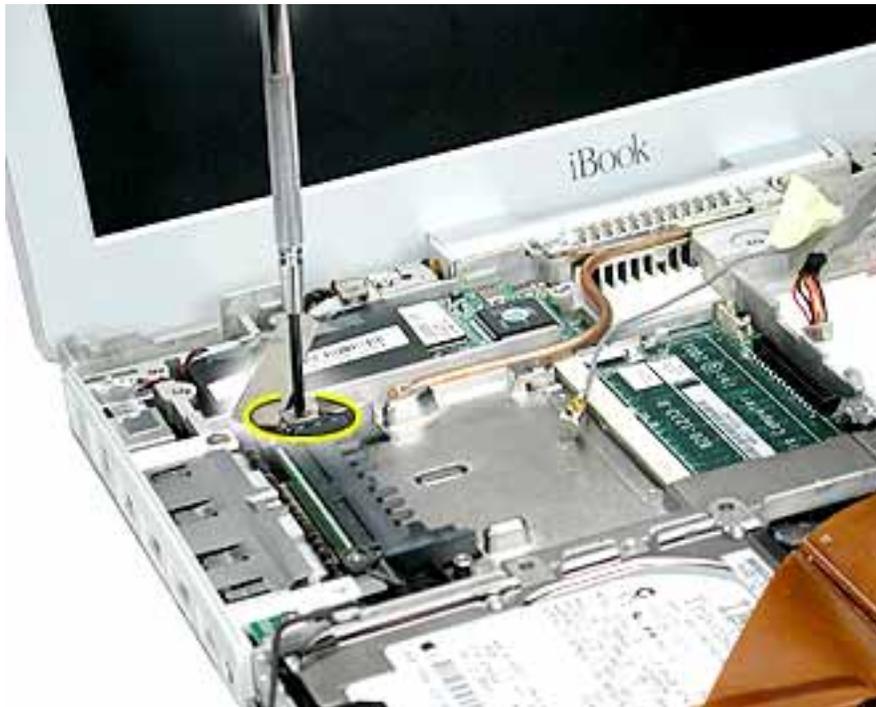
2. Pull up the flexible tab to disconnect the LVDS (low voltage data signal) cable from the logic board.



3. Peel the tape off of the optical drive, and disconnect the flat backlight cable from the logic board.



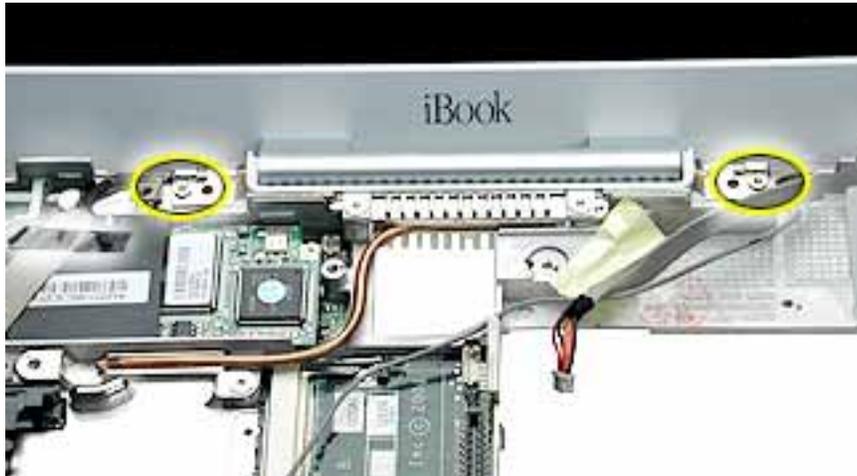
4. Remove the screw securing the flat section of the LVDS cable.



-
5. **Warning: To prevent damage, support the back of the display while performing this step.**

Remove the tape that secures the LVDS cable to the modem sleeve.

Remove the screw at each display hinge.



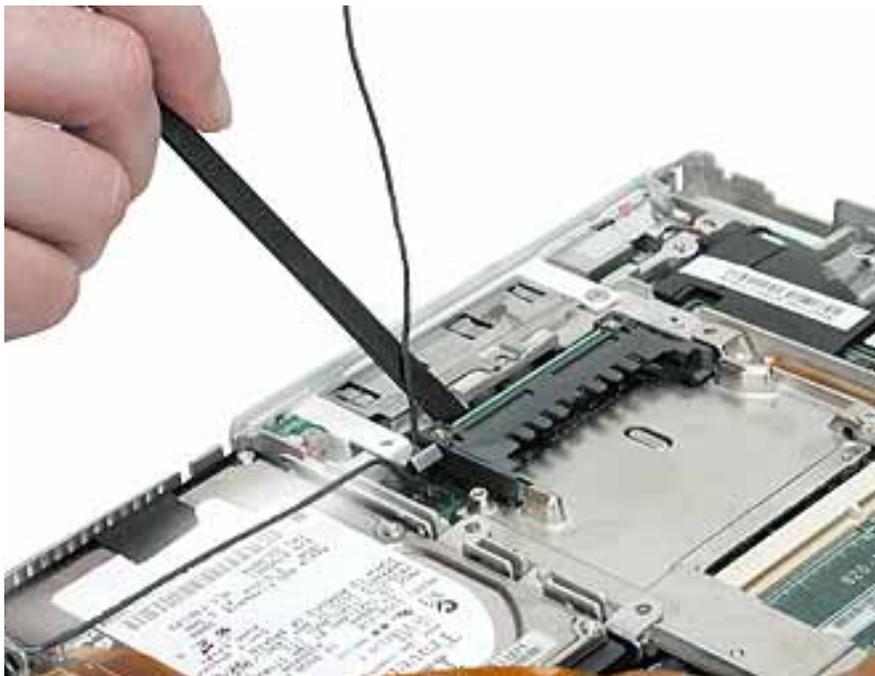
6. **Warning: When lifting the display, be careful not to strain the cables.**

Tilt the display up off the computer.



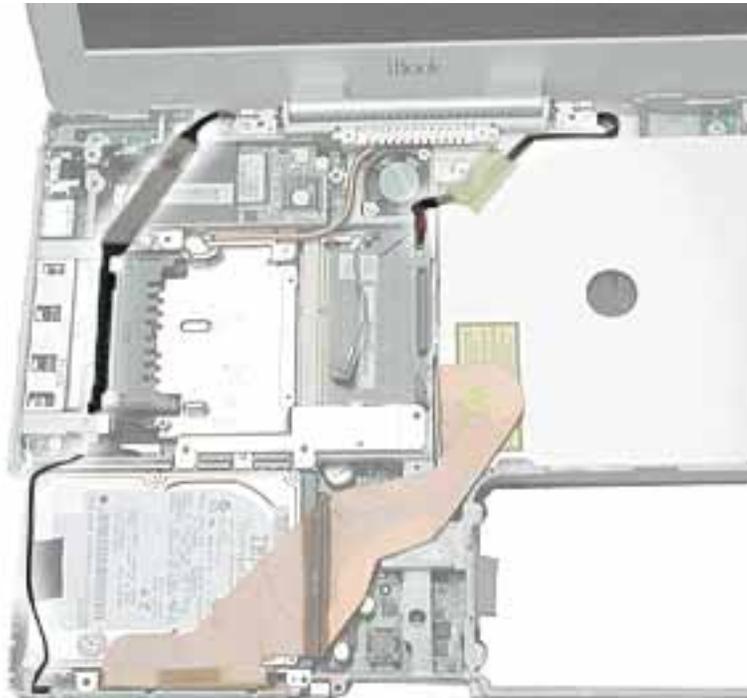
-
7. **Warning: Do not tug on the remaining cables. Make sure the cable insulation is not torn or damaged.**

Using a black stick, carefully release the remaining length of the LVDS cable and the microphone cable from the computer.



8. Install the replacement display module, and reassemble and test the computer.

Note: When guiding the display cables into place, make sure that they are routed as shown below.



Optical Drive Replacement Instructions

The following instructions explain how to replace the optical drive in the iBook (Dual USB) computer.

Note: Depending on the configuration of a customer's computer, the optical drive can be a CD-ROM drive, a CD-RW drive, a DVD-ROM drive, or a combination CD-RW/DVD-ROM drive. The replacement instructions are the same no matter which optical drive is installed.

Tools

- Soft cloth
- #0 Phillips screwdriver
- Black stick (or other nonconductive nylon or plastic tool)

Note: To organize the screws you remove from the computer, use a tray with divided compartments (such as a plastic ice cube tray).

Preliminary Steps

Before you begin, remove the following:

- Battery
- Bottom case
- Bottom shield
- Keyboard
- Airport Card
- Top case
- Top shield

Procedure

1. With the computer on a soft cloth, note the location of the optical drive and the routing of the ribbon cable.



2. Tilt up the computer, and remove the two screws beneath the optical drive.



3. Note the routing of the flat power cable across the underside of the optical drive. Lift up the tape from the flat power cable.



4. Tilt back the computer, and on the other side of the optical drive, loosen the tape holding the backlight cable to the optical drive. Do not disconnect the backlight cable.



-
5. **Warning: Handle the optical drive at the sides only. Do not touch or press anywhere else on the drive.**

Without straining the ribbon cable, slide out the optical drive part way and tilt it up and away from the computer.



-
6. **Important:** Contrary to the images shown on this page, it is not necessary to disconnect the ribbon cable from the hard drive.

Remove the two screws holding the cable bracket to the optical drive.

7. Remove the cable bracket.

Note: When reassembling the computer, transfer the cable bracket to the replacement drive.



8. Disconnect the ribbon cable.

Note: When reassembling the computer, transfer the ribbon cable to the replacement drive. The connector is labeled "TO CD-ROM" on the ribbon cable.



9. Remove the drive door and install it on the replacement optical drive, as described in the next section.
10. Install the replacement optical drive, and reassemble and test the computer.

Note: When installing the replacement optical drive, slide it in under the two side tabs, as shown below.

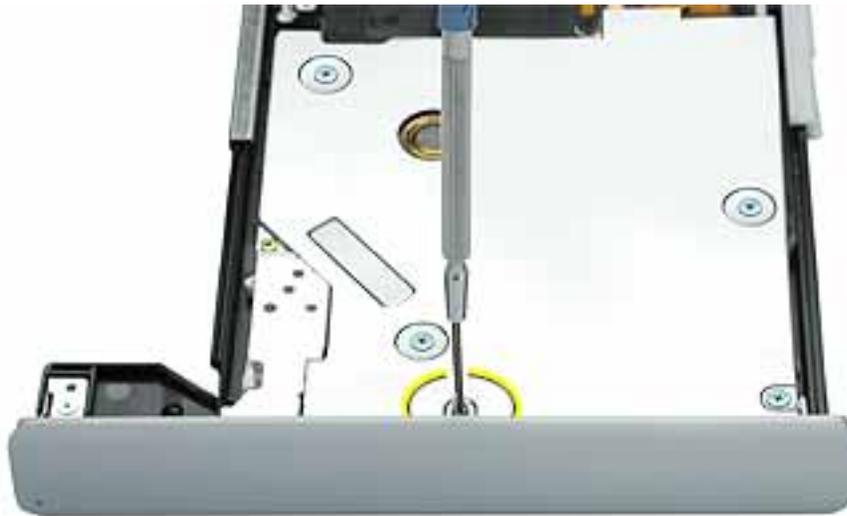


Transferring the Drive Door

This section shows how to remove the drive door from the optical drive so you can attach it to the replacement optical drive. The drive door is attached differently on each type of optical drive. Refer to the optical drive description that matches the configuration of the customer's computer.

CD-ROM Drive Door

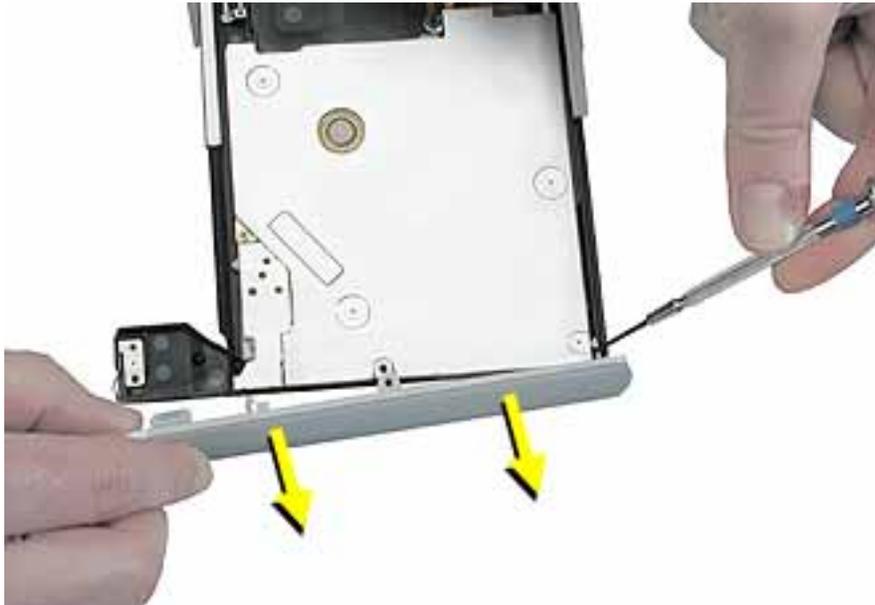
1. On the underside of the drive, remove the single black #0 Phillips screw from the CD drive door.



2. Press on the wide tab, and pull that end of the door away from the drive.



3. Release the tab at the other end of the door, and pull the door straight up to free it from the drive.



CD-RW Drive Door

1. Using the pointed tip of a black stick, lift up the tab to loosen one end of the door.



2. At the other end of the door, use the flat end of the black stick to pry off the other end of the door.



3. Use the flat end of the black stick to detach the middle tab and remove the door.



DVD-ROM Drive Door

1. Remove the two black #0 Phillips screws from the DVD drive door.



2. Gently tilt the door away from the screw holes to release the hooks underneath that hold the door in place.

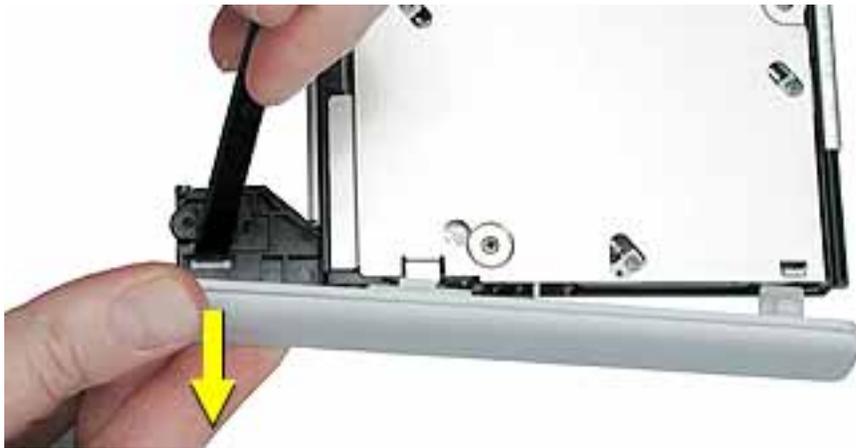


Combination CD-RW/DVD-ROM Drive Door

1. On the underside of the drive, notice the tabs near each end of the drive door.
2. Using the pointed end of a black stick, press the recessed middle of the smaller tab, and loosen that end of the door.



3. Press the wider tab, and pull the door off of the drive.



DC Board Replacement Instructions

The following instructions explain how to replace the DC board in the iBook (Dual USB) computer.

Tools

- Soft cloth
- #0 Phillips screwdriver

Preliminary Steps

Before you begin, remove the following:

- Battery
- Bottom case
- Bottom shield
- Keyboard
- Airport Card
- Top case
- Top shield
- Optical drive

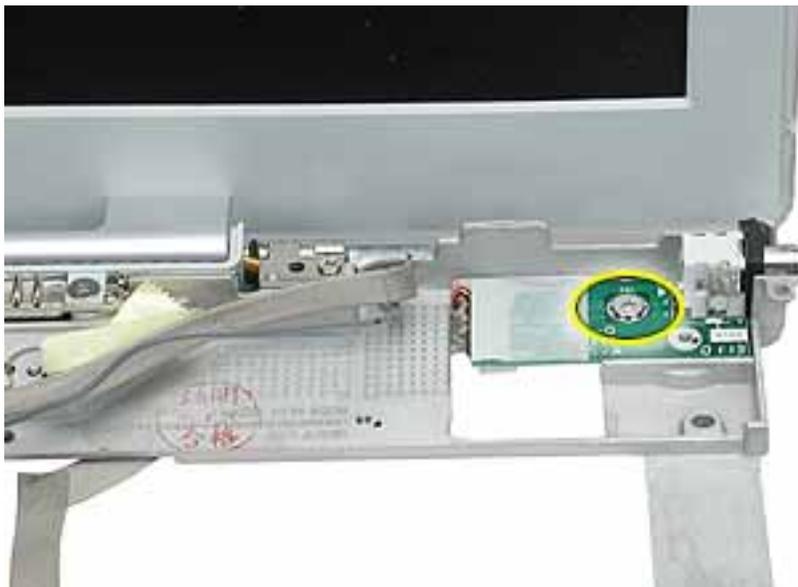
Procedure

1. With the computer on a soft cloth, disconnect the flat power cable from the underside of the logic board.

Note: When reassembling the computer, make sure the flat power cable is taped to the underside of the optical drive, as shown below.

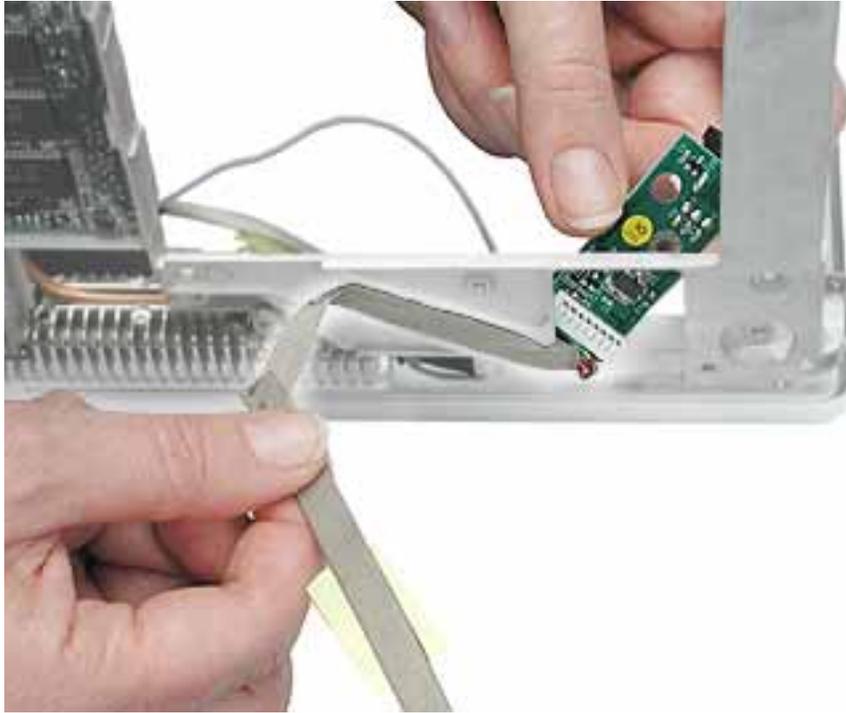


2. Remove the single screw from the DC board.



-
3. Tilt up the computer and note the routing of the flat power cable across the underside of the inner frame.

Note: When reassembling the computer, make sure that the power cable adheres to the channel under the frame and that the cable lies flat.



4. Install the replacement DC board, and reassemble and test the computer.

Logic Board Replacement Instructions

The following instructions explain how to replace the logic board in the iBook (Dual USB) computer.

Tools

- Soft cloth
- #0 Phillips screwdriver
- Black stick (or other nonconductive nylon or plastic tool)

Note: To organize the screws you remove from the computer, use a tray with divided compartments (such as a plastic ice cube tray).

Preliminary Steps

Before you begin, remove the following:

- Battery
- Bottom case
- Bottom shield
- Keyboard
- Airport Card
- Top case
- Top shield
- I/O bezel
- Display module
- Modem

Procedure

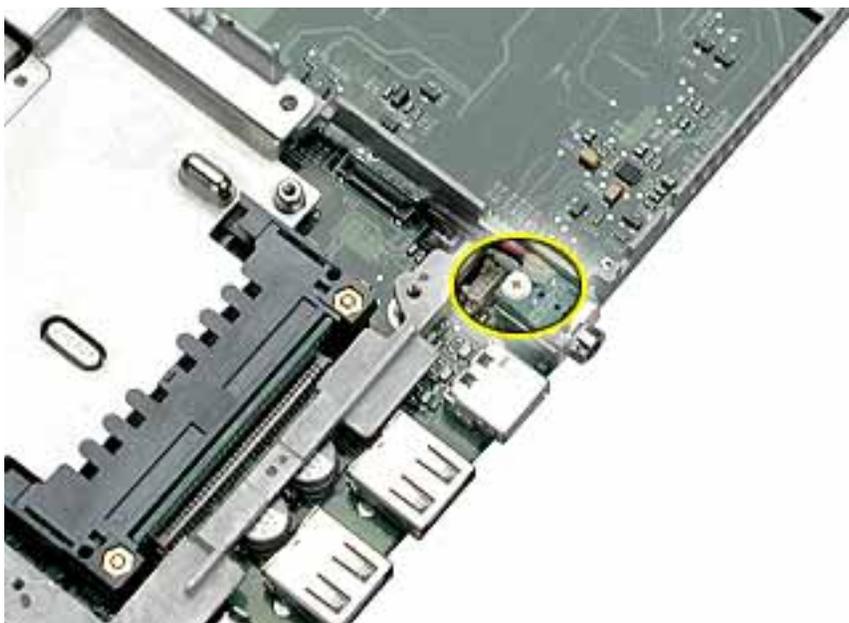
1. With the computer on a soft cloth, note the location of the sleep light board connected to the logic board and outer frame.



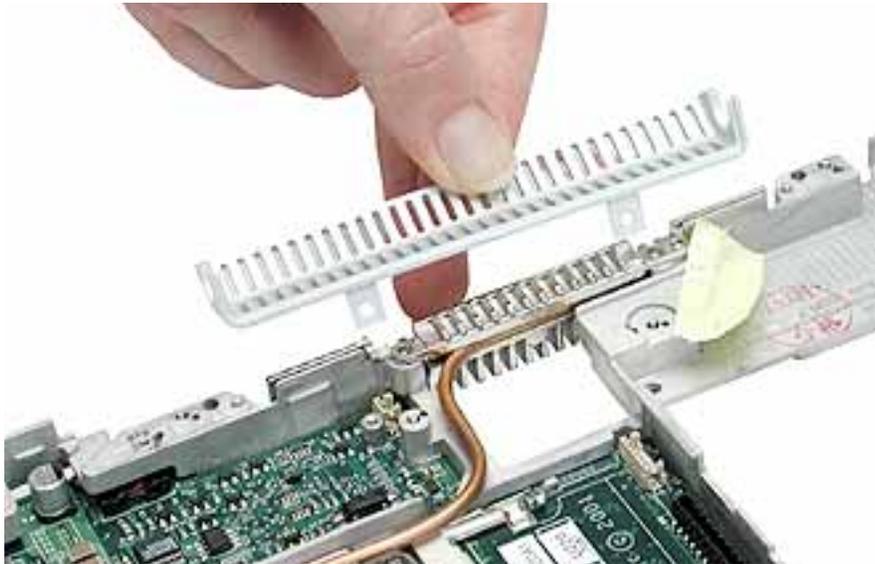
2. Using a black stick, disconnect the sleep light board connector from the logic board.



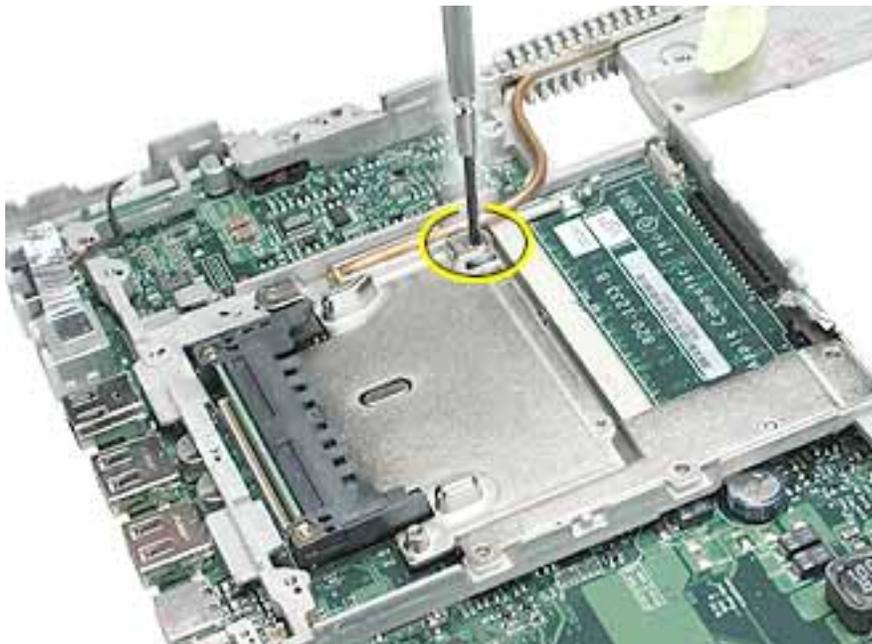
3. Remove the screw from the reset button board, and disconnect the connector from the logic board.



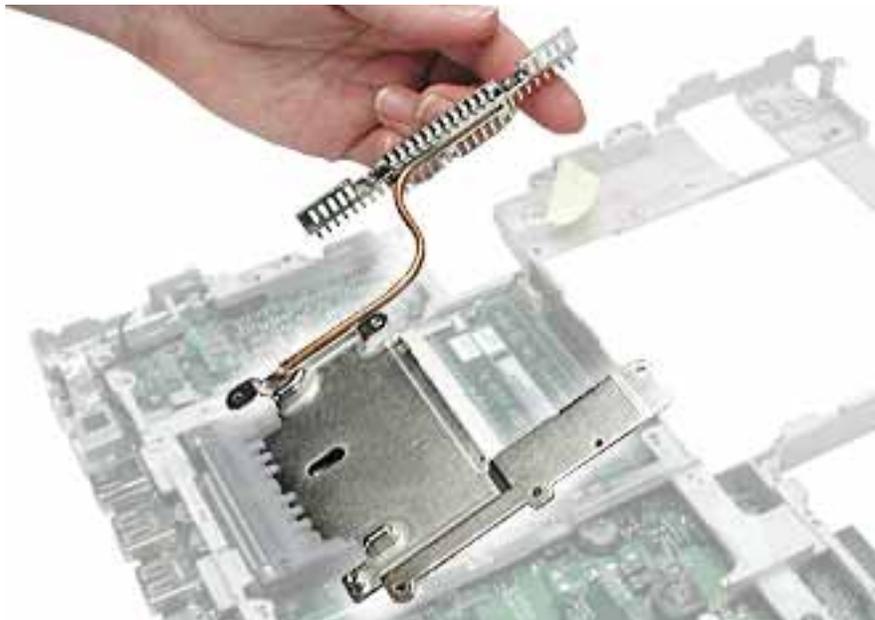
4. Remove the two screws holding the vent cover to the heat spreader.



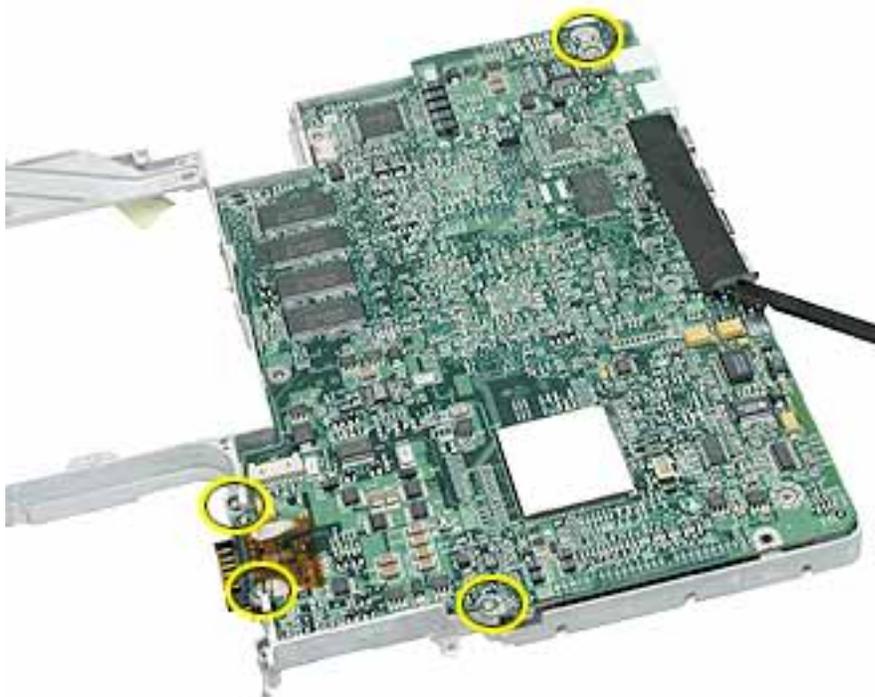
5. Remove the remaining screw at the heat spreader plate.



6. Tilt up the heat spreader and lift it off the logic board and out of the frame.



7. Turn over the frame, and remove the following:
 - Fabric tape at ports
 - Two logic board screws
 - Two battery connector screws



Note: When reassembling the computer, make sure that the underside of the replacement logic board includes:

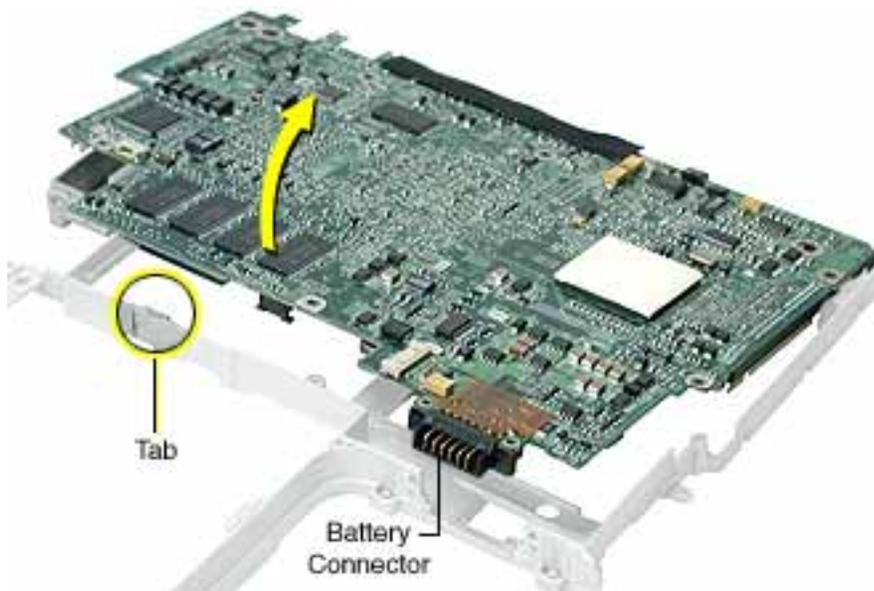
- Fabric tape at ports
- Kapton tape at battery connector
- Thermal transfer pad covering the large chip

Note: When reassembling the computer, make sure that you transfer the following items from the original logic board to the top of the replacement logic board:

- Memory card(s)
- Strip of foil tape extending from the top of the Ethernet port, over the top of the modem port, and folding down the side of the modem port

8. Lifting the logic board at the battery connector, tilt up the logic board to remove it from the frame.

Note: When installing the replacement logic board into the frame, make sure that it snaps under the highlighted tab.



9. Install the replacement logic board, and reassemble and test the computer.

iBook (Dual USB) Screw Locator - 1 of 5

Keyboard and Memory Replacement



Two identical #0 Phillips,
3mm long



Bottom Case Replacement



(A) - Three identical # Phillips,
6 mm long



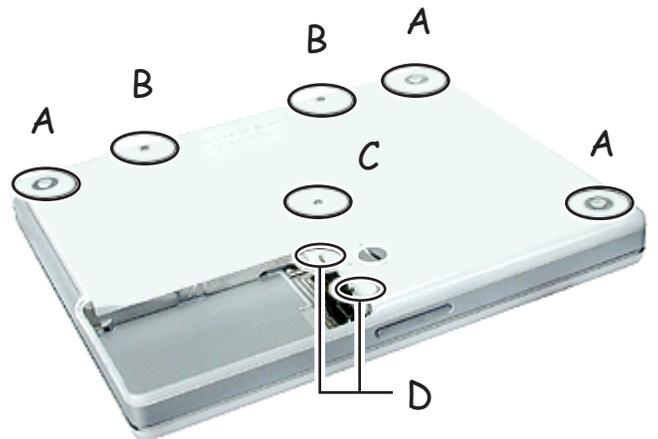
(C) - One Torx T8,
10 mm long



(B) - Two identical Torx T8,
20 mm long



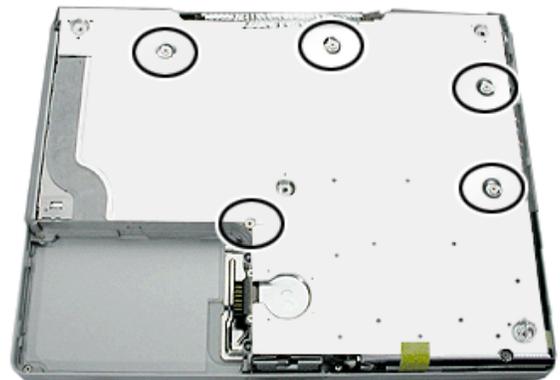
(D) - Two identical #0 Phillips,
4.5 mm long



Bottom Shield Replacement



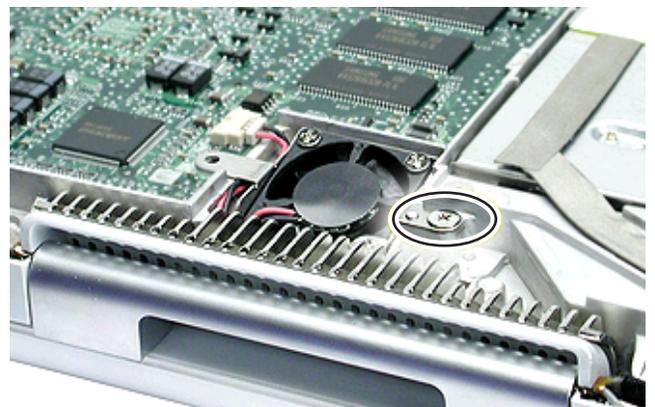
Five identical #0 Phillips,
6 mm long



Fan Replacement



One #0 Phillips,
6 mm long



iBook (Dual USB) Screw Locator - 2 of 5

Top Case Replacement

 
(E) - Two identical #0 Phillips,
3 mm long

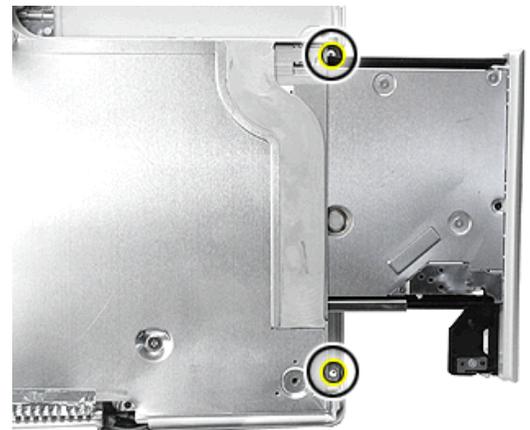
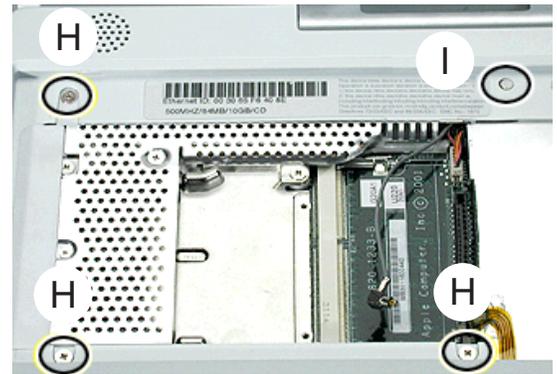
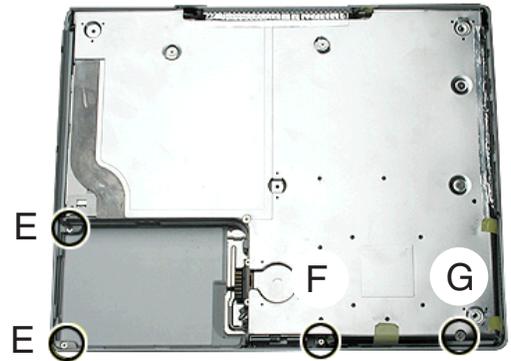
 
(F) - One #0 Phillips,
4.5 mm long

 
(H) - Three identical #0 Phillips,
6 mm long

 
(I) - One under magnet #0 Phillips,
4.5 mm long

 
Two identical #0 Phillips,
8 mm long

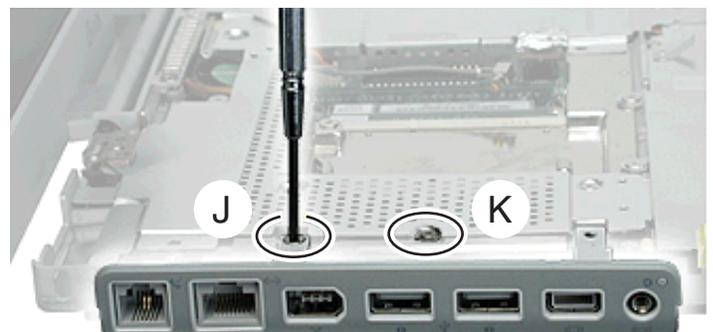
 
(G) - One #0 Phillips,
14.5 mm long



I/O Bezel Replacement

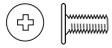
 
(J) - One #0 Phillips,
6 mm long

 
(K) - One #0 Phillips,
3 mm long



iBook (Dual USB) Screw Locator - 3 of 5

Top Shield Replacement



(L) - Five identical #0 Phillips,
6 mm long



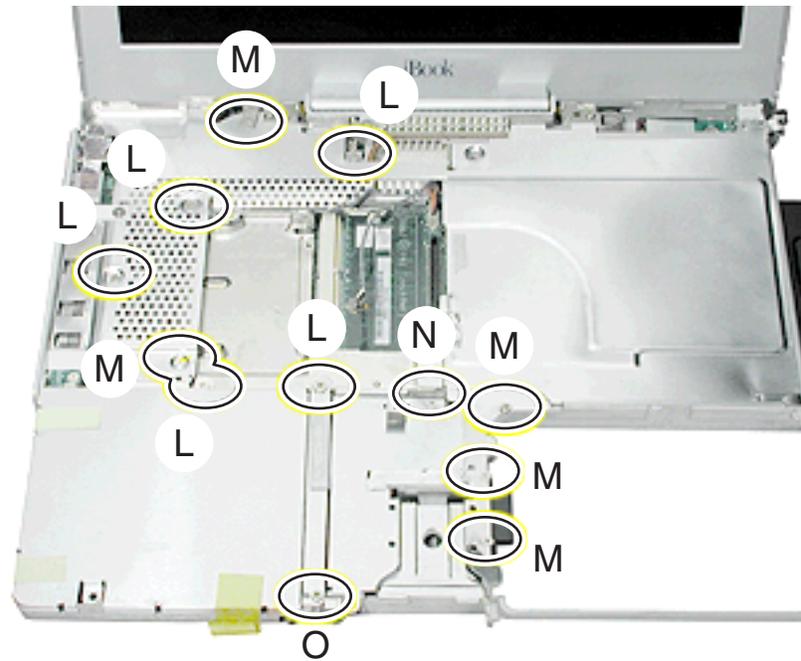
(N) - One #0 Phillips,
2.5 mm long



(M) - Five identical #0 Phillips,
3.5 mm long



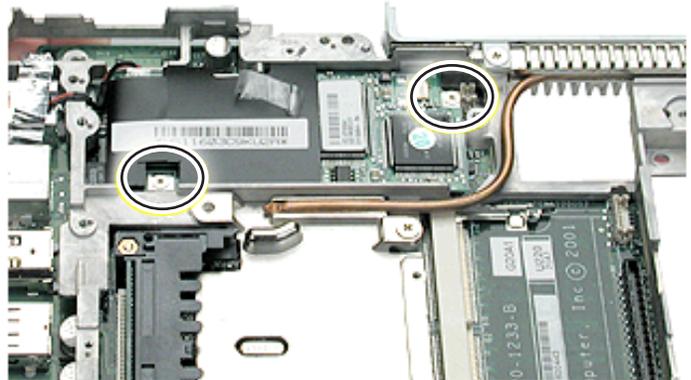
(O) - One #0 Phillips,
4.5 mm long



Modem Replacement



Two identical #0 Phillips,
3.5 mm long



DC Board Replacement



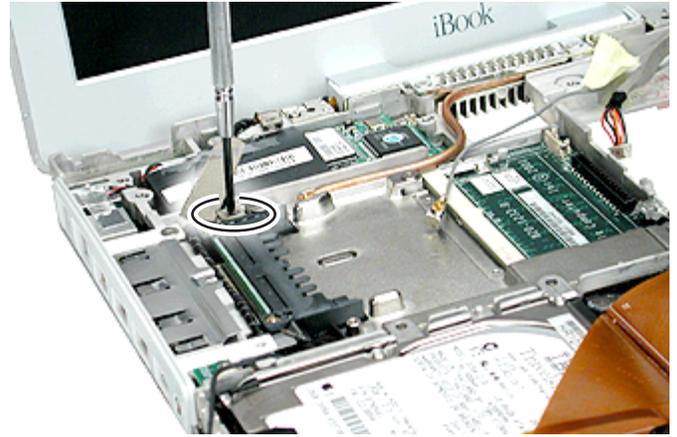
One #0 Phillips,
6 mm long



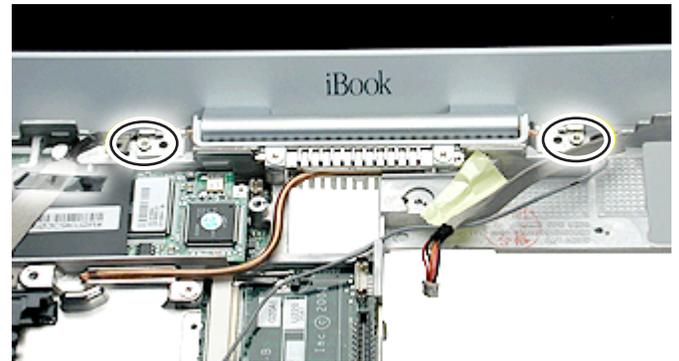
iBook (Dual USB) Screw Locator - 4 of 5

Display Module Replacement

 
One #0 Phillips,
3.5 mm long

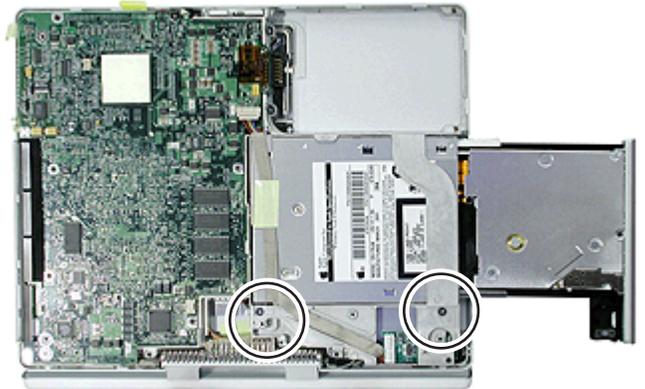


 
Two identical #0 Phillips,
5 mm long



Optical Drive Replacement

 
Two identical #0 Phillips,
6 mm long



 
Two identical #0 Phillips,
3 mm long

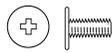
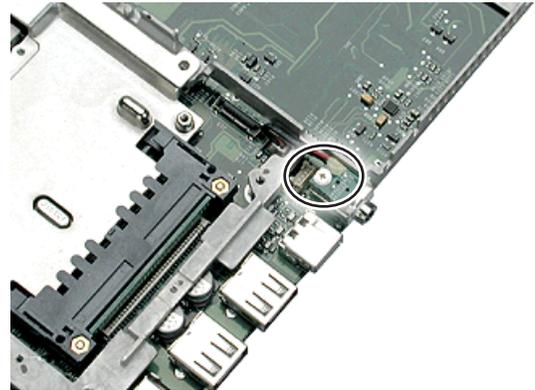


iBook (Dual USB) Screw Locator - 5 of 5

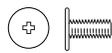
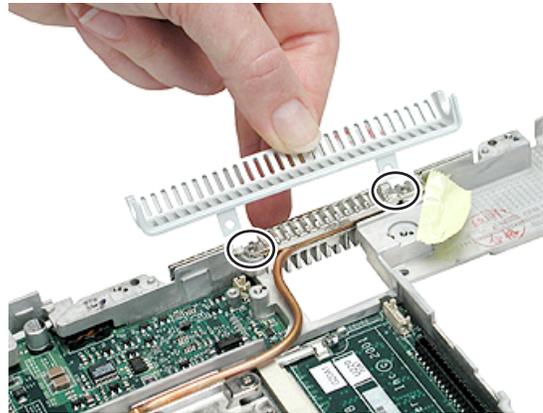
Logic Board Replacement



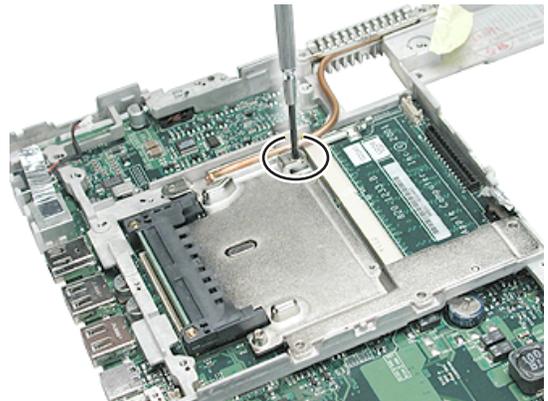
One #0 Phillips,
3.5 mm long



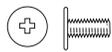
Two identical #0 Phillips,
6 mm long



One #0 Phillips,
6 mm long



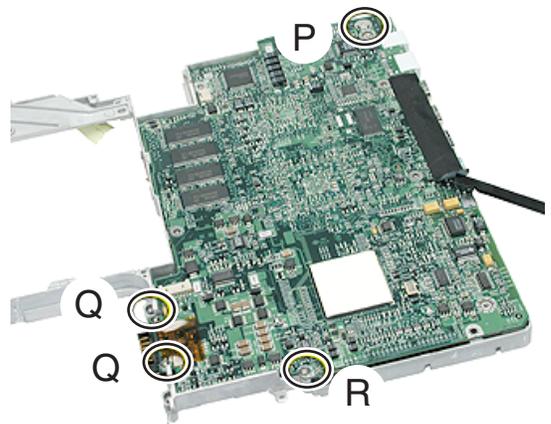
(P) - One #0 Phillips,
4 mm long



(R) - One #0 Phillips,
6 mm long



(Q) - Two #0 Phillips,
7.5 mm long





AppleCare Knowledge Base: Assisted Search

TITLE

Writer: Huckabone, Michael
Created: 2001-7-20
Modified: 2001-7-20

iBook (Dual USB): Troubleshooting Document

TOPIC

This is a PDF document of recent troubleshooting articles for Apple Specialists, Apple-Authorized Self-Servicing Providers and Internal Use.

DISCUSSION

AirPort

[AirPort Card Not Recognized](#)

Battery

[Battery Won't Charge](#)

Hard drive

[Hard Drive Will Not Initialize](#)

[Internal Hard Drive Does Not Spin](#)

Keyboard

[No Response From Any Key On Keyboard](#)

[Keyboard Lock Damaged Or Won't Lock](#)

Modem

[No Modem Dial Tone](#)

Optical drive

[CD or DVD \(optical\) Disc Drive Does Not Accept Disc \(Mechanical Failure\)](#)

[CD or DVD Disc Icon Does Not Show Up On Desktop, Or A Dialog Box Appears To Initialize Disc](#)

Ports

[FireWire Or USB Port Not Recognizing Devices](#)

[USB Device Not Recognized By Computer](#)

Sound

[Distorted Sound From Speakers](#)

[No Sound From Speaker\(s\)](#)

Startup

[Computer Won't Power On.](#)
[Dialog Box "Built-in Memory Test Has Detected an Error" Comes Up On Startup](#)
[Beeps Are Heard at Startup \(one to four beeps\)](#)

Video

[No Video On External Device With RGB Cable Adapter](#)
[No Video On External Device With A/V Cable](#)
[Display Is Rolling \(PAL Instead Of NTSC\)](#)
[No Display, Or Dim Display, But Computer Appears To Operate Correctly](#)

Misc. symptoms

[Computer Runs With Battery, But Not With the Power Adapter Plugged Into Wall Outlet](#)
[Computer Runs When Plugged Into Wall Outlet but Not On Battery Power](#)
[Cursor Does Not Move When You Are Using Trackpad](#)
[Cursor Intermittently Does Not Move Or Moves Erratically](#)
[Microphone Not Working](#)
[Display Latch Not Working](#)
[-3278 Error](#)

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TITLE

iBook (Dual USB): AirPort Card Not Recognized

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-16

Modified: 2001-8-17

TOPIC

The AirPort Card is not recognized.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Check to make sure using the latest version of AirPort software.
2. Boot using Mac OS All extensions setting.
3. Reseat AirPort Card.
4. Remove and reinstall the AirPort software.
5. Replace with known-good AirPort Card.
6. Replace logic board.

Document Information

Product Area: iBook (Dual USB)

Category: iBook Hardware

Sub Category: Troubleshooting

Keywords: kibook kssts

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TITLE

iBook (Dual USB): Battery Won't Charge

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-3

Modified: 2001-8-17

TOPIC

The battery won't charge.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

Note: Some batteries could be very depleted and require at least 30 minutes of connection to the power adapter before being recognized.

1. Remove any connected peripherals.
2. Try known-good power outlet.
3. Try known-good power adapter and power cord.
4. Try known-good battery.
5. Turn off the computer. [Reset the power manager](#) by pressing the [reset button](#) (located above and right of the Audio/Video port). Wait five seconds before continuing. Press the power button to start the computer.

Note: Make sure the reset button is not caught under the button opening.

Warning: Resetting the power manager will permanently remove a RAM disk, if present, and all of its contents. You will also need to reset the date and time (using the Date & Time control panel).

6. Replace logic board.

Document Information

Product Area: iBook (Dual USB)
Category: iBook Hardware
Sub Category: Troubleshooting
Keywords: kibook kssts
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TITLE

iBook (Dual USB): Hard Drive Will Not Initialize

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-16

Modified: 2001-8-17

TOPIC

The hard drive will not initialize.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Boot from the iBook Software Install CD and see if the hard drive mounts on the desktop.
2. Launch Drive Setup and update hard drive driver.
3. If no hard drive is found in Drive Setup, verify the hard drive cable connections.
4. Replace hard drive cable.
5. Replace hard drive.

Important: If the computer is under warranty and data recovery is required, refer to Article 31077: [Hard Drive Data Recovery & Warranty Implications](#), for important information.

Document Information

Product Area: iBook (Dual USB)
Category: iBook Hardware
Sub Category: Troubleshooting
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TITLE

iBook (Dual USB): Internal Hard Drive Does Not Spin

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-5

Modified: 2001-8-17

TOPIC

The internal hard drive does not spin.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Disconnect any connected peripherals.
2. Try known-good power outlet.
3. Try known-good power adapter and power cord.
4. Boot from a Mac OS system CD.
5. Verify Drive Setup does not recognize the hard drive.
6. Verify cable connections.
7. Replace hard drive cable.
8. Replace hard drive.

Important: If the computer is under warranty and data recovery is required, refer to Article 31077: [Hard Drive Data Recovery & Warranty Implications](#), for important information.

Document Information

Product Area: iBook (Dual USB)

Category: iBook Hardware

Sub Category: Troubleshooting
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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): No Response From Any Key On Keyboard

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-11

Modified: 2001-8-17

TOPIC

No response from any key on keyboard.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Remove any connected peripherals.
2. Boot from a Mac OS system CD to verify that it is not a software problem.
3. Turn off the computer. [Reset the power manager](#) by pressing the [reset button](#) (located above and right of the Audio/Video port). Wait five seconds before continuing. Press the power button to start the computer.

Note: Make sure the reset button is not caught under the button opening.

Warning: Resetting the power manager will permanently remove a RAM disk, if present, and all of its contents. You will also need to reset the date and time (using the Date & Time control panel).

4. Turn off the computer. [Disconnect the keyboard connector](#) and inspect connectors.
5. Replace keyboard.
6. Replace logic board.

Product Area: iBook (Dual USB)
Category: iBook Hardware
Sub Category: Troubleshooting
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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): Keyboard Lock Damaged Or Won't Lock

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-16

Modified: 2001-8-17

TOPIC

The keyboard lock is damaged or won't lock.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Verify that keyboard is installed properly so the lock lines up with the notch in the top case.
2. Replace keyboard.

Document Information

Product Area: iBook (Dual USB)
Category: iBook Hardware
Sub Category: Troubleshooting
Keywords: kibook kssts
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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): No Modem Dial Tone

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-5

Modified: 2001-8-17

TOPIC

No modem dial tone.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Verify known-good analog (not digital) telephone line.
2. Verify known-good RJ11 telephone cable.
3. Verify RJ11 cable is not plugged into Ethernet port.
4. Inspect RJ11 connector and modem port for pin damage.
5. Verify RJ11 telephone cable is firmly installed in the modem port.
6. If using Apple Remote Access, select Ignore Dial Tone in the Modem control panel. If the modem connects with this settings selected, try another phone line. If using a terminal or communications program, enter atx1 to disable tone detection. To reset the modem back to the factory settings, enter atz.
7. Verify modem 2-pin connector is plugged into modem correctly.
8. Replace the modem 2-pin connector cable.
9. Replace modem.

Document Information

Product Area: iBook (Dual USB)
Category: iBook Hardware
Sub Category: Troubleshooting
Keywords: kibook kssts
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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): CD or DVD (optical) Disc Drive Does Not Accept Disc (Mechanical Failure)

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-5

Modified: 2001-8-17

TOPIC

The CD or DVD (optical) disc drive does not accept disc (mechanical failure).

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Verify disc is properly seated in the carrier.
2. Replace optical disc drive.

Document Information

Product Area: iBook (Dual USB)
Category: iBook Hardware
Sub Category: Troubleshooting
Keywords: kibook kssts
Contributor:
Process Owner:



AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): CD or DVD Disc Icon Does Not Show Up On Desktop, Or A Dialog Box Appears To Initialize Disc

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-5

Modified: 2001-8-17

TOPIC

The CD or DVD (optical) disc icon does not show up on the desktop, or a dialog box appears to initialize disc.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Verify the correct type of disc is being used for the type of drive (a CD-ROM or CD-RW drive reads CD discs only; a DVD-ROM or Combo drive reads CD or DVD discs).
2. Try cleaning the disc. If it is dirty or scratched, it may not mount.
3. Try a different disc.
4. Select "Mac OS All" in the Extensions Manager control panel and restart.
5. Replace optical drive cable.
6. Replace optical drive.

Document Information

Product Area: iBook (Dual USB)
Category: iBook Hardware
Sub Category: Troubleshooting
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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): FireWire Or USB Port Not Recognizing Devices

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-16

Modified: 2001-8-17

TOPIC

The FireWire or USB port is not recognizing devices.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Completely shut down, then press the power button to start the computer.
2. Use the Software Update control panel to verify that the latest software is installed.
3. Use Apple System Profiler to verify that the computer is recognizing the bus.
4. For USB, test ports with an Apple keyboard or mouse.
5. For FireWire, test by connecting another computer in FireWire Target Disk Mode. Refer to article 58583: [How to Use FireWire Target Disk Mode](#).
6. Verify that drivers are installed properly for third party, if needed.
7. Boot with Mac OS All extension set.
8. Try other port if available.
9. Try a different cable.
10. If self powered make sure that the power supply is connected and device's LED indicates that it is getting power.

11. Replace logic board.

Document Information

Product Area: iBook (Dual USB)
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Sub Category: Troubleshooting
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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): USB Device Not Recognized By Computer

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-5

Modified: 2001-8-17

TOPIC

A USB device not recognized by computer.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

Note: If you are trying to use a serial device with a USB/Serial adapter, check with the manufacturer of the adapter for compatibility.

1. Try known-good Apple USB keyboard or mouse to verify the port is working properly.
2. Verify current driver for the device is installed.
3. If a camera, turn on camera after initiating download with camera application.
4. Try the other USB port.
5. Try different USB device on same port.
6. Eliminate chain by plugging in only one peripheral.
7. Select "Mac OS All" in the Extensions Manager control panel and restart.
8. Troubleshoot extensions and perform a clean installation of system software.
9. Replace logic board.

Document Information

Product Area: iBook (Dual USB)
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Sub Category: Troubleshooting
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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): Distorted Sound From Speakers

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-17

Modified: 2001-8-17

TOPIC

Distorted sound from speakers.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Verify Audio Update is installed using the Software Update control panel.
2. Verify sound is correct with external speakers/headphones.
3. In Mac OS X check balance.
4. Compare same sound with two different units to make sure that sound is actually distorted.
5. Replace top case.

Document Information

Product Area: iBook (Dual USB)

Category: iBook Hardware

Sub Category: Troubleshooting

Keywords: kibook kssts

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AppleCare Knowledge Base: Assisted Search

TITLE**iBook (Dual USB): No Sound From Speaker(s)**

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-3

Modified: 2001-8-17

TOPIC

No sound from speaker(s).

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Use the Software Update control panel to verify that the latest audio update has been installed.
2. Press the F3 key (with the fn key pressed and not pressed) to verify that mute mode is not enabled.
3. Press the F4 or F5 key (with the fn key pressed and not pressed) to check the volume setting.
4. Verify no external speakers or headphones are plugged in.
5. Check the speakers tab on the Sound control panel to confirm that the software is correctly seeing that there are no external speakers or headphones connected.
6. Shutdown computer and restart.
7. [Reset PRAM](#) (Press the power button, then hold down the Option-Command-P-R keys until you hear the startup chime at least one additional time after the initial startup chime).
8. Verify that the speaker cable is connected properly to logic board.
9. Replace top case.

10. Replace logic board

Related articles:

75146: [iBook Audio Update: Document and Software](#)

58463: [iBook: Sound Capabilities](#)

Document Information

Product Area: iBook (Dual USB)
Category: iBook Hardware
Sub Category: Troubleshooting
Keywords: kibook kssts
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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): Computer Won't Power On.

Article ID:

Writer: Huckabone, Michael

Created: 2001-6-29

Modified: 2001-8-17

TOPIC

The computer will not power on.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Remove any connected peripherals.
2. Try known-good power outlet.
3. Try known-good power adapter and power cord.
4. Remove battery.
5. Turn off the computer. [Reset the power manager](#) by pressing the [reset button](#) (located above and right of the Audio/Video port). Wait five seconds before continuing. Press the power button to start the computer.

Note: Make sure the reset button is not caught under the button opening.

Warning: Resetting the power manager will permanently remove a RAM disk, if present, and all of its contents. You will also need to reset the date and time (using the Date & Time control panel).

6. [Disconnect internal keyboard](#) completely. Inspect connectors. Restart with keyboard disconnected.
7. Remove any additional RAM and AirPort Card.

8. Try known-good DC board.
9. Verify power button is connected properly to logic board, if power button is not functioning correctly or damaged, replace the top case.
10. Replace logic board.

Document Information

Product Area: iBook (Dual USB)
Category: iBook Hardware
Sub Category: Troubleshooting
Keywords: kibook kssts
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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): Dialog Box "Built-in Memory Test Has Detected an Error" Comes Up On Startup

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-2

Modified: 2001-8-17

TOPIC

At startup, a dialog box comes up stating: "Built-in memory test has detected an error."

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. If a RAM card is installed in the expansion slot, remove it and restart.
 - If symptom repeats, replace logic board.
 - If symptom does not repeat, replace RAM card with known-good RAM card and restart.
2. If no RAM card is installed, replace logic board.

Related article 95136: [iBook \(Dual USB\): Installing or Replacing Memory](#)

Document Information

Product Area: iBook (Dual USB)

Category: iBook Hardware

Sub Category: Troubleshooting

Keywords: kibook kssts

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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): Beeps Are Heard at Startup (one to four beeps)

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-2

Modified: 2001-8-17

TOPIC

The computer automatically performs a power-on self test when it is turned on after being fully shut down (not a restart). This article explains what to do if one to four beeps are heard during startup.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
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Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

Note: The iBook (Dual USB) has one memory expansion slot and accepts a 1.25-inch (or shorter) PC-100 compliant, SO-DIMM memory card. Refer to Customer-Installable-Parts Memory Replacement instructions for removal and installation.

One beep: No RAM is detected.

1. If a RAM card is installed in the expansion slot, remove it and put in known-good and compatible RAM and restart. If symptom does NOT repeat, replace RAM card. If symptom repeats, replace logic board.
2. If no RAM card is installed, replace logic board.

Two beeps: EDO memory is installed in the RAM expansion slot. The iBook does not accept EDO memory.

- Replace RAM card with known-good and compatible RAM and restart. If symptom repeats, replace logic board.

Three beeps: No RAM banks passed memory testing.

1. If a RAM card is installed in the expansion slot, remove it and put in known-good and compatible RAM and restart. If symptom does NOT repeat, replace RAM card. If symptom repeats, replace logic board.

2. If no RAM card is installed, replace logic board.

Four beeps: Bad checksum for the remainder of the boot ROM. The ROM (which is located on the logic board) is bad.

1. If a RAM card is installed in the expansion slot, remove it and put in known-good and compatible RAM and restart. If symptom does NOT repeat, replace RAM card. If symptom repeats, replace logic board.
2. If no RAM card is installed, replace logic board.

Related articles:

58442: [Power On Self-Test Beep Definition - Part 2](#)

95136: [iBook \(Dual USB\): Installing or Replacing Memory](#)

Document Information

Product Area: iBook (Dual USB)
Category: iBook Hardware
Sub Category: Troubleshooting
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TITLE

iBook (Dual USB): No Video On External Device With RGB Cable Adapter

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-16

Modified: 2001-8-17

TOPIC

No video on an external device with RGB cable adapter.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
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Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. In Resolution Control Strip, verify that monitor is being recognized. If so, select resolution.
2. If running Mac OS X, verify that this issue is also in mac OS 9.
3. Verify monitor that is used in testing is known-good and is supported by this computer.
4. Try known-good RGB adapter.
5. Replace logic board.

Document Information

Product Area: iBook (Dual USB)

Category: iBook Hardware

Sub Category: Troubleshooting

Keywords: kibook kssts

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TITLE

iBook (Dual USB): No Video On External Device With A/V Cable

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-16

Modified: 2001-8-17

TOPIC

No video on an external device with Apple A/V cable.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
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Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Make sure you are using an Apple A/V cable.
2. If viewing a DVD, make sure to connect directly to the TV and not through a VCR.
3. Verify TV is setup properly with correct source.
4. Try different TV.
5. Make sure to connect directly to the TV and not through a VCR.
6. Replace Apple A/V cable.
7. Replace logic board.

Document Information

Product Area: iBook (Dual USB)

Category: iBook Hardware

Sub Category: Troubleshooting

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TITLE

iBook (Dual USB): Display Is Rolling (PAL Instead Of NTSC)

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-16

Modified: 2001-8-17

TOPIC

The display is rolling (PAL instead of NTSC)

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Verify that you are using Apple's A/V Video Cable (the pin out is different than off-the-shelf cables that look similar). Refer to Article 88040: [Composite Video Cable Not Interchangeable With Similar Cables](#), for important information.
2. Go to Monitors control panel and change the resolution from a PAL setting to an NTSC setting.
3. Try a different TV.
4. Try a different A/V Cable.
5. Replace the logic board.

Document Information

Product Area: iBook (Dual USB)

Category: iBook Hardware

Sub Category: Troubleshooting

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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): No Display, Or Dim Display, But Computer Appears To Operate Correctly

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-11

Modified: 2001-8-17

TOPIC

No display, or dim display, but computer appears to operate correctly.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
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Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Remove any connected peripherals.
2. Try known-good power outlet, power adapter and power cord.
3. Press the F2 (with the fn key pressed and not pressed) to increase the screen brightness setting.
4. Reboot the computer—hold down the Control and Command keys and press the Power button, or press and hold the Power button for 5 to 10 seconds to shut down the computer, then press the Power button to restart.
5. Verify backlight cable and LVDS cable connections are seated properly and that the cables are not damaged (refer to display assembly replacement instructions).
6. Replace display assembly.
7. Replace logic board.

Document Information

Product Area: iBook (Dual USB)

Category: iBook Hardware

Sub Category: Troubleshooting
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TITLE

iBook (Dual USB): Computer Runs With Battery, But Not With the Power Adapter Plugged Into Wall Outlet

Article ID:

Writer: Huckabone, Michael

Created: 2001-5-11

Modified: 2001-8-17

TOPIC

The computer runs with battery, but not with the power adapter plugged into wall outlet.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
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Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Try known-good power outlet.
2. Try known-good power adapter and power cord.
3. Turn off the computer. [Reset the power manager](#) by pressing the [reset button](#) (located above and right of the Audio/Video port). Wait five seconds before continuing. Press the power button to start the computer.

Note: Make sure the reset button is not caught under the button opening.

Warning: Resetting the power manager will permanently remove a RAM disk, if present, and all of its contents. You will also need to reset the date and time (using the Date & Time control panel).

4. Replace the DC board.
5. Replace the logic board.

Related article 88133: [iBook \(Dual USB\): Using PowerBook G4 Adapter](#)

Document Information

Product Area: iBook (Dual USB)

Category: iBook Hardware
Sub Category: Troubleshooting
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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): Computer Runs When Plugged Into Wall Outlet but Not On Battery Power

Article ID:

Writer: Huckabone, Michael

Created: 2001-5-14

Modified: 2001-8-17

TOPIC

The computer runs when plugged into a wall outlet but not on battery power

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
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Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. [Reseat battery](#) to verify battery is seated correctly with battery lock engaged.
2. Try known-good charged battery.
3. Turn off the computer. [Reset the power manager](#) by pressing the [reset button](#) (located above and right of the Audio/Video port). Wait five seconds before continuing. Press the power button to start the computer.

Note: Make sure the reset button is not caught under the button opening.

Warning: Resetting the power manager will permanently remove a RAM disk, if present, and all of its contents. You will also need to reset the date and time (using the Date & Time control panel).

4. Replace logic board.

Document Information

Product Area: iBook (Dual USB)
Category: iBook Hardware
Sub Category: Troubleshooting
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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): Cursor Does Not Move When You Are Using Trackpad

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-5

Modified: 2001-8-17

TOPIC

The cursor does not move when you are using trackpad.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
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Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Verify that no USB device is connected.
2. Boot from a Mac OS system CD to verify that it is not a software problem.
3. Turn off the computer. [Reset the power manager](#) by pressing the [reset button](#) (located above and right of the Audio/Video port). Wait five seconds before continuing. Press the power button to start the computer.

Note: Make sure the reset button is not caught under the button opening.

Warning: Resetting the power manager will permanently remove a RAM disk, if present, and all of its contents. You will also need to reset the date and time (using the Date & Time control panel).

4. Check trackpad cable and connection to the logic board (see separate Top Case replacement instructions for location under RAM shield).
5. Replace top case.
6. Replace logic board.

Document Information

Product Area: iBook (Dual USB)
Category: iBook Hardware
Sub Category: Troubleshooting
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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): Cursor Intermittently Does Not Move Or Moves Erratically

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-5

Modified: 2001-8-17

TOPIC

The cursor intermittently does not move or moves erratically.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

Note: User must touch with the surface of only one finger at a time and point directly down on the trackpad surface.

1. Clean trackpad surface (with computer off, using a non-static-inducing material).
2. Turn off the computer. [Reset the power manager](#) by pressing the [reset button](#) (located above and right of the Audio/Video port). Wait five seconds before continuing. Press the power button to start the computer.

Note: Make sure the reset button is not caught under the button opening.

Warning: Resetting the power manager will permanently remove a RAM disk, if present, and all of its contents. You will also need to reset the date and time (using the Date & Time control panel).

3. Try unit on battery power. If problem goes away, replace power adapter.
4. Place a Mac OS system CD in the optical disc drive, press the start button and hold down the "C" key. Check the cursor movement, to see if the problem is software.
5. Check trackpad cable and connection to the logic board (see separate Top Case replacement instructions for location under RAM shield).

6. Replace top case.

7. Replace logic board.

Document Information

Product Area: iBook (Dual USB)
Category: iBook Hardware
Sub Category: Troubleshooting
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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): Microphone Not Working

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-13

Modified: 2001-8-17

TOPIC

The microphone is not working.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Check the Sound control panel and verify that the selection for input is the built-in microphone.
2. Check the signal level and level meter and adjust the gain.
3. Remove Sound Preferences from the Preferences folder and restart.
4. [Reset PRAM](#) (Press the power button, then hold down the Option-Command-P-R keys until you hear the startup chime at least one additional time after the initial startup chime).
5. Verify microphone cable connection to logic board.
6. Replace display assembly (which includes the microphone).
7. Replace logic board.

Document Information

Product Area: iBook (Dual USB)

Category: iBook Hardware

Sub Category: Troubleshooting

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AppleCare Knowledge Base: Assisted Search

TITLE

iBook (Dual USB): Display Latch Not Working

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-16

Modified: 2001-8-17

TOPIC

The latching mechanism that holds the display closed is not working.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

Note: As the display closes against the top case, a hook in the top of the display housing should be magnetically pulled down into a slot in the top case, and secured. When the latch button is pushed, the hook should release and retract into the display housing, allowing the display to open.

1. Verify hook operation by exercising the latch mechanism.
2. If the hook does not operate properly, replace the display assembly.
3. If the latch or latch button does not operate properly, replace the top case assembly.

Document Information

Product Area: iBook (Dual USB)

Category: iBook Hardware

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AppleCare Knowledge Base: Assisted Search

TITLE**iBook (Dual USB): -3278 Error**

Article ID:

Writer: Huckabone, Michael

Created: 2001-7-16

Modified: 2001-8-17

TOPIC

AirPort Card installed and received a -3278 error.

DISCUSSION

***RESTRICTED: Apple Specialists/Apple-Authorized Self-Servicing Providers *
Internal Use Only**

Troubleshooting Procedure

The steps to solve a symptom are listed sequentially. You might not need to perform every step before the symptom is solved. Start with the first step, and then test for the symptom. If the symptom persists, replace any modules you removed, go to the next step, and test again. Continue down the list until the symptom is solved.

1. Check to make sure using the latest version of AirPort software.
2. Boot using Mac OS All extensions setting.
3. Reseat AirPort Card.
4. Remove and reinstall the AirPort software.
5. Replace with known-good AirPort Card.
6. Replace logic board.

Document Information

Product Area: iBook (Dual USB)
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