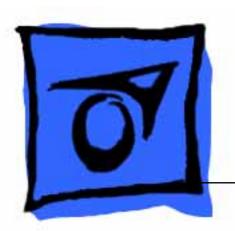
### **★** Service Source



### PowerBook 500 Series

PowerBook 520, PowerBook 520c, PowerBook 540, PowerBook 540c







## Basics

PowerBook 500 Series





Figure: PowerBook 520, 520c, 540, and 540c

# General Information

The PowerBook 500 Series introduces a number of technology and design innovations to the PowerBook family of computers. The series features a built-in trackpad, intelligent batteries, two battery bays, an optional PCMCIA expansion module, and four displays: monochrome and color FSTN and activematrix displays.



### Repair Strategy

Service the PowerBook 500 Series computers through module exchange and parts replacement. Customers can request on-site service from an Apple Authorized Service Provider Plus (AASP+) Apple Assurance (US only), or request a courier through the Apple Canada Technical Answerline (Canada only). They can also choose carry-in service from an AASP.

#### **Ordering**

Apple Service Providers planning to support the computer systems covered in this manual may purchase Service modules and parts to develop servicing capability. To order parts, use the AppleOrder (US only) or ARIS (Canada only) system and refer to "Service Price Pages."



Large businesses, universities, and K-12 accounts must provide a purchase order on all transactions, including orders placed through the AppleOrder (US only) or ARIS (Canada only) system.

#### **USA Ordering**

US Service Providers not enrolled in AppleOrder may fax their orders to Service Provider Support (512-908-8125) or mail them to

Apple Computer, Inc. Service Provider Support MS 212-SPS Austin, TX 78714-9125

For US inquiries, please call Service Provider Support at 800-919-2775 and select option #1.



#### **Canadian Ordering**

Canadian Service Providers not enrolled in ARIS may fax their orders to Service Provider Support in Canada (1-800-903-5284). For Canadian inquiries, please call Service Provider Support at 905-513-5782 and select option #3.



### Warranty/AppleCare/ARIS

#### **US Only**

The PowerBook 500 Series computers are covered under the Apple One-Year Limited Warranty. The AppleCare Service Plan is also available for these products. Service Providers are reimbursed for warranty and AppleCare repairs made to these computers. For pricing information, refer to "Service Price Pages."

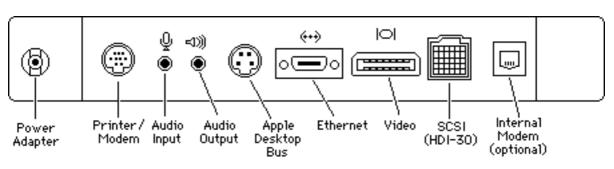
#### **Canada Only**

The PowerBook 500 Series computers are covered under first-year AppleCare. The Extended AppleCare Service Plan is also available for these products. Service Providers are reimbursed for first-year warranty and Extended AppleCare repairs made to these computers. For pricing information, refer to "Service Price Pages."



#### Rear Panel

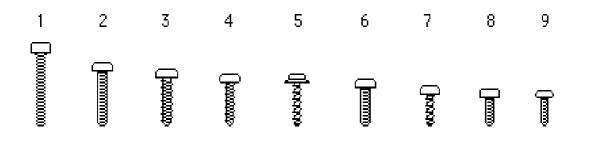
The illustration below shows the location of ports and connectors on the rear panel of the PowerBook 500 Series.





#### PowerBook Screw Matrix

Nine different types of screws are used in the PowerBook 500 Series. All are Torx screws and require either a T-8 or T-6 Torx screwdriver.



Note: The legend for the screws follows on the next page.



#### Legend for PowerBook 500 Series Screws

- 1 Feet
- 2 Hard drive, keyboard, bottom case (middle front), display assembly, floppy drive, daughterboard EMI shield (top edge), inside edge of top case, right side panel
- 3 Display bezel, display, clutch, DAA
- 4 Trackpad cable and actuator, daughterboard EMI shield (sides), motherboard standoff
- 5 Rear panel
- 6 Hard drive bracket
- 7 Inverter board, interconnect board
- 8 Bottom case (front corners), left side panel
- 9 Floppy drive bracket



#### PowerBook Cable Matrix

For a matrix of cables that work with specific models of the PowerBook family of computers, refer to the PowerBook Cable Matrix in the Hardware/Compatibility Charts tab.



### PCMCIA Module Handling

The PCMCIA (Personal Computer Memory Card International Association) expansion module is an option for the PowerBook 500 Series. The module inserts into the computer's second (left) battery bay and has two slots that accept a variety of third-party PCMCIA cards.

There are three types of PCMCIA cards: Type I (3 mm), Type II (5 mm), and Type III (10 mm). Type I and Type II cards fit in either the upper or lower slot of the expansion module. Type III cards fit in the lower slot and take up both slots.

The following are guidelines for properly handling the PCMCIA expansion module:

 Do not insert or remove the PCMCIA expansion module while the computer is on or in Sleep mode. if you do, the



- computer will shut down and all RAM contents will be lost.
- Eject the PCMCIA module using the lever at the front of the module; eject a PCMCIA card using the PCMCIA Eject control panel or the PCMCIA Quick Eject module in the computer's Control Strip.
- Keep the protective cap that comes with the module and place it back on the module when it is not in use.
- Do not open the module or insert anything other than a PCMCIA card into the card slots.
- Keep the module in a safe place, away from small objects that might fall into it.
- Before ejecting a PCMCIA card, make sure nothing is blocking the card's slot. To immediately reinsert the card, pull it out an inch more and then push it back in.
- Use only cards that are compatible with the PCMCIA expansion module. Refer to the compatibility information that came with the card.



### **Battery Information**

The PowerBook 500 Series computers include one or two nickel-metal-hydride (NiMH) batteries. Each battery provides power for up to 3.5 hours of work time, depending on the battery conservation features employed. A smart processor included in each battery pack indicates the battery's charge status.

For instructions on how to verify the battery voltage, see the Additional Procedures chapter of this manual.

For additional information on PowerBook batteries, voltages, ampere hours, and part numbers, see the PowerBook Battery Matrix in Hardware/Compatibility Charts.



#### **Battery Handling**

▲ Warning: NiMH batteries contain toxic materials. Send undamaged, dead batteries to Apple for recycling—do not discard dead batteries with other waste. If the battery is damaged, do not return it to Apple. Dispose of damaged batteries according to local ordinances. Review battery-handling and disposal instructions in the Safety document (path: Bulletins/Safety).

The following are guidelines for properly handling the PowerBook 500 Series battery:

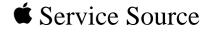
- Handle the battery carefully. Do not drop, puncture, disassemble, mutilate, or incinerate it.
- Do not short-circuit the battery terminals.
- Do not leave a battery in the computer for longer than a week without plugging in the power adapter.
- Do not leave the battery in hot locations (such as the

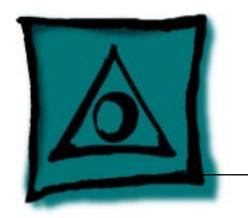


trunk of a car).

- Keep the battery in a cool, dark place; do not store it for longer than 6 months without recharging.
- If you are using one battery: completely discharge and then recharge the battery once every 90 days.
- If you are using two batteries: swap the left and right batteries every month.
- Fully charge a replacement battery before using it; Apple ships batteries in a partially charged state.







## Specifications

PowerBook 500 Series



#### Introduction

You can also find specifications information for this product in the Spec Database, which you can access in one of three ways:

- Launch it directly by double-clicking the Apple Spec Database runtime alias at the top level of the Main Service Source CD.
- Select "Apple Spec Database" from the Service Source dropdown main menu.
- Click the Acrobat toolbar icon for the database, which is near the right end of the toolbar with the letters "SP."



PB 520/520c

### Processor

Motorola 68LC040 microprocessor

50/25 MHz

PB 540/540c Motorola 68LC040 microprocessor 66/33 MHz

Addressing 32-bit internal registers 32-bit address bus 32-bit data bus



CMOS custom chip with long-life lithium battery

Memory - 3

**Specifications** 

Clock/Calendar

**Specifications** 



Disk Storage - 4

I/O Interfaces - 5

## I/O Interfaces

SCSI HDI-30 SCSI port v

HDI-30 SCSI port with 1.5 MB/sec. transfer rate Supports up to six external SCSI devices Connect SCSI device to computer with HDI-30 SCSI system cable.

Apple Desktop Bus Apple Desktop Bus (ADB) p

Apple Desktop Bus (ADB) port
200 mA maximum current draw for all ADB devices

Serial RS-422 serial port;

RS-422 serial port; mini DIN-8 connector

Sound Stereo sound-in port
Stereo sound-out hea

Stereo sound-out headphone jack; standard 3.5 mm stereo miniplugs



<b>Specifications</b>	I/O Interfaces - 6
Video	Micro DV-14 video-out port; 8 bit, 256 color video output Supports most Macintosh, VGA, and SVGA monitors
Ethernet	High-speed Ethernet port; Apple AUI connector
Processor-Direct Slot	90-pin processor-direct slot (PDS) for PDS devices or optional Personal Computer Memory Card International Association (PCMCIA) adapter/PCMCIA expansion module (allows use of two Type II or one Type III PCMCIA-type card)
Power Adapter	Power adapter port
Modem	Slot for optional internal modem
Security	Slot for third-party security equipment

### I/O Devices

**Keyboard** Built-in keyboard with 12 function keys

76 keys domestic, 77 keys ISO Two-level tilt adjustment

Trackpad Solid-state trackpad

Microphone Electret, omnidirectional

Output voltage of 4 mV, peak to peak



Apple sound chip provides 16-bit sound capable of driving stereo

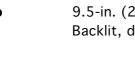
**Sound Generator** headphones or other stereo equipment through the sound jack

PB 540 Video

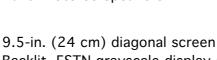
**Display** 

Built-in stereo speakers

PB 520 Video **Display** 



PB 520c Video 9.5-in. (24 cm) diagonal screen **Display** 

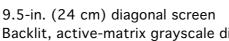


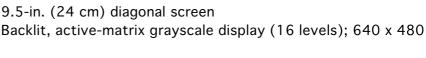














Sound and Video - 8

PB 540c Video Display 9.5-in. (24 cm) diagonal screen
Backlit, active-matrix color display; 640 x 400 pixels at thousands of colors; 640 x 480 pixels at 256 colors



### Electrical

Main Battery

One or two nickel-metal-hydride (NiMH) batteries

Up to 3.5 hours of usage per battery before recharging

Recharge time: 2 hours in shut down or sleep mode, 4 hours while

10. 240 VAC line valtage

computer is running

**Power Adapter** 110–240 VAC line voltage 40 W, 50–60 Hz



### Physical

#### **Dimensions**

**Height** 2.25 in. (5.7 cm)

 Width
 11.5 in. (29.2 cm)

 Depth
 9.65 in. (24.5 cm)

### Weight

PB 520/520c 6.4 lb. (2.9 kg) with one battery PB 540/540c 7.3 lb. (3.3 kg) with two batteries



### Other

Internal Modem Sends

Sends and receives data at 19.2 bps; sends and receives faxes at 14.4 bps

Enables connection between PowerBook computer and desktop

SCSI Adapter

Macintosh (PowerBook appears as a hard drive on the desktop)

PCMCIA Module

Enables use of two Type I or II PCMCIA cards or one Type III card







# Troubleshooting

PowerBook 500 Series



#### General

The Symptom Charts included in this chapter will help you diagnose specific symptoms related to your product. Because cures are listed on the charts in the order of most likely solution, try the first cure first. Verify whether or not the product continues to exhibit the symptom. If the symptom persists, try the next cure. (Note: If you have replaced a module, reinstall the original module before you proceed to the next cure.)

If you are not sure what the problem is, or if the Symptom Charts do not resolve the problem, refer to the Flowchart for the product family.

For additional assistance, contact Apple Technical Support.



### **Symptom Charts**

#### Startup

RAM failure occurs (eight-tone error chord sounds after startup chord)

Hardware failure

- p chord) 4
- occurs (four-tone error chord sounds after startup chord)

- 1 Reseat RAM expansion card and check connection.
- 2 Replace RAM expansion card.
- 3 Replace daughterboard.
- 4 Replace motherboard.
- 1 Disconnect hard drive cable and restart computer. If startup sequence is normal, reconnect cable and retest.
- 2 Replace hard drive.
- 3 Disconnect floppy drive cable and restart computer. If startup sequence is normal, reconnect cable and retest.
- 4 Replace floppy drive.
- 5 Replace motherboard.



#### Power

4

#### Screen is blank; computer doesn't respond

- Restart computer.
- 2 Connect power adapter and restart computer in 3-4 minutes.
- 3 Try known-good, charged main battery.
- Check all interconnect board, daughterboard, and motherboard connections.
- Reset the power manager.
- Test fuse on motherboard to make sure it is not open.
- Replace keyboard.
- Replace interconnect board.
- 9 Replace daughterboard.
- Replace motherboard.



Verify that power adapter is connected correctly.

#### Power (Continued)

main battery, some Control Panel settings

are different

After you remove

3

Check cables.

Replace backup battery.

Replace interconnect board.

Replace daughterboard.

5 Replace motherboard.

Power adapter is plugged in, but Control Strip doesn't indicate adapter is

connected

Try known-good, charged main battery.

3 Try known-good power adapter.

Replace motherboard. 4



- adapter.
- Try known-good, charged main battery. Try known-good power adapter.
- 6 Replace motherboard.
- Reseat battery to make sure battery is mating with contacts Computer runs when plugged into wall on logic board. outlet but not on Run the intelligent battery reconditioner software.

battery power;

battery voltage is within tolerance

- 3 Replace the backup battery and charge unit for 48 hours to
- ensure backup battery is fully charged.
- 4 Replace motherboard.
- 5 Return computer to Apple.



#### Power (Continued)

### Computer won't power up

- Restart computer.
- 2 Connect power adapter and restart computer in 3–4 minutes.
- 3 Try known-good power adapter. Verify power adapter tip is not chipped or cracked.
- 4 Try known-good, charged main battery.
- 5 Replace fuse on motherboard.
- 6 Replace motherboard.
- 7 Return computer to Apple.



#### Video

Partial or full row of

pixels is always on or

never comes on

Pixel never comes on

orisalways on

- 1 PowerBook 540c, color active matrix display only: Replace display (CPRC/ international repairers only) or return computer to Apple.
- PowerBook 540: If there are more than five voids (pixels that are always white), or two or more voids within one inch of each other, replace display (CPRC/ international repairers only) or return computer to Apple.
   PowerBooks 520 and 520c: Replace display.
- 1 Check cables.
- i Check Cables.
- 2 Replace interconnect board.
- 3 Replace motherboard.
- 4 Replace display.



4

#### Video (Continued)

Display is very light or totally white

- Adjust screen contrast and brightness settings.
- 2 Verify cable, inverter board, interconnect board, daughterboard, and motherboard connections.

PowerBook 520/520c: If temperature is under 5° C or over

- 3 Replace inverter board.
- Replace interconnect board.
- Replace interconnect-to-display cable.
- Replace display.
- Replace daughterboard.
- 8 Replace motherboard.

- Display stopped working or dimmed but is fine now
- 40° C, this reaction is normal.
- 2 Let screen warm up for 30 minutes.



#### Video (Continued)

Backlight doesn't operate

- Verify that backlight cable connection is secure.
- 2 Check cable, inverter board, interconnect board, daughterboard, and motherboard connections.

Symptom Charts/Video (Continued) - 9

- 3 Verify that cables are not pinched or severed.
- Replace inverter board.
- Replace interconnect-to-inverter cable.
- 6 Replace interconnect board.
- Replace interconnect-to-display cable.
- Replace display.
- 9 Replace daughterboard.
- Replace motherboard.

Thin white line is

PowerBook 520/520c: Thin white line is normal.

always on at middle of screen

#### Video (Continued)

No display, but computer appears to operate correctly

- 1 Press any key to wake computer from system sleep.
- 2 Adjust screen contrast and brightness settings.
- 3 Verify cable, inverter board, trackpad, keyboard, interconnect board, daughterboard, and motherboard connections.
- 4 Connect power adapter.
- 5 Replace inverter board.6 Replace interconnect board.
- 7 Deviles interconnect board.
- 7 Replace interconnect-to-display cable.
- 8 Replace display.
- 9 Reseat daughterboard.
- 10 Replace daughterboard.
- 11 Replace motherboard.



#### Floppy Drive

Audio and video present, but internal floppy drive does not operate

- Try known-good floppy disk.
- 2 Check floppy drive cable connection.
- 3 Replace floppy drive cable.
- 4 Replace floppy drive.
- 5 Replace motherboard.

booting; display shows Mac icon with

Disk ejects while

blinking X

Try known-good system disk.

- Verify that trackpad and trackpad button are working. 3 Verify that keyboard is working.
- 4 Check floppy drive cable connection.
- 5 Replace floppy drive cable.
- 6 Replace floppy drive.
- Replace motherboard.



#### Floppy Drive (Continued)

Disk does not eject

- Switch off system and hold trackpad button down while you switch system on. Eject disk manually by carefully inserting opened paper clip
- into hole near floppy drive slot. 3 If PowerBook serial number is between FC410 and FC414 or

Reinstall floppy drive brackets. (Refer to "Floppy Drive" in

- between CD412 and CK414, replace floppy drive.
- 4 Check floppy drive cable connection.
- Take Apart.)
- Replace floppy drive cable. 6
- Replace floppy drive.

5

8 Replace motherboard.



#### Floppy Drive (Continued)

Disk initialization fails

- Try known-good floppy disk.
- Check floppy drive cable connection.
- 3 Replace floppy drive cable. 4
  - Replace floppy drive.

Read/write/copy error

- Try known-good floppy disk.
- Check floppy drive cable connection.
- 3 Try application disk and data file on floppy disk.
- 4 Replace floppy drive cable.
- 5 Replace floppy drive.



#### Hard Drive

Internal hard drive does not operate

- 1 Make sure power adapter is connected.
- 2 Disconnect external SCSI devices.
- 3 Check hard drive cable connection.
- 4 Use HD SC Setup to reinitialize drive.
- 5 Replace hard drive cable.
- 6 Replace hard drive.
- 7 Replace motherboard.



#### Peripheral

4

external SCSI device, computer does not boot

After you connect

1 Switch on external SCSI device before starting computer.

Verify that SCSI select switch setting on external device is

- 2 Check cable connections.
- 3 Verify that SCSI chain is terminated correctly.
- unique.
- 5 Verify operation of internal hard drive.
- 6 Try known-good external SCSI device.
- 7 Replace motherboard.



#### **Peripheral** (Continued)

# Cursor does not move when you are using trackpad

- 1 Reset the power manager.
- 2 Check trackpad connections.
- 3 Check interconnect board, keyboard, and motherboard connections.

Connect low-power mouse and try to move cursor. If cursor

- moves, try using trackpad and keyboard. If trackpad does not move cursor, replace trackpad. If keyboard does not move cursor, replace keyboard.
- 5 Replace interconnect board.
- 6 Replace motherboard.



#### **Peripheral** (Continued)

Cursor intermittently				
does not move or				
moves erratically				

- 1 Reset the power manager.
- Clean trackpad surface.
- 3 Check trackpad connections.
- 4 Replace trackpad.
- 5 Replace keyboard.
- 6 Replace interconnect board.
- 7 Replace motherboard.

Cursor does not move when you are using mouse

- 1 Check mouse connection to ADB port.
- 2 Reset the power manager.
- 3 Clean mouse ball and inside mouse.
- 4 Replace mouse.
- 5 Replace motherboard.



clicking trackpad button has no effect

Cursor moves, but

- Reset the power manager.
   Check trackpad connections.
- 3 Check interconnect board, keyboard, and motherboard connections.
- 4 Replace trackpad.
- 5 Replace keyboard.
- 6 Replace interconnect board.
- 7 Replace motherboard.
- No response to any 1 Verify that computer is on. key on keyboard 2 Reset the power manager.
  - 2 Reset the power manager.3 Check keyboard and interconnect board connections.
  - 4 Replace keyboard.
  - 5 Replace interconnect board.
  - 5 Replace interconnect board



#### **Peripheral** (Continued)

Known-good directconnect printer does

not print

- Verify that System is 7.1.1 or later.
- 2 Verify that Chooser and Control Panel settings are correct.
  - 3 Check cables.
  - 4 Replace printer cable.
  - Try known-good printer.
  - 6 Replace daughterboard.
  - Replace motherboard. 7



6

7 Replace motherboard.

Replace motherboard.

Replace daughterboard.

computer does not display SCSI icon until host is booted,

In disk mode,

down

or computer crashes when host is shut



#### Peripheral (Continued)

Device connected to external modem port doesn't work

- 1 Verify that External Modem is selected in CDEV.
- 2 Verify that System is 7.1.1 or later.
- 3 Check cables.
- 4 Test device with known-good computer.
- 5 Replace daughterboard.
- 6 Replace motherboard.

I/O devices are unrecognized or garbage is transmitted or

received

1 Verify that System is 7.1.1 or later.

- 2 Check cables.
- 3 Verify that SCSI device is correctly terminated.
- 4 Verify that SCSI select switch setting on external device is unique.
- 5 Test device with known-good computer.
- 6 Replace daughterboard.
- 7 Replace motherboard.



#### **Internal Modem**

Internal modem options do not appear in CDEV

- 1 Verify that System is 7.1.1 or later.
- 2 Reseat modem card.
- 3 Replace modem card.
- 4 Replace motherboard.

Modem does not respond properly to AT command set instructions

- 1 Verify that baud rate and data format settings of communications application are compatible with internal modem and remote modem.
- 2 Check phone cord connection and operation.
- 3 Verify that System is 7.1.1 or later.
- 4 Reseat modem card.
- 5 Replace modem card.



#### **Internal Modem (Continued)**

Strange mix or
characters appears on
screen

Modem interferes

with system sound

Stranga mix of

- 1 Verify that baud rate and data format settings of communications application are compatible with internal modem and remote modem.
- 2 Check phone cord connection and operation.
- 3 Verify that System is 7.1.1 or later.
- 4 Reseat modem card.
- 5 Replace modem card.
- 6 Replace daughterboard.
- 7 Replace motherboard.
- 1 Reseat modem card.
- 2 Replace modem card.
- 3 Replace interconnect board.
- 5 Replace interconnect board
- 4 Replace motherboard.



respond to incoming

Modem has no sound

call

output

#### **Internal Modem (Continued)**

Modem does not If computer is in sleep mode, verify that Wake On Ring option

> in CDEV is selected. Check phone cord connection and operation.

> > Verify that Control Panel volume setting is above 0.

Symptom Charts/Internal Modem (Continued) - 24

3 Replace modem card.

Replace motherboard. 4

Replace modem card.

3 Replace interconnect board.

Replace motherboard. 4



#### **Internal Modem (Continued)**

Modem connects but does not communicate with remote modem

- 1 Verify that remote modem needs error correction (error correction is internal modem default).
- 2 If remote modem does not need error correction, type AT &QO to disable error correction.



#### **Internal Modem (Continued)**

You are using System 7.5 and two messages appear: "This Macintosh may not have been shut down properly" and "Incoming fax cannot be received because internal modem could not be identified..." Following the messages, the system "hangs."

- 1 Restart while holding down the Space bar. (This procedure will open Extensions Manager.)
  - Disable the PowerPort 500 control panel by removing the check mark.
  - Close the Extensions Manager window to complete startup.
  - Open the General Controls control panel and turn off the shutdown warning.
  - Open the Extensions Manager control panel and turn on the PowerPort 500 control panel.
  - Restart.
- 2 Restart with extensions off and remove the GlobalFax files, GlobalFax Personal folders, and PowerPort 500 from the System folder.
  - Reinstall the Global Village software.
  - Move the GlobalFax addresses into a new folder.



#### **PCMCIA Module**

PCMCIA card won't eject

- 1 Make sure PCMCIA slot is not blocked.
- 2 Insert straightened paper clip into hole next to slot.

PCMCIA card is inserted but doesn't appear on desktop

If "defective card" or "unrecognizable card" appears in place of card name in PCMCIA Eject control panel, card is damaged or computer does not have software required to support it. Eject card.



#### Miscellaneous

Screen goes blank and	Computer is goin

Computer is going into system sleep to conserve battery power. computer shuts down

every few minutes

Application seems to

run slower after a few

seconds

Hard drive is slow to

respond, or screen goes blank too often

Adjust sleep delays in Control Panel or connect power adapter.

Adjust sleep delays in Control Panel or connect power adapter.

Computer is switching to system rest. If system rest is

interfering with operation of application, connect power adapter.

0	Troubleshooting

#### Miscellaneous (Continued)

No sound from	1	Verify that volume setting in Control Panel is above 0.
speaker	2	Verify that no external speaker is plugged in.
	3	Check connections of speaker to interconnect board and

- interconnect board to motherboard.
- Replace interconnect board.

Replace motherboard.

System freezes intermittently,

usually after being on

PowerBook clicks

for awhile

when closed

PowerBook 540/540c: Replace daughterboard (CPRC and

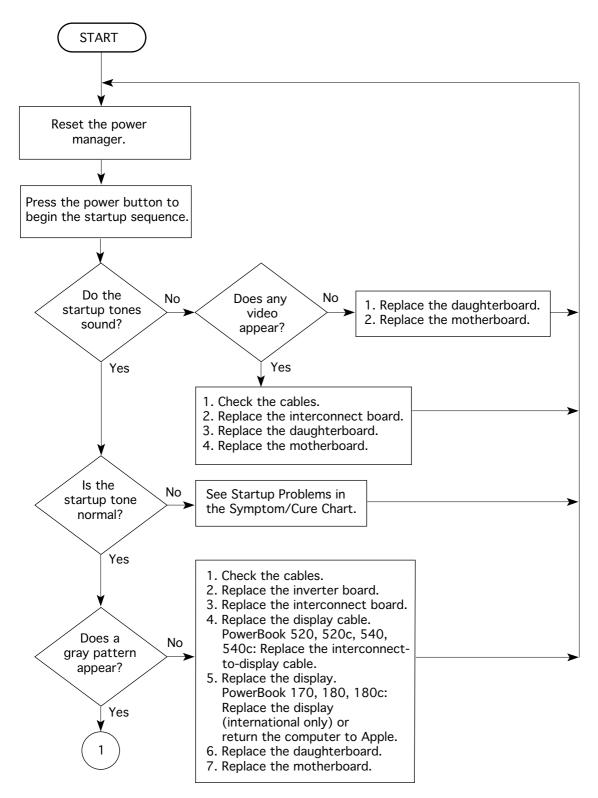
international repairers only).

Reinstall center base cover, making sure screw nearest SCSI port

is installed first. (See Take Apart.)

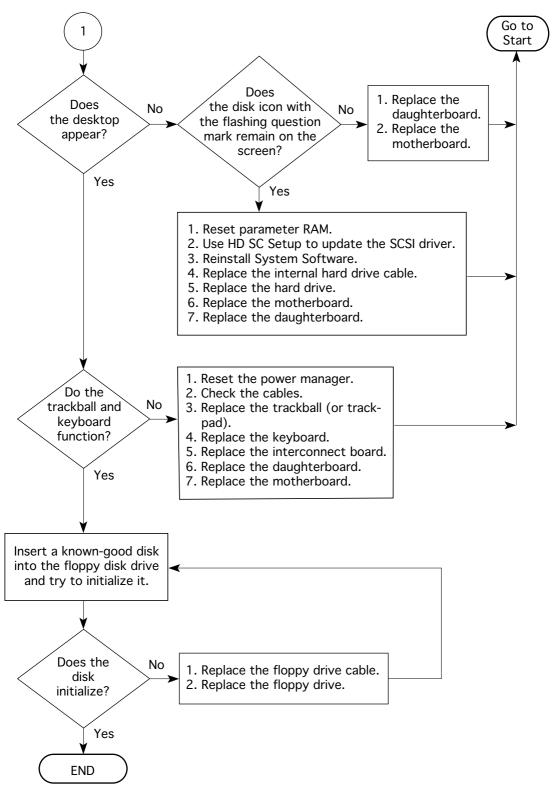


# PowerBook 500 Series Startup Problems Flowchart



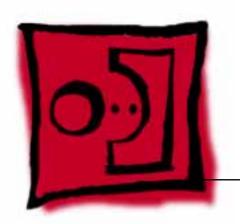


# **PowerBook 500 Series Startup Problems Flowchart** (continued)





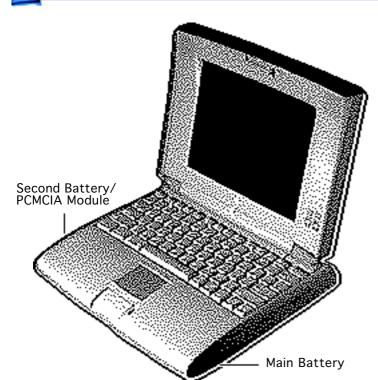




# Take Apart

PowerBook 500 Series





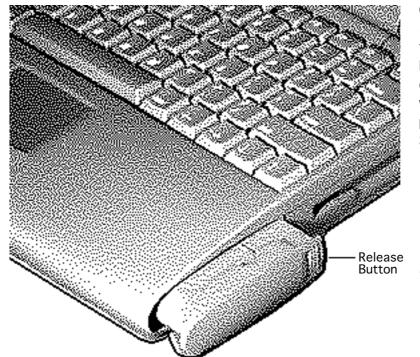
### Battery/PCMCIA Module

Before you begin, disconnect the power adapter.

**Note:** This procedure covers removal of the main battery, second battery or PCMCIA expansion module, and battery contact cover.

Important: Before removing the battery, use the Macintosh Shut Down command. Otherwise, all RAM contents will be lost.





Caution: The PowerBook 500 Series contains devices that are very susceptible to ESD damage. To prevent damage, wear a grounding wriststrap. Review the ESD precautions in Bulletins/Safety.

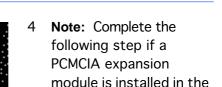
- Slide the release button toward you and pull out the main battery on the right side of the computer.
- 2 Repeat the procedure for the second battery, if installed, on the left side of the computer.





If you are replacing the battery contact cover, press in on the sides of the cover and slide it off the main battery.



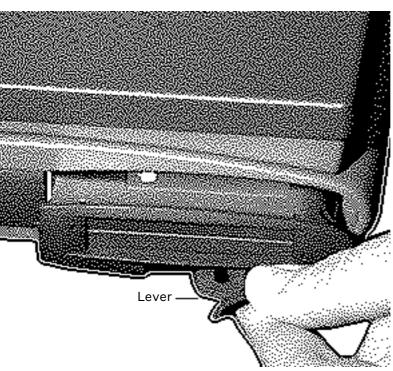


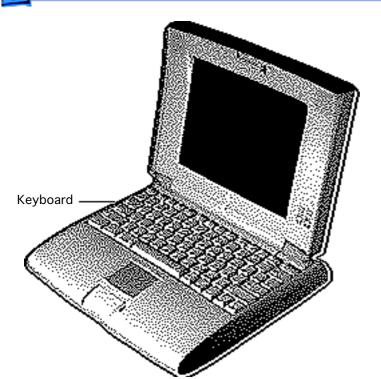
computer.

Using the tip of your finger, rotate the lever at the front of the PCMCIA module toward you.

5 **Note:** You may have to use some force when pulling the module out of the computer.

Holding onto the lever, pull the PCMCIA module out of the computer.

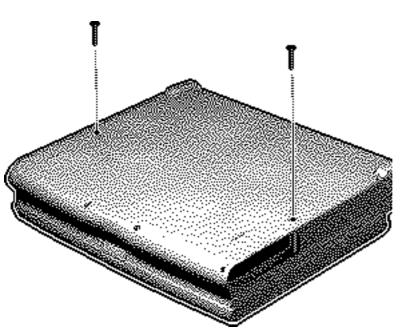




### Keyboard

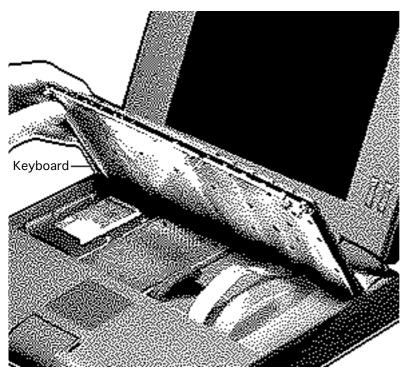
Before you begin, remove the battery/PCMCIA module.





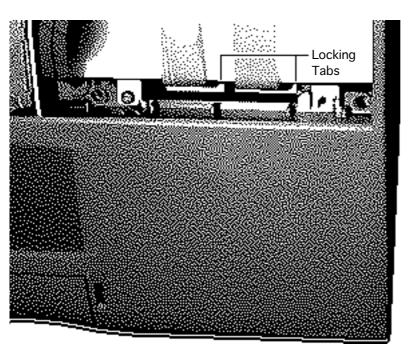
1 Using a T-8 torx driver, remove the middle two bottom housing screws.





- 2 Using a small flat-blade screwdriver, lift the front of the keyboard and pull it forward slightly.
  - 3 Rotate the keyboard so that it is perpendicular to the top cover.





- 4 Release the locking tabs on the two keyboard cable connectors and disconnect the cables from the motherboard.
- 5 Lift off the keyboard.



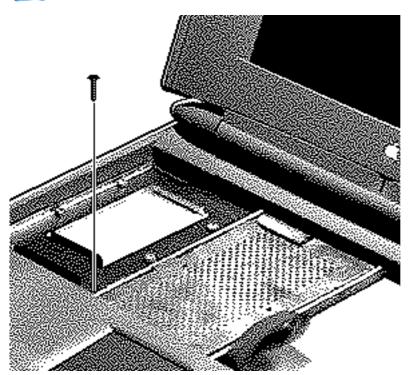


#### Hard Drive

Before you begin, remove the following:

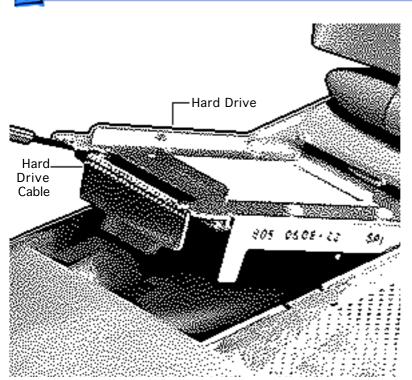
- Battery/PCMCIA module
- Keyboard





1 Using a T-8 torx driver, remove the hard drive mounting screw.



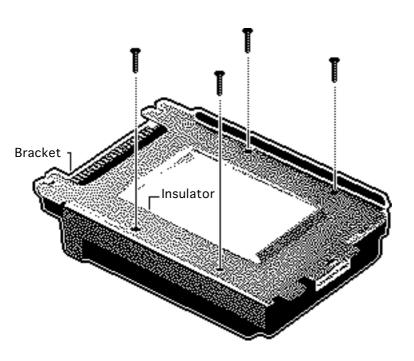


- Using a small flat-blade screwdriver, pry up the front of the hard drive and slide it forward 1/2 inch.
- 3 **Note:** Use a rocking motion to disconnect the hard drive cable from the hard drive.

Lift the drive partway out of the unit and disconnect the hard drive cable.

4 Remove the hard drive.



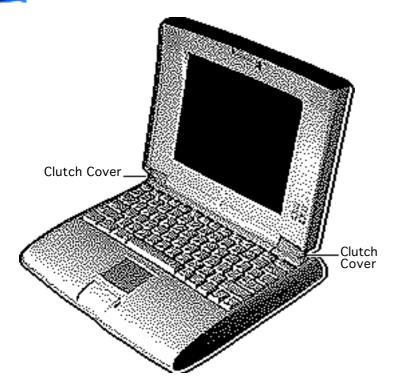


5 If you are replacing the hard drive, remove the four screws and remove the hard drive bracket and insulator.

#### Replacement Note:

Reinstall the hard drive bracket and insulator on the replacement hard drive.

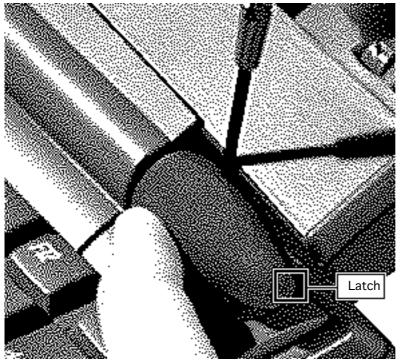




## **Clutch Covers**

Before you begin, remove the battery/PCMCIA module.



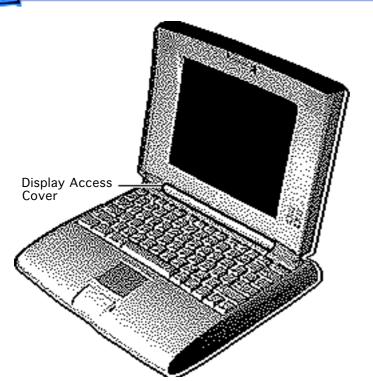


- 1 Open the unit and rotate the display assembly as far back as it will go.
- 2 Using a flat-blade screwdriver and your fingers, press in on both sides of the wide end of the right clutch cover and release the two front latches.
- 3 Rotate the clutch cover up, release the third latch, and remove the cover.
- 4 Repeat for the left clutch cover.



Replacement Caution: Be careful not to pinch or rip the display cable when you replace the right clutch cover.





# Display Access Cover

Before you begin, remove the battery/PCMCIA module.





- Open the unit and rotate the display assembly as far back as it will go.
- Using a small flat-blade screwdriver, pry up the display access cover at the three slots in the front of the cover.
- Remove the display access cover.

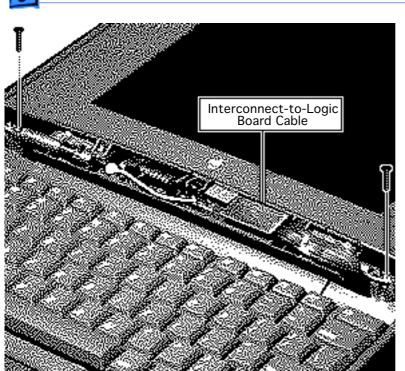




# Display Assembly

- Battery/PCMCIA module
- Clutch covers
- Display access cover





**Caution:** Support the display assembly from beneath before removing it.

- Open the unit and rotate the display assembly as far back as it will go.
- Disconnect the interconnect-to-logicboard cable.
- 3 Using a T-8 torx driver, remove the two display mounting screws.
- 4 Slide the display assembly to the left so that the right clutch clears the loop of the



- interconnect-to-logic-board cable.
- 5 Remove the display assembly.

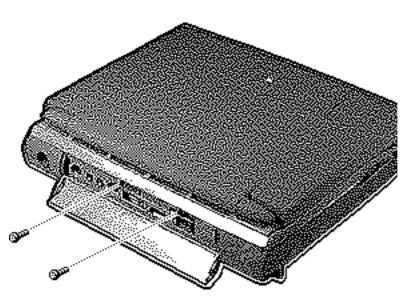




### Center Base Cover

- Battery/PCMCIA module
- Keyboard



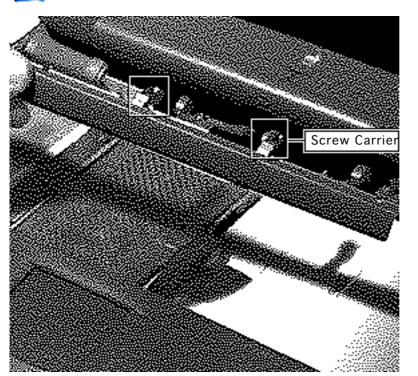


 Using a T-8 torx driver, remove the two rear panel screws.

#### Replacement Caution:

When replacing the rear panel screws, be sure to install the right screw first (the screw nearest the SCSI port).





- Pull the center base cover forward slightly and slide it 1/2 inch to the right to release the two screw carriers.
- 3 Remove the center base cover.

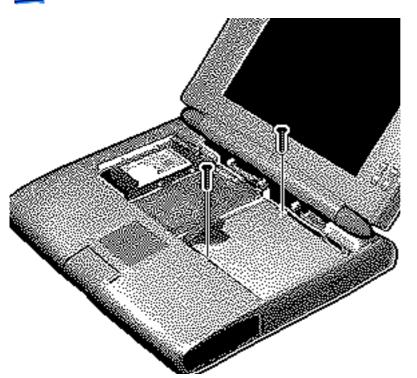




# Floppy Drive

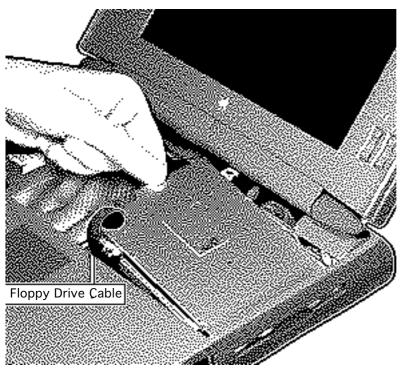
- Battery/PCMCIA module
- Keyboard
- Center base cover





1 Using a T-8 torx driver, remove the two floppy drive screws.





- 2 Using a small flat-blade screwdriver, pry up the cable end of the floppy drive and slide the drive 1/2 inch to the left.
  - 3 Slide the drive forward slightly and lift it partway out of the unit.
  - 4 Disconnect the floppy drive cable from the motherboard and remove the drive.





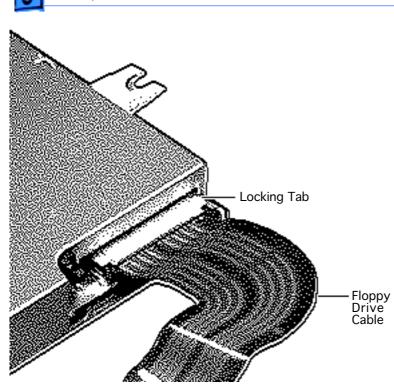
#### **Replacement Caution:**

Before disconnecting the floppy drive cable from the drive, note the cable folds and the correct orientation of the cable connection. Because the cable connector is not keyed, the floppy drive cable could be reinserted upside down.

#### **Replacement Caution:**

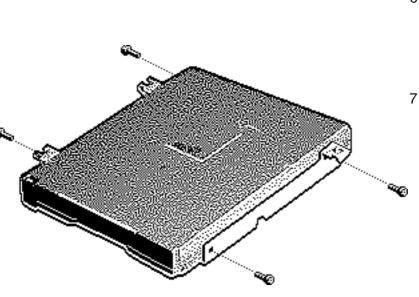
When you reinstall the floppy drive, make sure the floppy drive cable folds on top of the drive, not below it.





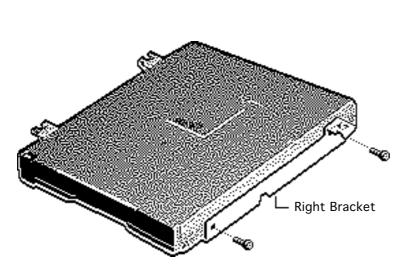
If you are replacing the floppy drive or floppy drive cable, release the locking tabs and disconnect the cable from the drive.





- If you are replacing the floppy drive, remove the two right bracket screws and remove the right bracket.
- 7 Remove the two left bracket screws and remove the left bracket.





#### **Replacement Note:**

Reinstall the floppy drive brackets and floppy drive cable on the replacement floppy drive. Use the following procedure for the brackets:

- Start the screws in the right bracket.
- Push the front of the bracket toward the top of the floppy drive.
- Hold the bracket in this position and retighten the screws.
- Repeat for the left bracket.



#### **Replacement Caution:**

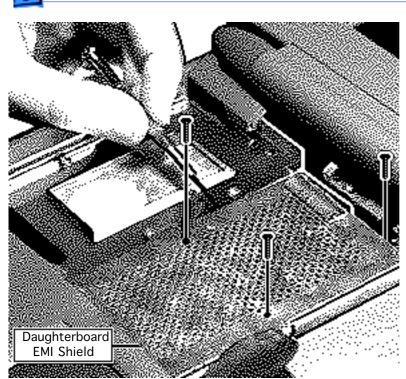
If the brackets are not pushed toward the top of the floppy drive, the floppy disk may not eject properly.



# Daughterboard EMI Shield

- Battery/PCMCIA module
- Keyboard
- Center base cover





- 1 Remove the three mounting screws.
- 2 Using a small flat-blade screwdriver, pry up and remove the daughterboard EMI shield.

Replacement Caution: Make sure all the tabs on the sides of the shield fit inside the daughterboard guide.

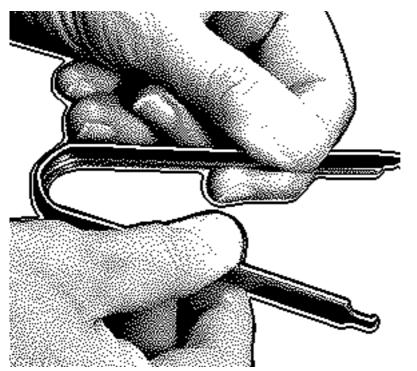




## Daughterboard

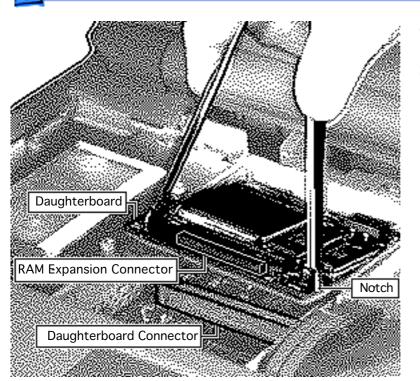
- Battery/PCMCIA module
- Keyboard
- Center base cover
- Daughterboard EMI shield
- RAM card (if installed)
  - Modem card (if installed)





**Note:** To remove the daughterboard, you will need to adapt an IC extractor so that it has a wide grip.

1 Grasp an IC extractor by the legs and pull outward.

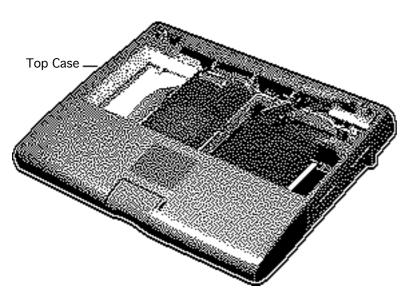


- Remove the plastic retainer bar.
- Note: The daughterboard is connected to the motherboard below the RAM card connector.

Caution: You may have to use some force to disconnect the daughter-board. Use an IC extractor, as illustrated. Do not pry up the board with a screwdriver.

Place the legs of the IC extractor in the notches at the end of the daughterboard and pull up.

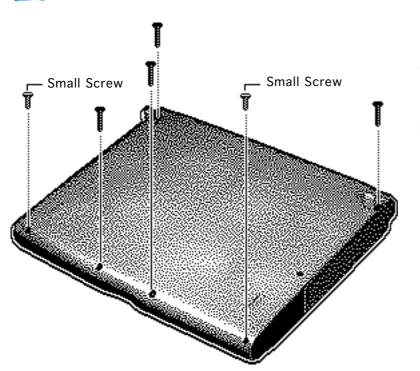




# Top Case

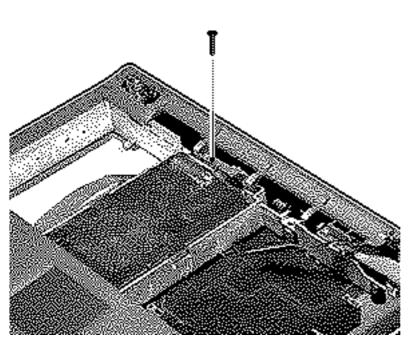
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive





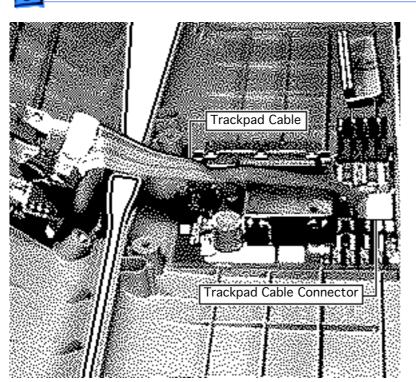
- 1 Rotate the feet to the up position.
- 2 Using a T-8 torx driver, remove the screw located under each foot.
- 3 Remove the four screws at the front edge of the bottom case.





4 Remove the remaining screw on the inside top edge of the case.

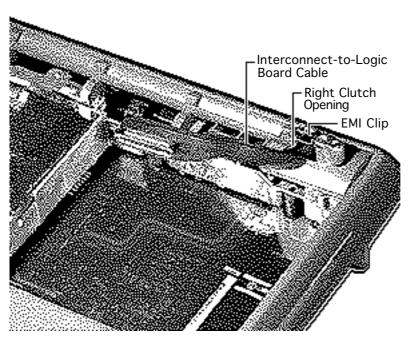




Caution: The top case is connected to the motherboard by the trackpad cable. Be careful not to lift the top case too far off the unit or you may damage the cable.

Carefully lift and rotate the top case toward you and disconnect the trackpad cable from the motherboard.

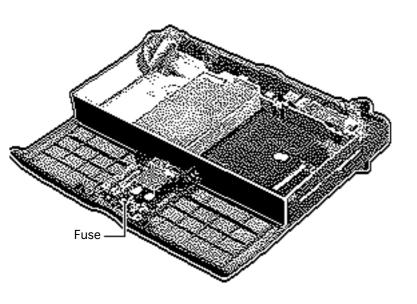




- 6 Remove the interconnect-to-logic board cable from the opening for the right clutch.
  - <sup>7</sup> Remove the top case.

Replacement Note: Before securing the top case to the bottom case, thread the interconnect-to-logic board cable through the opening for the right clutch. Form a loop around the EMI clip by wrapping the cable from behind and then over and under the clip.

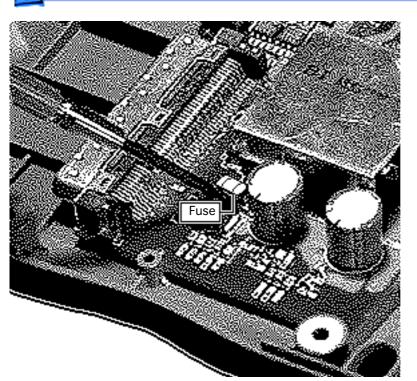




#### Fuse

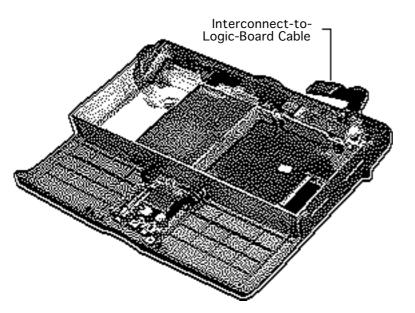
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Top case





Using a small flat-blade screwdriver, pry up and remove the fuse.

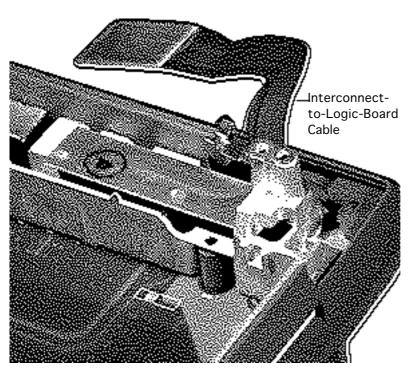




# Interconnect-to-Logic-Bd. Cable

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Top case



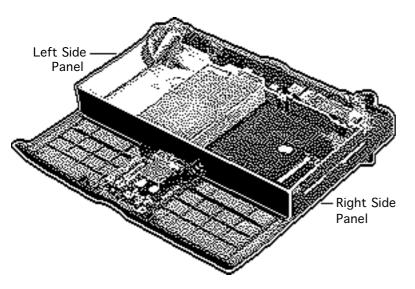


Caution: Before disconnecting the interconnect-to-logic-board cable, note the correct orientation of the cable connection.

Because the connector is not keyed, the cable could be reinserted upside down.

Disconnect the interconnect-to-logic-board cable from the motherboard and remove the cable.

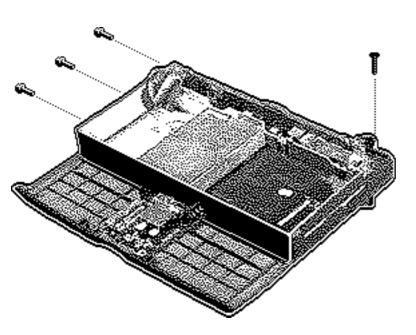




### Side Panels

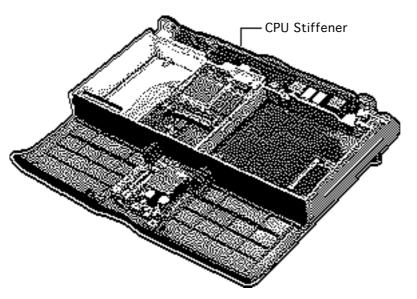
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Top case





- Using a T-8 torx driver, remove the right sidepanel mounting screw.
- 2 Lift the panel slightly, slide it back, and remove it from the CPU stiffener.
- 3 Using a T-8 torx driver, remove the three left side-panel mounting screws.
- 4 Slide the panel to the left and remove it from the CPU stiffener.

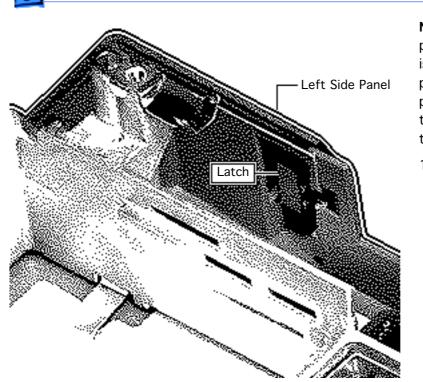




### **CPU Stiffener**

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Daughterboard EMI shield
- Top case
- Interconnect-to-logicbd. cable

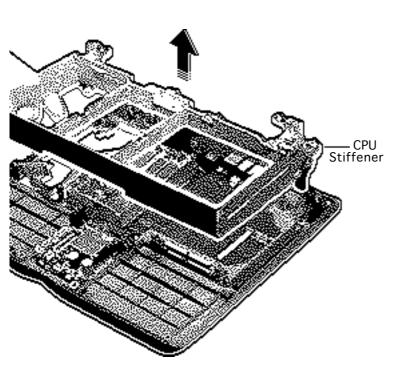




**Note:** In this take-apart procedure, the CPU stiffener is removed with the side panels attached. This procedure also explains how to remove the panels from the stiffener.

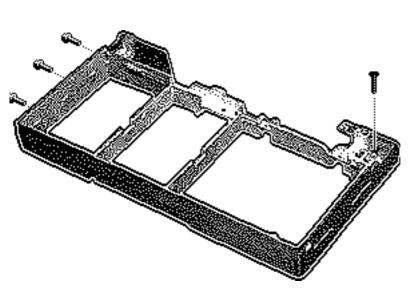
Unlatch the left side panel from the back panel.





- 2 Rotate the feet to the up position.
- 3 Lift the CPU stiffener straight off the unit.

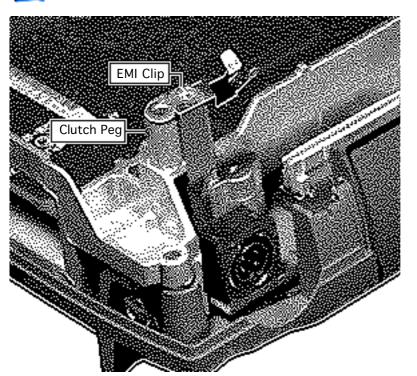




**Note:** If you are replacing the CPU stiffener, remove the side panels.

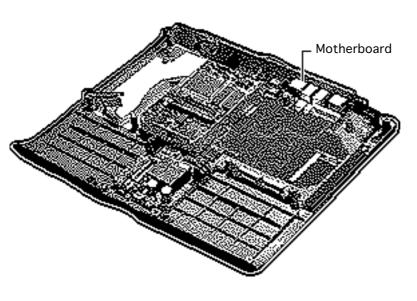
- 4 Using a T-8 torx driver, remove the right sidepanel screw.
- 5 Lift the panel slightly, slide it back, and remove it from the CPU stiffener.
- 6 Using a T-8 torx driver, remove the three left side-panel screws.
- 7 Slide the panel to the left and remove it from the CPU stiffener.





Replacement Caution: Make sure both EMI clips fold on top of the clutch pegs. If the right clip accidentally folds backward and touches the pins for the power connector, the contact could short out the motherboard.

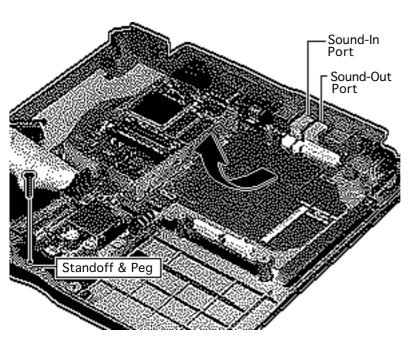




### Motherboard

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Daughterboard EMI shield
- Top case
- Interconnect-to-logicbd. cable
- CPU stiffener
- DAA card (if installed)

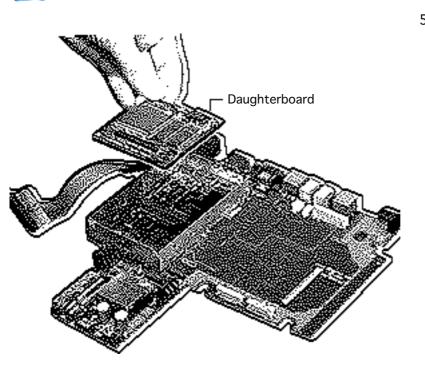




- Remove the motherboard mounting screw and standoff.
- 2 Carefully pry the motherboard from the positioning peg located below the standoff.
- 3 Slide the board forward 1/4 inch.
- 4 **Caution:** In lifting the motherboard, be careful that the sound-in and sound-out ports clear the openings in the rear panel.

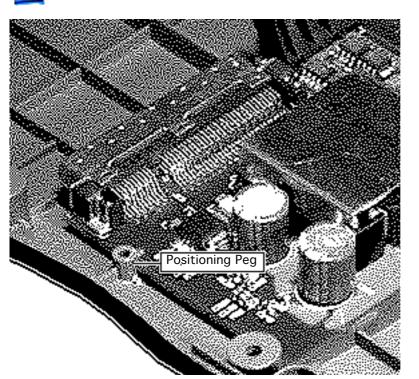
Lift off the motherboard.





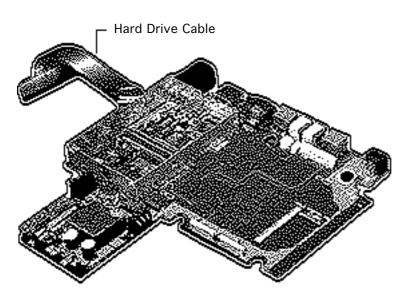
If you are replacing the motherboard, disconnect the RAM card (if installed), daughterboard, and modem card (if installed).





Replacement Note: Make sure the front of the motherboard fits securely below the positioning peg on the bottom case.

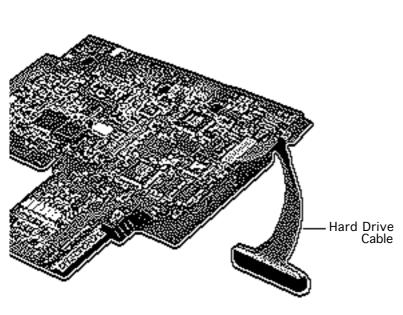




### Hard Drive Cable

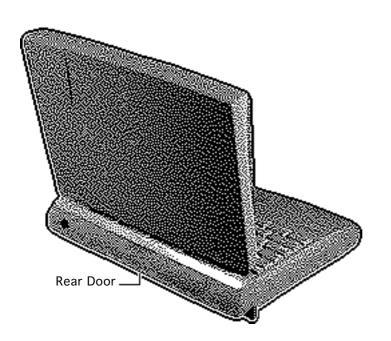
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Daughterboard EMI shield
- Top case
- Interconnect-to-logicbd. cable
- CPU stiffener
- Motherboard





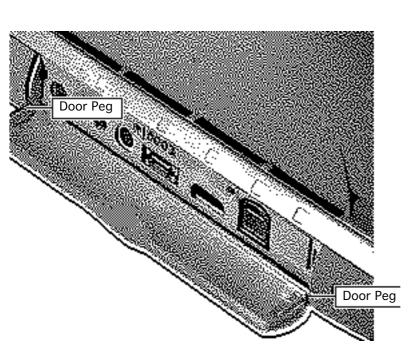
- Turn over the motherboard.
- 2 Disconnect the hard drive cable from the motherboard.





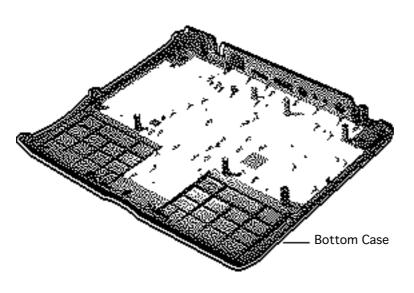
## Rear Door

No preliminary steps are required.



- 1 Open the rear door.
- 2 Carefully bend the door so that the middle bows downward.
- 3 Unhinge the bottom door pegs and remove the rear door.





#### **Bottom Case**

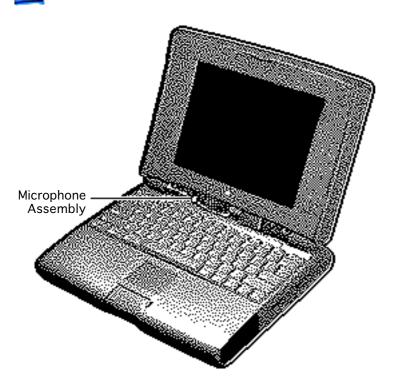
To remove the bottom case, remove the following:

- Battery/PCMCIA module
- Rear door
  - Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Daughterboard EMI shield
- Top case
- Interconnect-to-logicbd. cable
- Side panels



- CPU stiffener
- Motherboard

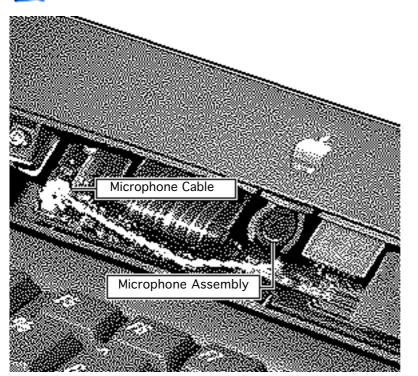




# Microphone Assembly

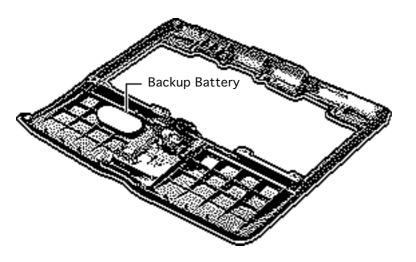
- Battery/PCMCIA module
- Display access cover





- Carefully disconnect the microphone cable from the interconnect board.
- Using a small flat-blade screwdriver, pry up and remove the microphone assembly.

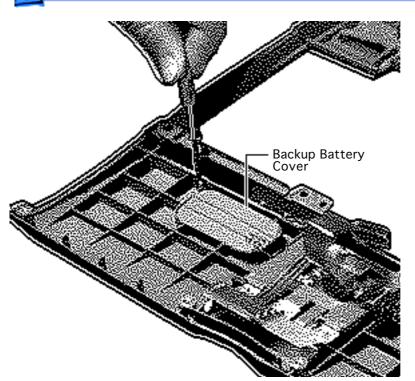




## Backup Battery

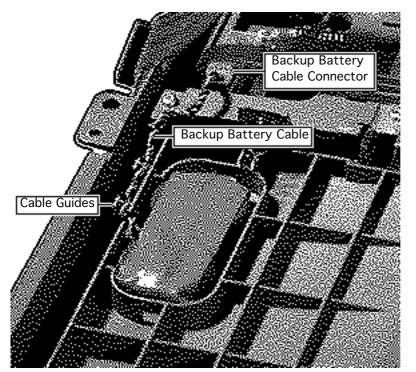
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Top case





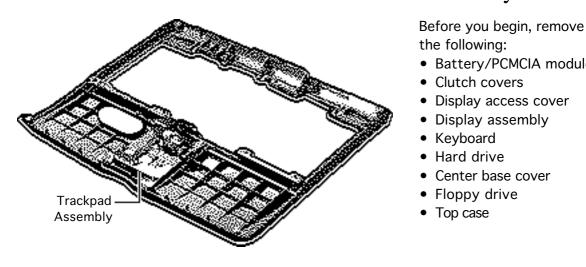
1 Using a small flat-blade screwdriver, pry up and remove the backup battery cover.





- 2 Carefully disconnect the backup battery cable.
- 3 Remove the cable from the cable guides.
- 4 Pry up and remove the backup battery and cable.



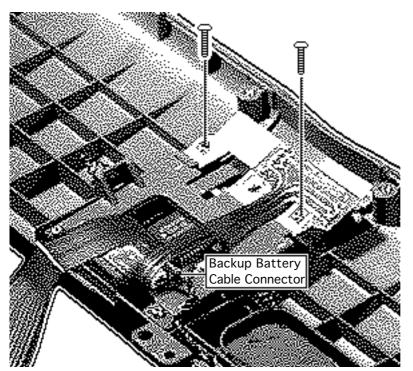


# Trackpad Assembly

the following:

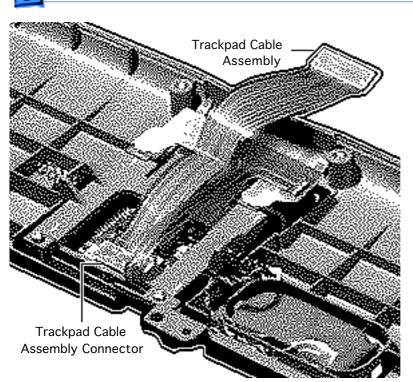
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Top case





- Disconnect the backup battery cable.
- 2 Using a T-8 torx driver, remove the front two mounting screws.





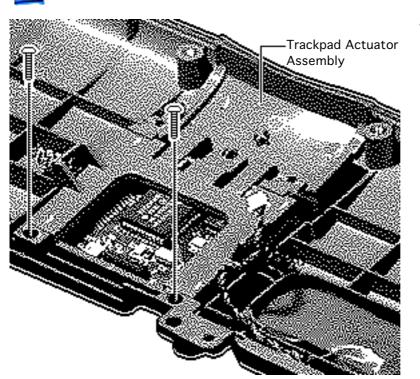
3 Note: The trackpad cable assembly includes the display actuator switch and the trackpad button.
Disconnect the trackpad

Replacement Note: Reconnect the backup battery cable before reconnecting the trackpad cable assembly.

cable assembly and remove it from the unit.

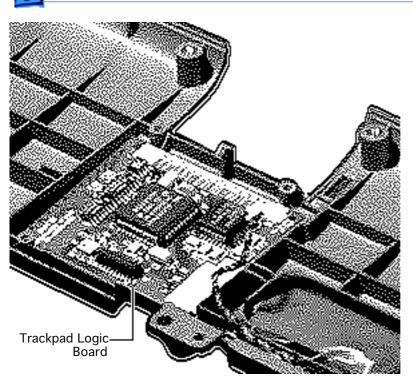
Replacement Note: Before securing the two screws, make sure the flex cable routes on top of the assembly.





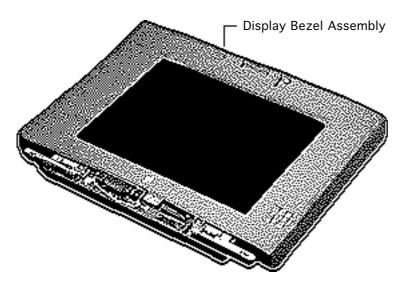
- Using a T-8 torx driver, remove the remaining two mounting screws.
- 5 Pry up and remove the trackpad actuator assembly.





With your fingers, push up from underneath the trackpad logic board and remove it from the top case.

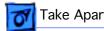


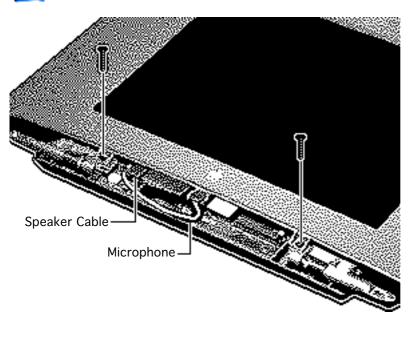


# Display Bezel Assembly

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly

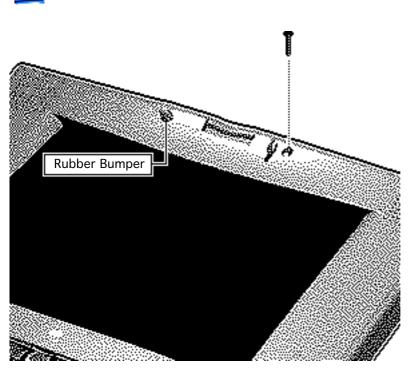






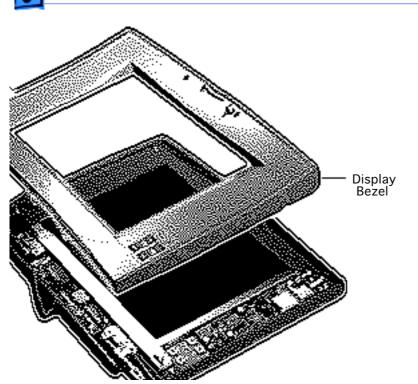
- Remove the microphone from the plastic retainer.
- Disconnect the speaker cable from the interconnect board.
- Remove the bottom two bezel mounting screws.





- 4 Pry off the two rubber bumpers.
- 5 Remove the top two bezel mounting screws.

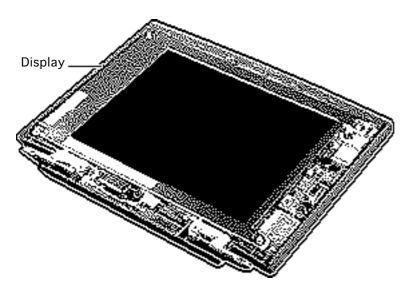




**Note:** Two hooks on each side of the bezel secure it to the rear housing.

Pull the display bezel forward and lift it off the rear housing.





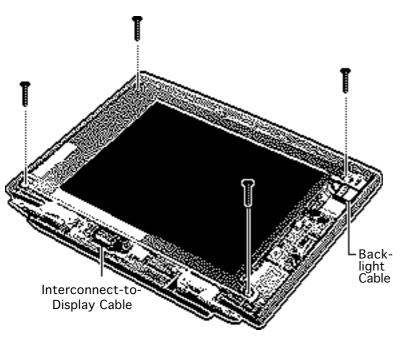
## Display

Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly

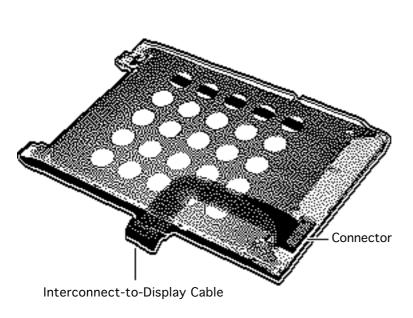
**Note:** The PowerBook 540 and 540c display modules are available only to international and CPRC service providers.





- 1 Remove the four mounting screws.
- 2 Disconnect the backlight cable from the inverter board.
- 3 Disconnect the interconnect-to-display cable from the interconnect board.
- 4 Lift the display from the rear housing.

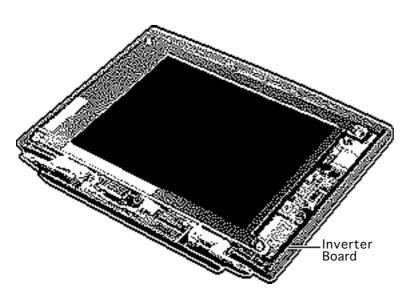




Note: Return the PowerBook 540c display with the interconnect-to-display cable attached. Return the PowerBook 520, 520c, and 540 without the cable.

If you are replacing the PowerBook 520, 520c, or 540 display, disconnect and remove the interconnect-to-display cable from the back of the display.

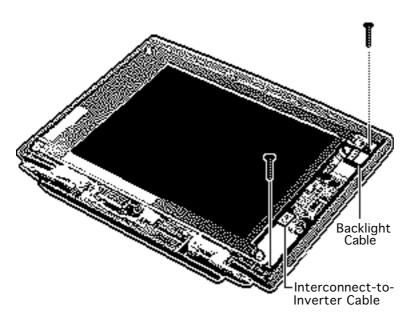




### **Inverter Board**

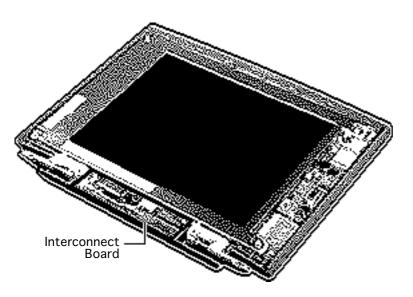
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly





- Remove the two mounting screws.
- 2 Disconnect the interconnect-to-inverter cable and the backlight cable.
- 3 Remove the inverter board.

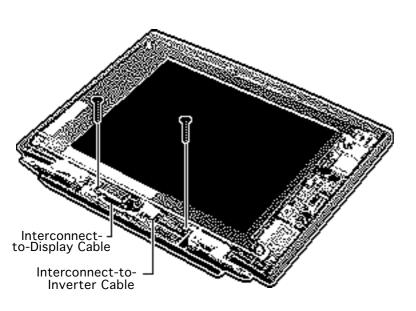




#### **Interconnect Board**

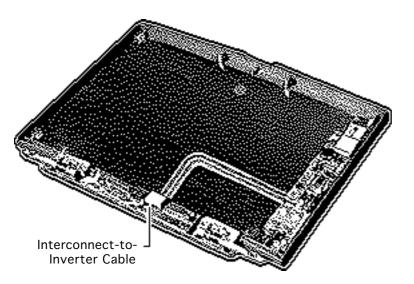
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly





- Disconnect the interconnect-todisplay cable and the interconnect-toinverter cable.
- Remove the two mounting screws.
- 3 Remove the interconnect board.

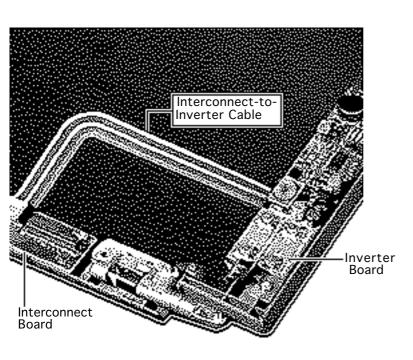




#### Interconnect-to-Inverter Cable

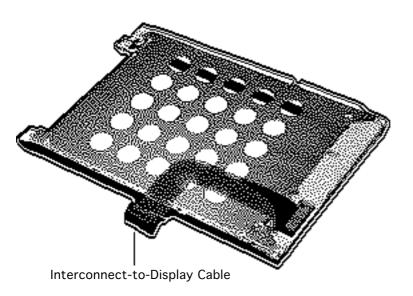
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly
- Display





- Disconnect the interconnect-toinverter cable from the interconnect and inverter boards.
- 2 Remove the cable.

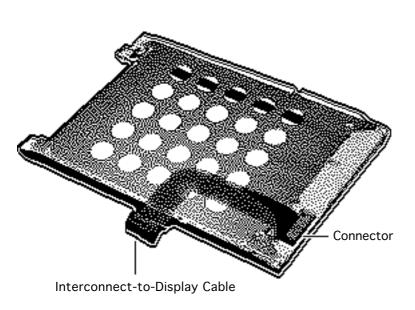




### Interconnect-to-Display Cable

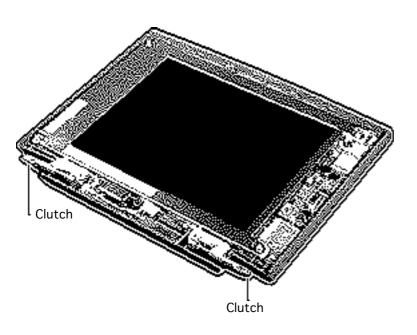
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly
- Display





- Disconnect the interconnect-todisplay cable from the back of the display.
- 2 Remove the cable.

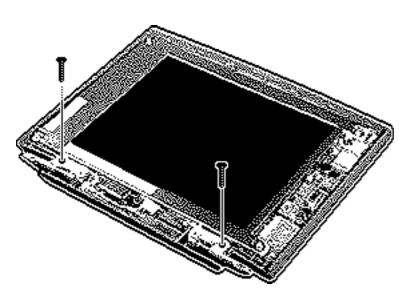




#### Clutches

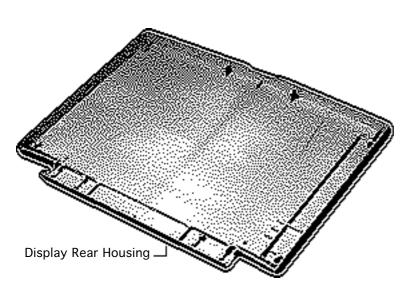
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly





- Remove the mounting screw for the right clutch and remove the clutch.
- 2 Repeat for the left clutch.



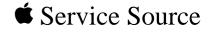


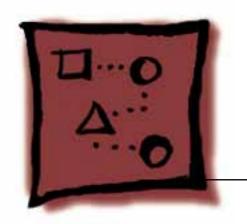
# Display Rear Housing

To remove the rear housing, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly
- Display
- Inverter board
- Interconnect board
- Interconnect-toinverter cable
- Clutches
- Display EMI shield







# Upgrades

PowerBook 500 Series





#### RAM Card

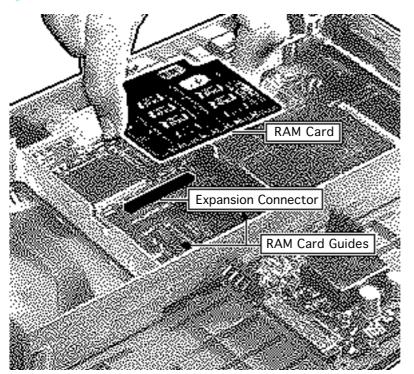
Before you begin, remove the following:

- Battery/PCMCIA module
- Keyboard
- Center base cover
- Daughterboard EMI shield

**Caution:** Handle the RAM expansion card by the edges only. Do not touch any components on the card.

**Note:** The RAM card is a PowerBook 500 option. This procedure explains how to install the card.

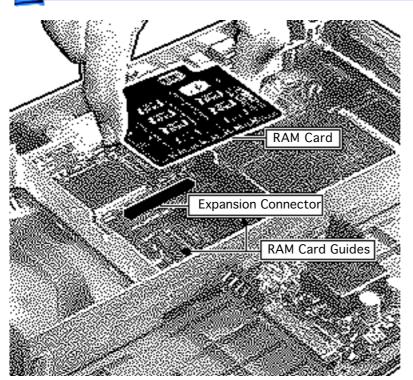




- 1 Remove the plastic retainer bar.
- 2 Caution: An incorrectly installed RAM card could damage the daughter-board. Note that the expansion connector and the RAM card are keyed for proper installation. Do not defeat the key by forcing the card into the connector.

Caution: When installing the card, press down on the edge directly above the connector. Be careful





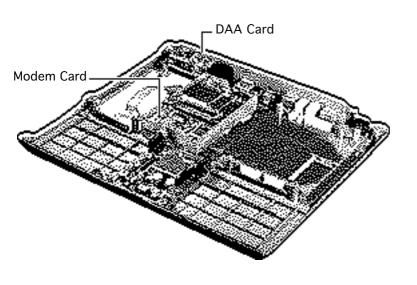
not to apply pressure to any components or you may permanently damage the card.

Place the edge of the RAM card in the two guides. Using the RAM card alignment tool for correct positioning, connect the card to the expansion connector on the daughterboard.



**Note:** To verify that the upgrade is successful, check the Total Memory message (for systems with virtual memory switched off) or the Built-in Memory message (for systems with virtual memory switched on). The memory size should be 4 MB of soldered RAM plus the RAM on the expansion card. If the memory size is incorrect, replace the expansion card. If the memory size is still incorrect, send the computer to Apple.





# Modem and DAA Cards

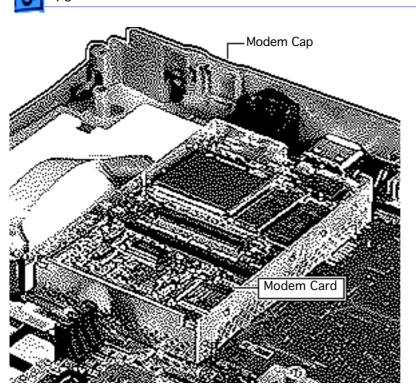
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Daughterboard EMI shield
- Top case
- Interconnect-to-logicboard cable



- CPU stiffener
- RAM card (if installed)

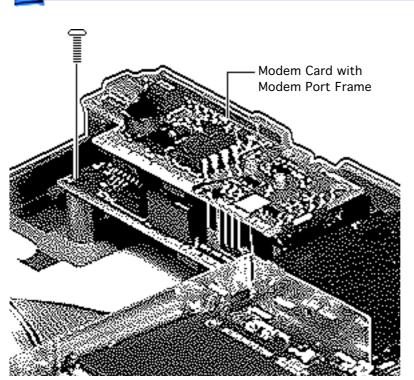
Note: The modem is a PowerBook 500 option. This procedure explains how to install the modem and DAA cards and also includes special instructions on how to remove the modem.





- Slide the modem card under the RAM card guides and connect the modem card to the motherboard.
- Pull up and remove the modem cap.





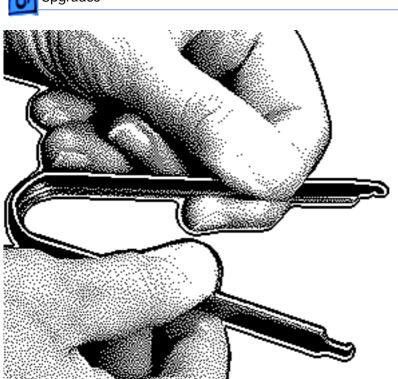
- Install the modem port frame on the DAA card.
- 4 Note: The connector for the DAA card is on the underside of the right end of the card.

the motherboard.

Connect the DAA card to

- 5 Install the DAA
- mounting screw.

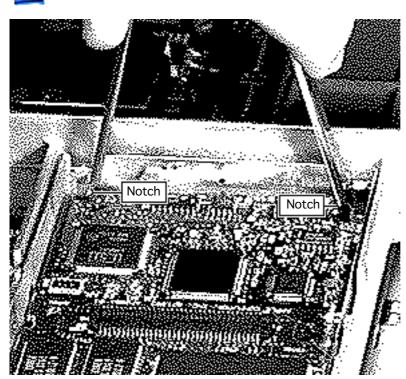




Note: The following page explains how to remove the modem card. To remove the card, you will need to adapt an IC extractor so that it has a wide grip.

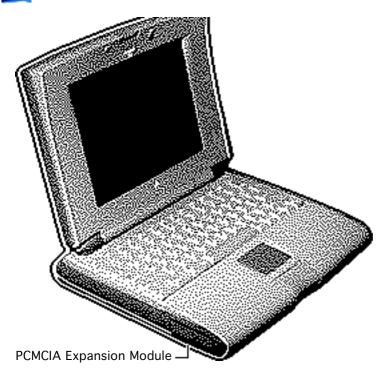
Grasp an IC extractor by the legs and pull outward.





7 To remove the modem card, place the legs of the IC extractor in the notches at the end of the board and pull up.





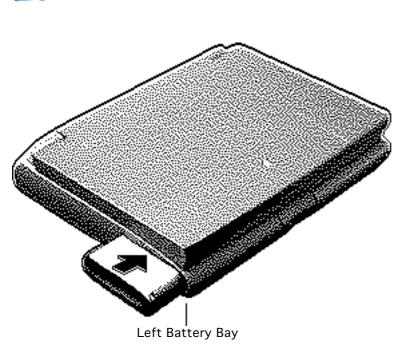
# PCMCIA Module Upgrade

Before you begin, remove the second (left) battery.

Important: Before removing the battery or inserting the PCMCIA expansion module into the computer, use the Macintosh Shut Down command. Otherwise, the computer will shut down automatically and all RAM contents will be lost.

**Note:** The PCMCIA expansion module is a





PowerBook 500 option. The module comes with a protective cap and PCMCIA driver software.

1 Note: You will feel some resistance when you insert the PCMCIA expansion module into the computer. Continue to press the module in until it is firmly seated.

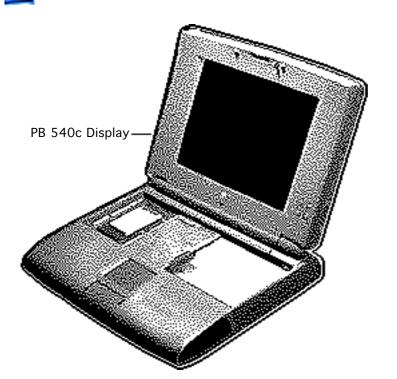
Insert the PCMCIA expansion module into the left battery bay.

2 Note: Refer to the "PCMCIA Expansion Module User's Guide" for directions on how to install the module software.

Install the PCMCIA expansion module software.

**Note:** Refer to "Battery/ PCMCIA Module" in Take Apart for directions on how to eject the module from the computer.





# PB 540c Upgrade

Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly

**Note:** This information is for reference purposes only; the Finished Goods upgrade is no longer available.



Note: A PowerBook 540c upgrade kit upgrades the display of a PowerBook 520, PowerBook 520c, or PowerBook 540 to a PowerBook 540c display. The upgrade kit consists of a PowerBook 540c display assembly.

Install the PowerBook 540c display assembly. (See "Display Assembly" in the Take Apart chapter.)





# Macintosh PowerBook Processor Card Upgrade

The Macintosh PowerBook
Processor Card Upgrade Kit
upgrades the daughterboard of PowerBook 500
Series computers to a 100
MHz PowerPC 603e microprocessor. The upgrade kit
consists of the 603e
daughterboard and system
software 7.5.2 (or later).
See the "Daughterboard"



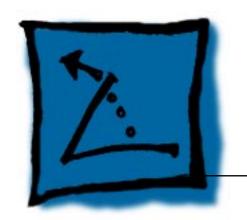
topic in Take Apart for instruction on how to replace the daughterboard. Be sure to install the new software after upgrading the daughterboard.

**Note:** Rev. A and B versions of the PCMCIA expansion module will not work with an upgraded daughterboard. Customers with these modules must upgrade to Rev. C modules.

**Note:** Currently installed software for Global Village modems will not work with an upgraded daughterboard. Customers with Global Village modems should request updated software directly from Global Village (408-523-1050 or http://www.globalvillage.com).



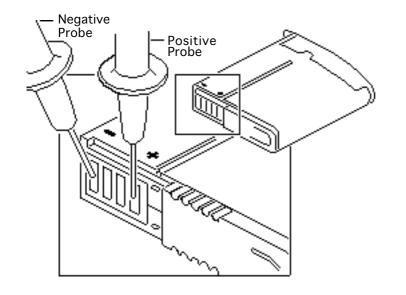




# **Additional Procedures**

PowerBook 500 Series





## **Battery** Verification

The Control Strip on the PowerBook 500 Series desktop shows the battery charge and the rate at which the battery is being used. Use a voltmeter to measure the actual battery charge:

- Set the voltmeter to the 10 volts DC scale.
- Hold the positive probe of the voltmeter to the positive battery terminal and the



- negative probe to the negative terminal.
- A fully charged battery measures approximately 10.8 volts; a fully discharged battery measures 7.8 volts.

**Note:** If a battery is stored outside the computer for extended periods, its voltage may drop to 5.0.



#### **Backup Battery Verification**

The backup battery saves the PRAM and power management information on the logic board when the computer is shut down. To check that the backup battery is working, follow the procedures below.

- 1 Set the date and time.
- 2 Perform a Shut Down from the Apple Menu or Special menu
- 3 Remove the main battery and disconnect the power adaptor for 10 minutes.
- 4 Connect the power adaptor, insert the battery, and power on the computer.
- 5 If the date and time were lost, the backup battery may be dead or discharged.



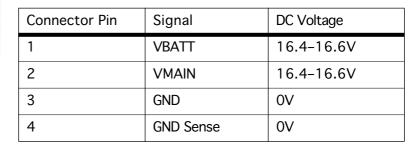
- To recharge the backup battery, leave the PowerBook plugged in for 48 hours. It is ok to use it while it is charging.
- 7 If the backup battery appears dead or will not charge, replace the backup battery.



## AC Adapter Voltage Test

To test the AC adapter voltage:

- Use narrow test probes for the leads on your voltmeter.
- Make all measurements with the negative or common lead touching the outer shield of the connector (ground).
- Use the following table to identify the connector pin number, signal name, and DC voltage present.







#### Power Manager Reset

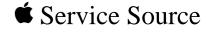
Reset the power manager if:

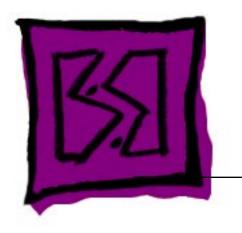
- The battery and power adapter are proven good, but the computer will not power on.
- The computer will not reset after a system crash.

To reset the power manager in the PowerBook 500 Series,

- 1 Remove the AC adapter and the battery.
- 2 Let the unit sit without power hooked up for 3–5 minutes.
- 3 Simultaneously hold down the Control, Command, Option, and Power On keys for 5–10 seconds.
- 4 Reinstall the battery and, if necessary, reconnect the AC adapter.
- 5 Turn on the computer.







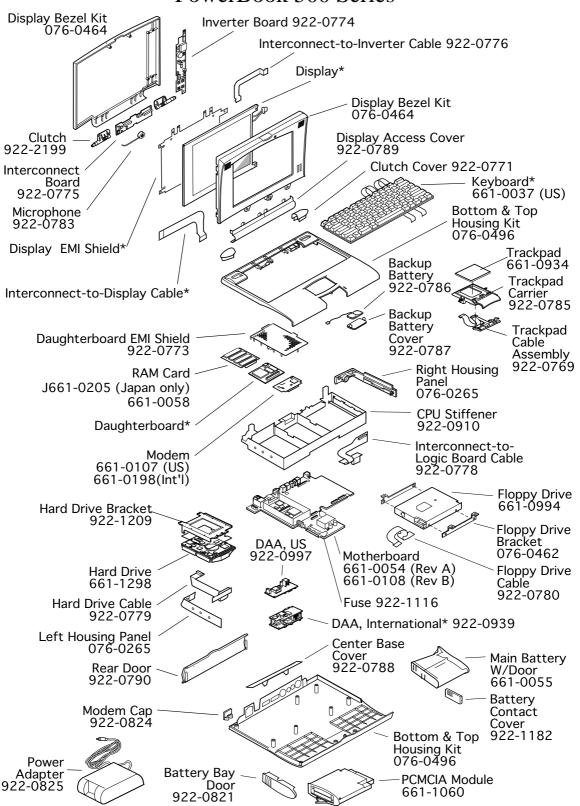
Exploded View

PowerBook 500 Series





#### PowerBook 500 Series



Product family configurations may vary. For parts with astrisk (\*), refer to parts list.

