



PowerBook G4 (15-inch FW800)

16 September 2003



Take Apart
PowerBook G4 (15-inch FW800)



General Information



Overview

Some key features that distinguish this computer from earlier PowerBook models include:

- New aluminum alloy enclosure
- Built-in Bluetooth
- Built-in FireWire 800 port
- Supports USB 2.0
- Uses double-data rate (DDR) memory
- Optional AirPort Extreme card
- Optional fiber optic backlit keyboard with ambient light sensors
- New battery pack

New Procedures

If you are familiar with taking apart notebook computers, there are a few critical differences:

- **Important:** The top case removal has two critical removal steps:
 - A hidden latch behind the optical drive felt must be disengaged with a tool before lifting off the top case.
 - There are two flex cables (keyboard and multifunction trackpad) from the top case to the logic board. Carefully lift the top case to avoid pulling these connectors off the main logic board.
- The keyboard is secured with screws accessible from under the top case.
- Memory cards are easily accessible from the bottom of the computer. **Important:** To avoid applying too much pressure onto the memory slot locking tabs, spread the tabs apart when installing memory cards.
- The AirPort Extreme card is easily installed or replaced through a door in the main battery compartment.
- The quantity and types of screws differ from earlier models.

Important Note

- Memory from the previous 15-inch PowerBook is not compatible with this computer.

Tools

The following tools are recommended for the take apart procedures.

- ESD wrist strap and mat
- Soft cloth
- #0 Phillips screwdriver (magnetized)
- #1 Phillips screwdriver (magnetized)
- 4 mm socket wrench
- 5 mm socket wrench
- 1.5 mm Hex key (or Torx T6)
- Needlenose pliers
- Torx T8 screwdriver
- Thermal pad kit (076-1055)
- EMI gaskets kit (076-1057)
- Alcohol pads
- Dental pick (with up to ninety-degree bend)
- Black stick (nylon probe tool 922-5065) (or other nonconductive nylon or plastic flat-blade tool)
- Multi-compartment screw tray (such as a plastic ice cube tray)
- Double-stick tape
- Kapton® tape (922-1731)
- Voltmeter (for troubleshooting)
- Small low-power magnet (for troubleshooting)
- Apple Pro keyboard and mouse (for troubleshooting)



Foot


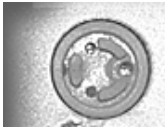

Tools

This procedure requires the following tools:

- Foot kit
- Tweezers or needlenose pliers
- Soft cloth

Preliminary Step

Before you begin, identify the foot that needs replacement. Check the bottom case of the computer and compare it with the images in this table:

Plug Area on Bottom Case	Matching Foot	Action
Missing plug 	Not available for replacement	Replace the bottom case, or send to Apple Repair Center.
Case plug 	Case foot 	Continue with the procedure, matching the foot to the plug on the bottom case.

Procedure

Warning: The glue used in this procedure can bond instantly to skin. Do not touch the glue. In the event of contact, review the safety instructions at the end of this document. For additional information, refer to the glue manufacturer:

Elmer's Products, Inc.
Columbus, OH. 43215-3799
www.krazyglue.com

1. Place the computer upside down on a clean, lint-free cloth or other nonabrasive surface.
2. Select a foot from the kit. (Refer to the images shown in the table.) Do not use a foot that does not match.
3. Make sure the plug area on the bottom case is clean. If any portion of the soft rubber foot remains, remove it so that only the hard plastic plug is visible (as shown below).

Important: Notice the inner ring of the plug. When positioning the foot, make sure the textured plane of the rubber foot fits into the compatible ring in the plug. This ensures a balanced and level fitting.



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4. **Warning:** GLUE IS AN EYE AND SKIN IRRITANT. BONDS SKIN INSTANTLY. Do not touch the glue at any time. Before opening the glue, review the safety instructions at the end of this document.

Important: The glue tube included in the kit is sealed until first use. Do not break the seal until you are ready to use the glue. To break the seal, hold the tube upright and away from you. Place the hollow nozzle cap on the tube and tighten it all the way down. The tube is then ready to dispense the glue through the nozzle cap.



5. Apply one drop of glue to the plug on the bottom case. Do not spread the glue.
6. Using tweezers or needlenose pliers, carefully position the new foot so its textured surface fits into the inner ring of the plug.
7. Using the end of the tweezers or pliers—not your finger—lightly press and hold the foot in place for 30 seconds.



8. Before turning over the computer, allow the glue to set for at least 15 minutes.
9. Discard the tube of glue.

SAFETY INSTRUCTIONS: GLUE IS AN EYE AND SKIN IRRITANT. BONDS SKIN INSTANTLY. Contains ethyl cyanoacrylate. Avoid contact with skin and eyes. If eye or mouth contact occurs, hold eyelid or mouth open and rinse thoroughly but gently with water only for 15 minutes and GET MEDICAL ATTENTION. Liquid glue will sting eye temporarily. Solidified glue may irritate eye like a grain of sand and should be treated by an eye doctor. If skin bonding occurs, soak in acetone-based nail polish remover or warm soapy water and carefully peel or roll skin apart (do not pull). Contact through clothing may cause skin burn. If spilled on clothing, flush with cold water. Avoid prolonged breathing of vapors. Use with adequate ventilation. KEEP OUT OF REACH OF CHILDREN.



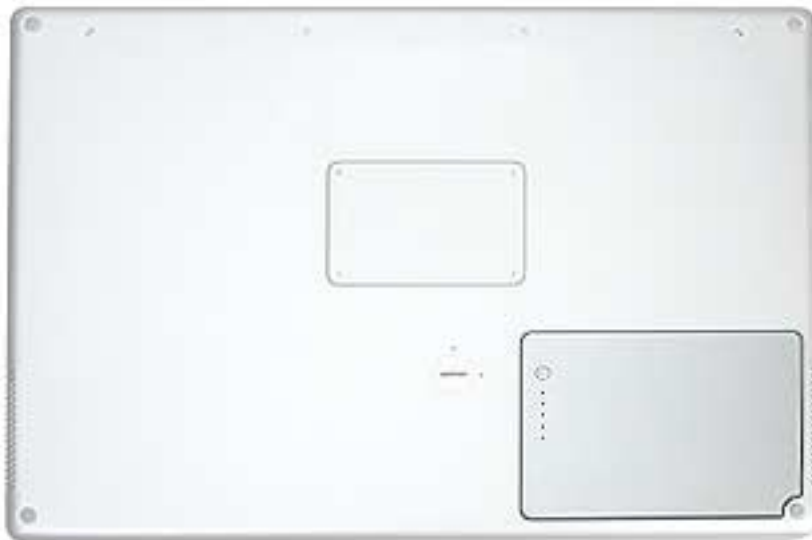
Battery

Tools

This procedure requires the following tools:

- Soft cloth
- Coin

Part Location



Preliminary Steps

Warning: Always shut down the computer before opening it to avoid damaging its internal components or causing injury. After you shut down the computer, the internal components can be very hot. Let the computer cool down before continuing.

Procedure

Warning: If the computer has been recently operating, allow it to cool down before performing this procedure.

1. Shut down the computer.
2. Disconnect the power cord and any other cables connected to the computer.
3. Place the computer face down on a soft cloth.
4. Insert a coin in the battery lock slot and turn it one quarter turn clockwise. The battery should raise up slightly. Lift the battery out of the battery bay.





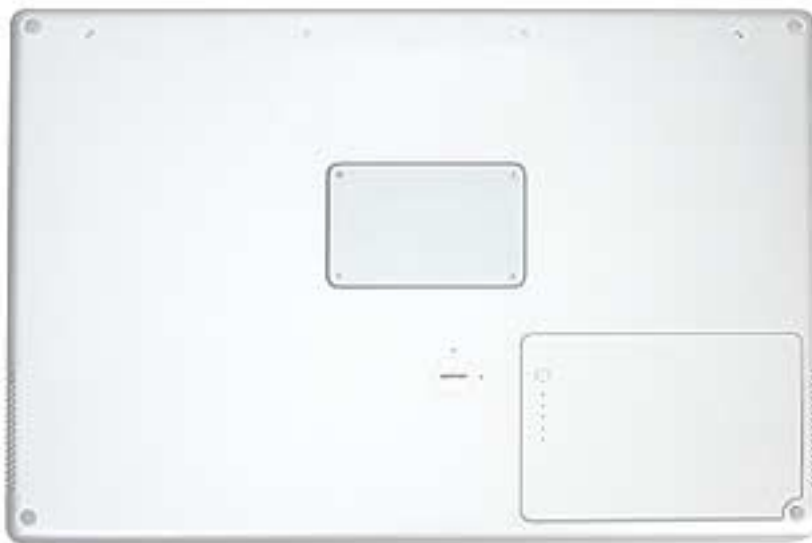
Memory Door and Memory Cards

Tools

This procedure requires the following tools:

- Soft cloth
- #0 Phillips screwdriver

Part Location



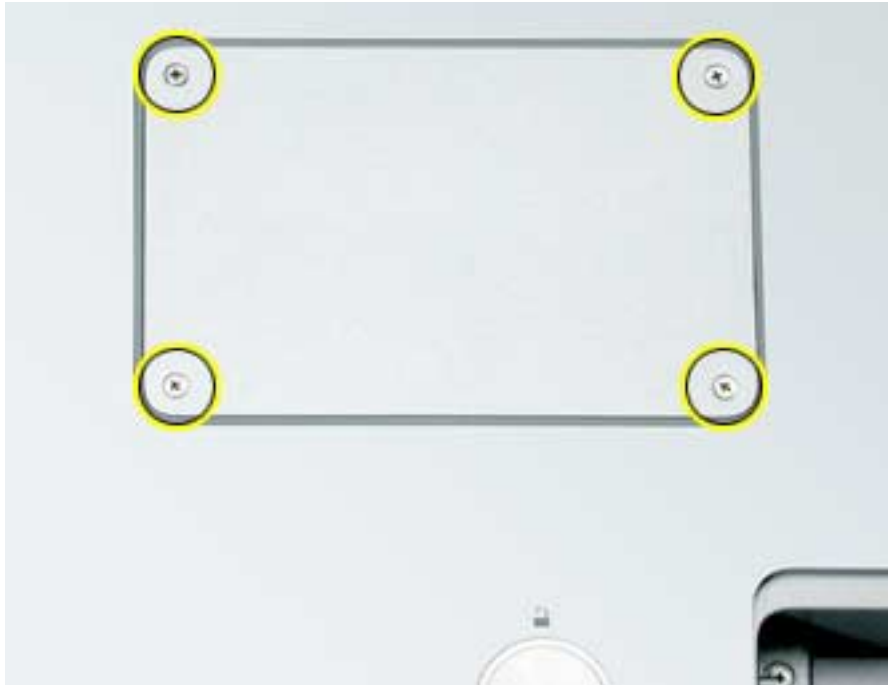
Preliminary Steps

Before you begin, remove the battery.

Procedure

Warning: If the computer has been recently operating, allow it to cool down before performing this procedure.

1. Place the computer face down on a soft cloth.
2. Remove the four screws from the memory door then remove the door.



Note: If only one memory card is installed, the factory installs it in the bottom memory slot.

Note: Memory must be removed from the top slot before removing from the bottom slot.

3. To remove memory cards, carefully spread the two locking tabs for the slot (top or bottom) away from the card on both sides and allow the card to pop up slightly.



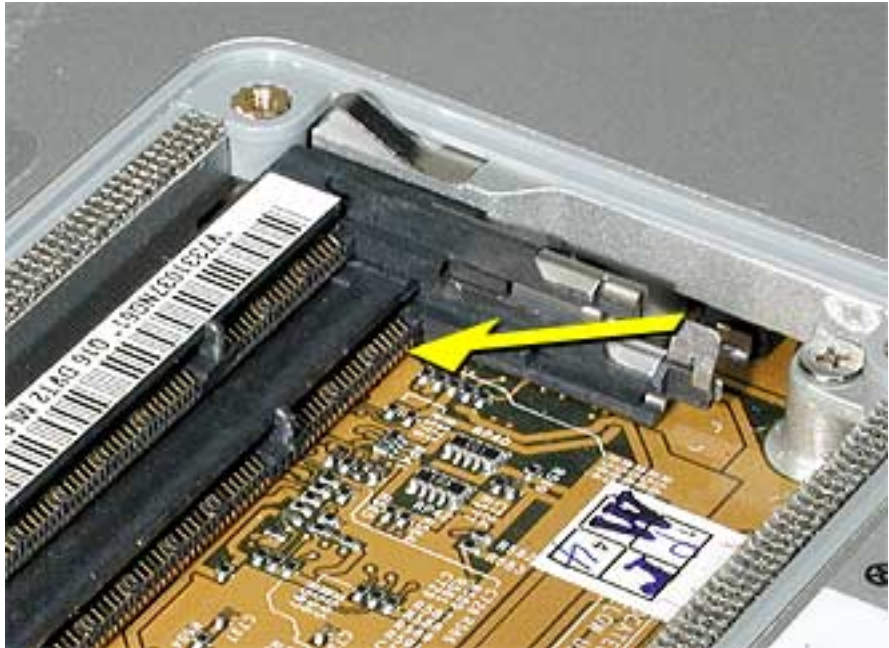
4. Pull the card straight back and out of the memory slot.



Replacement Procedure

Notes:

- The top and bottom memory cards are inserted at different angles.
 - If installing two cards, install into the bottom slot first.
 - Align the notch in the memory card with the tooth in the slot before inserting.
1. To install a memory card into the bottom slot, insert the card at a low angle behind the locking tabs of the top slot.

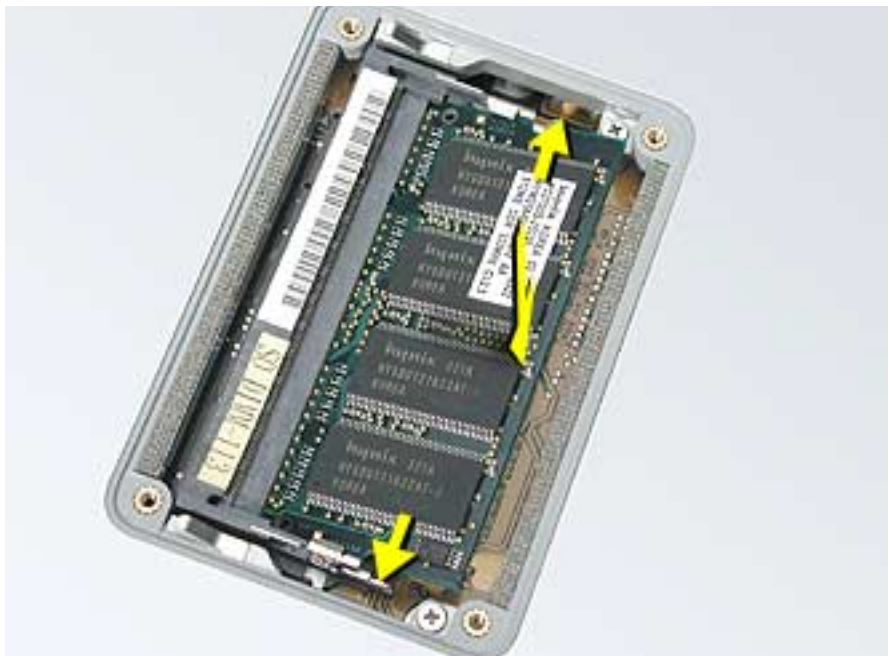


- Slide the card forward to the lower slot. Firmly push the card straight into the slot until it is fully and securely seated along its length.

Note: If the back of the card drops down before it is fully seated, raise it up enough to push it fully into the slot.



- Carefully spread the two locking tabs for the bottom slot away from the card on both sides while pushing the card straight down until the tabs click onto both sides of the card, locking it into place.



4. If installing a memory card in the top slot, follow the same procedures as the bottom slot except insert the card at a 30-degree angle, above the locking tabs.



5. Push the card in until it is firmly seated.
6. As with the bottom slot, spread the locking tabs for the top slot while pushing the card straight down until it locks into place.



7. Cards should be flat and secure on both sides.



8. Install the memory door.
9. Replace the battery.
10. Use Apple System Profiler to verify that the memory is recognized. (Choose the menu bar Apple logo (🍏) > About This Mac, click More Info..., select the System Profile tab, open the Memory Overview.)



AirPort Extreme Card

Tools

This procedure requires the following tools:

- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



Preliminary Steps

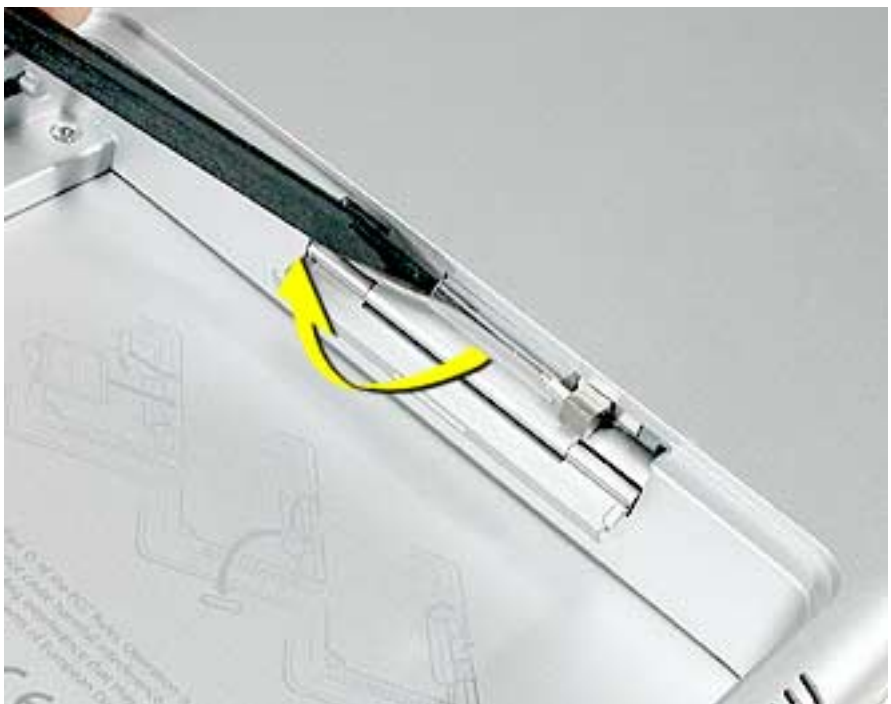
Before you begin, remove the battery.

Procedure

1. Pull outward on the slot to open the AirPort Extreme Card door.



2. Use a black stick to pull out the card's clear plastic pull tab, tucked underneath.



3. Gently disconnect the AirPort Extreme antenna cable.



4. Use the pull tab to pull out the card.



5. Slide the replacement AirPort Extreme Card into the slot, as shown.



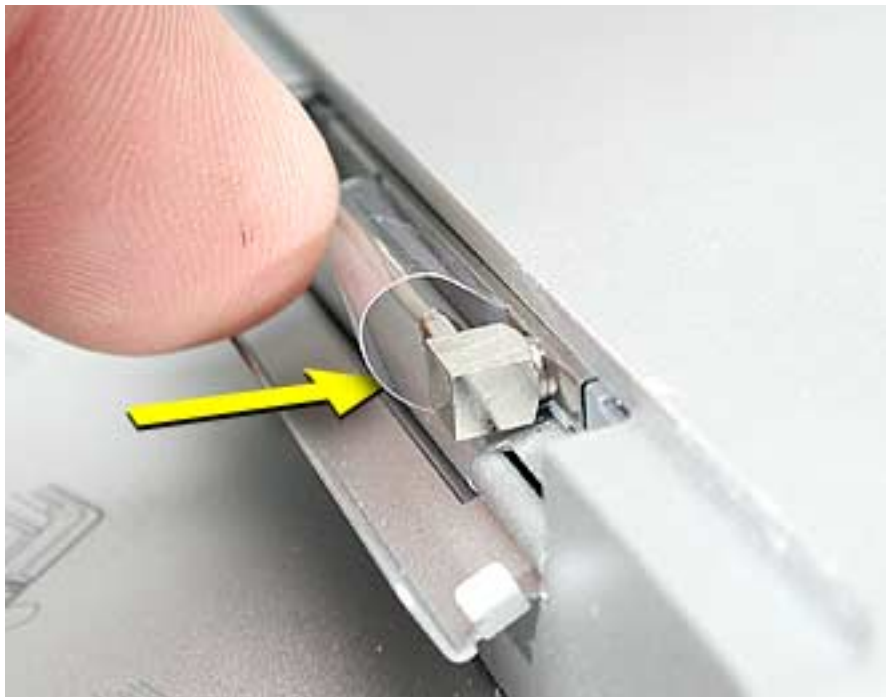
6. Push the card into the slot until fully seated.



7. Connect the end of the antenna cable to the card.



8. Loop the clear plastic tab down around the antenna cable and tuck it into the slot under the card so that it secures the cable.



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9. Close the AirPort door, reassemble and test the computer.





Top Case

Tools

This procedure requires the following tools:

- #0 Phillips screwdriver (magnetized)
- 1.5 mm Hex key (or Torx T6)
- Dental pick (with up to a ninety-degree bend)
- Black stick (or other nonconductive nylon or plastic flat-blade tool)
- Soft cloth
- Multi-compartment screw tray

Part Location



Preliminary Steps

Before you begin, remove the following:

- Battery
- Memory door

Procedure

Note: This procedure removes the top case and keyboard assembly. The keyboard is removable only after removing the top case.

1. Place the computer face down on a soft cloth.
2. Remove the two screws inside the battery bay.
3. Remove the two screws from the memory bay.
4. Remove the four screws along the back edge.



5. With the display open, rest the computer on one side. Remove the three screws.



6. Turn over the computer and remove the three screws on the other side.



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7. Open the computer slightly and rest it with the back facing up. Remove the two top screws along the back.

Note: Do not remove the bottom screws.



8. Lay the computer right side up and open the display slightly past 90-degrees.
9. Remove the two hex screws at the back corners of the top case (a Torx T6 can also be used).

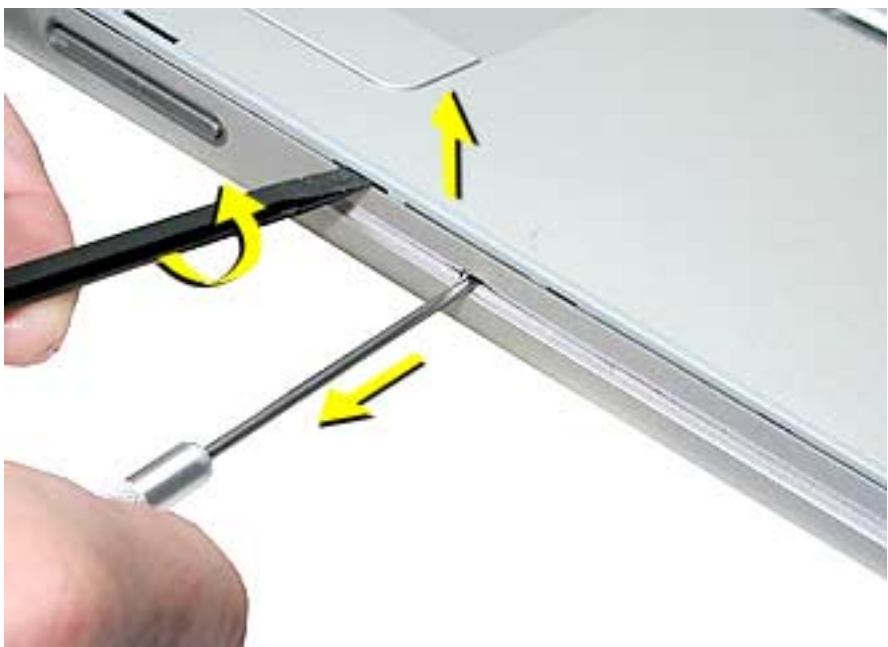


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10. Use a black stick along the seam of the top and bottom case to help release the top case at the back sides (gently twisting the black stick may help).



11. **Important:** There is an hidden clip that secures the front of the top case. This clip must be released before the top case can be removed. The clip can be seen behind the optical drive felt, on the left side. Also, there are small slits in the top felt. The clip is behind the first slit from the left.

Use a black stick along the seam of the top and bottom case to add slight upward pressure so that the top case will pop up when the clip is released. Then insert a dental pick behind the clip and pull out slightly to release the clip and the top case.



12. With the top case released from the bottom case and lifted slightly so that it does not touch the bottom case, lift the front of the top case, pivoting along the back, to rest the top case against the display. Do not strain the cables connected to the logic board.

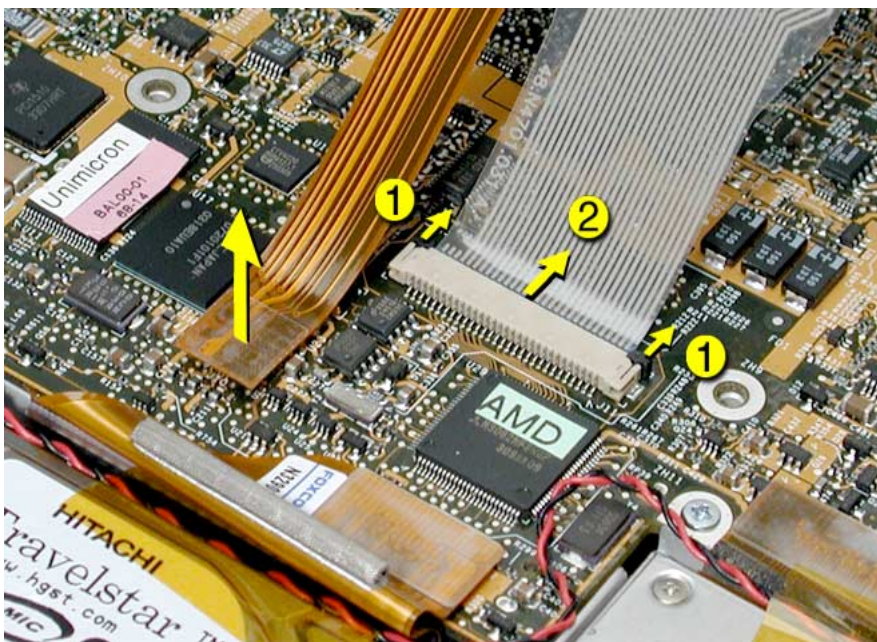
Important: Adjust the display so that there is no strain on the top case cables and so the top case will not fall forward.



13. Disconnect the trackpad flex cable.
14. Carefully disconnect the keyboard flex cable. Use a non-marring flat-blade tool to slide the locking bar back slightly on both sides.

Important: The keyboard flex cable is a Zero insertion force (ZIF) connector. The locking bar on the connector is extremely fragile and is not intended to separate from the connector. When releasing the bar, use extreme care and a restrained light pressure to move the bar only slightly.

Warning: If the locking bar breaks, you will need to replace the logic board.



Replacement Notes:

Make sure the locking bar is released, then slide the end of the flex cable all the way into the connector, above the locking bar. Hold the cable in place, then slide the locking bar into the connector on both sides to secure.

Important: Verify that the cable is straight. Use the markings on the cable as guides.

Warning: If the flex cable is inserted crooked, some signals may not be connected or signals may short together.

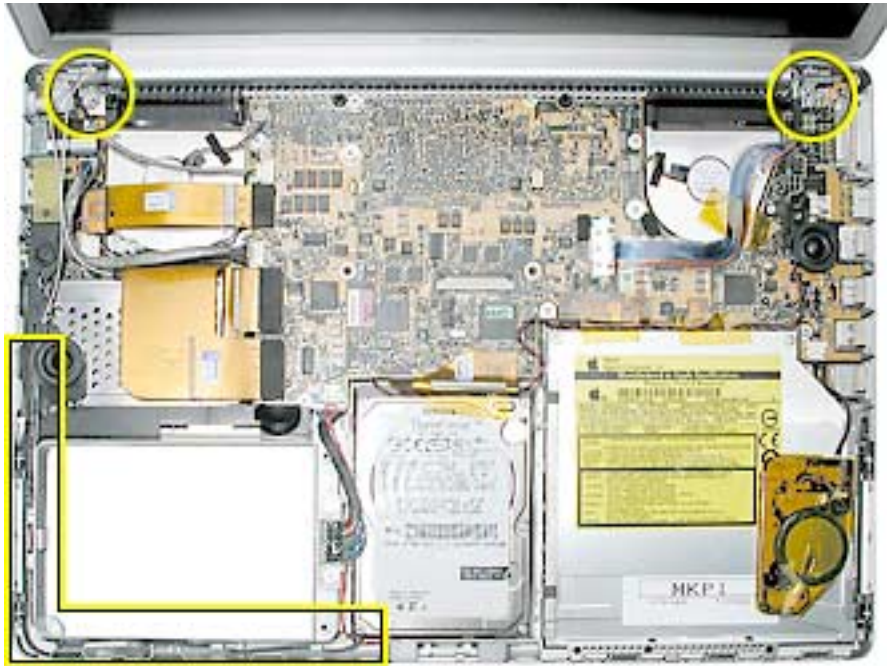
Note: If a cable is not securing properly, verify that it is inserted on the correct side of the locking bar.

15. Lift off the top case.

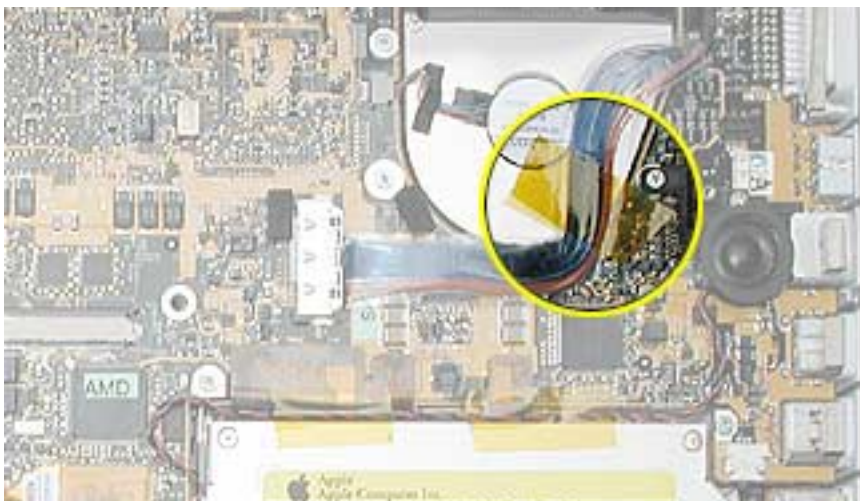
Replacement Procedure

Note: If replacing the top case, remove the keyboard and transfer it to the replacement top case.

1. Visually check to verify that all cables are connected and routed correctly with nothing raised up or incorrectly over a component.
2. Check perimeter wiring, where shown, to verify that it will not be caught or pinched by the top case during replacement.

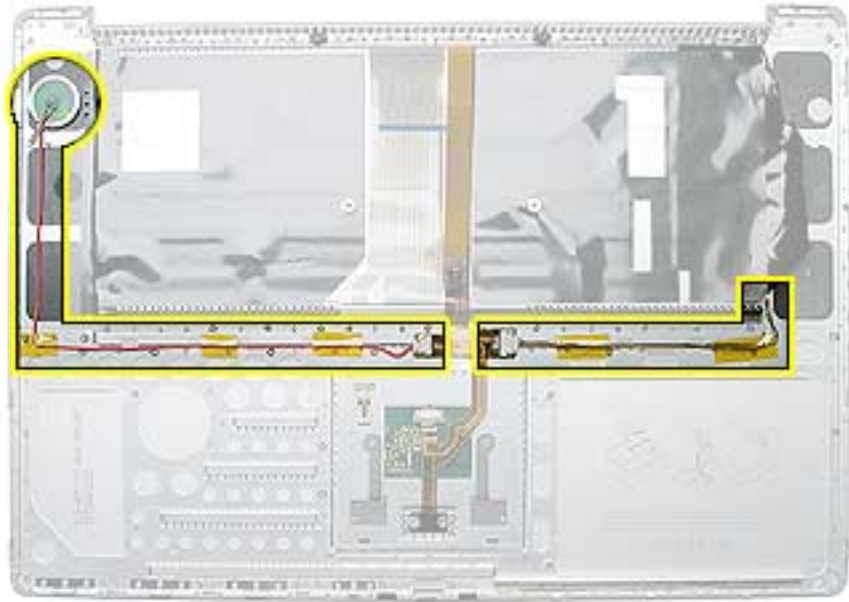


3. Verify that the LVDS cable is secured with Kapton tape and lays flat.



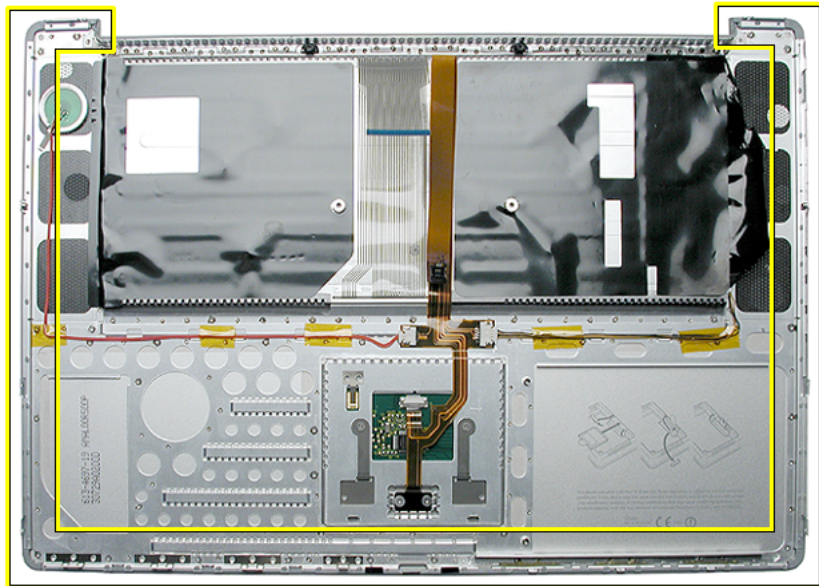
4. On the top case, check cable connections and routing.

Note: The top case below has the wires and connector for the fiber optics for the optional backlit keyboard (right side). This will not be present on some configurations.



5. Check that the perimeter metal tabs are not bent.

Note: The metal quickly fatigues and can break off easily. Be extremely careful to gently straighten tabs, if needed.



6. Lay the top case against the open display, as shown.



7. Connect the flex cables from the top case to the logic board.
8. Lift the top case slightly and rotate it down over the bottom case (verify that the cables are folding properly) and align the corners.
9. Start at the right corner and guide the top case onto the bottom case. Use a black stick to carefully pull or push tabs slightly, if needed.

Note: Some side screws have a flexible screw boss. If they block a tab on the top case from seating, use the pointed end of a black stick through the screw hole to push on the boss slightly.

Important: The tabs are fragile. Do not apply too much pressure or bend them.

Important: The top case should lay flat along the sides and top, if not, make sure that cables and components are not interfering.

Important: Screw order is vital for the proper attachment of the top case.

10. Reinstall the side screws in the order shown, below.

Replacement Note: Do NOT insert side screws into the DVI port screw holes. The screws can jam in the holes, requiring removing the logic board to remove.



11. Close the computer, flip it over, and install the four back screws.
12. Install the two screws in the memory bay.
13. Install the memory door and four screws.
14. Install the two screw in the battery bay.



15. Replace the battery.
16. Testing the computer should include powering on, checking the keyboard and trackpad function.

If the computer has the optional keyboard backlight feature, operate the computer in a darkened room to check for keyboard backlight function.



Keyboard

Tools

This procedure requires the following tools:

- #0 Phillips screwdriver
- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



Preliminary Steps

Before you begin, remove the following:

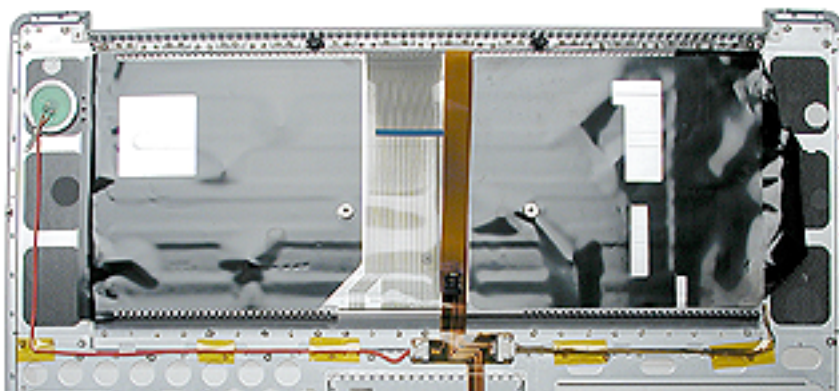
- Battery
- Top case

Procedure

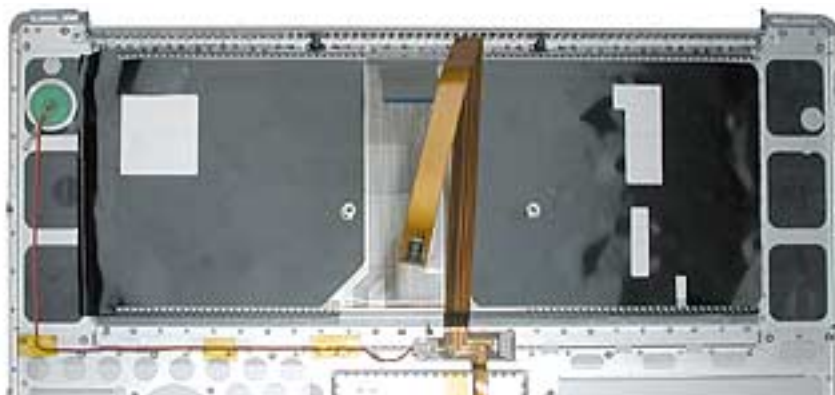
Note: There are two different keyboards and top cases used with this computer, depending upon the configuration, either backlit or non-backlit.

Important: Verify that the correct replacement keyboard is ordered, and/or top case if replacing. The keyboards are not interchangeable, and damage could result.

The top case for the backlit keyboard has the fiber optics and connector (right side). The keyboard for the backlit top case has icons on the F8 to F10 keys for the backlighting feature.



The top case for the non-backlit keyboard does not have the fiber optics and connector. The keyboard for the non-backlit top case does not have icons on the F8 to F10 keys.

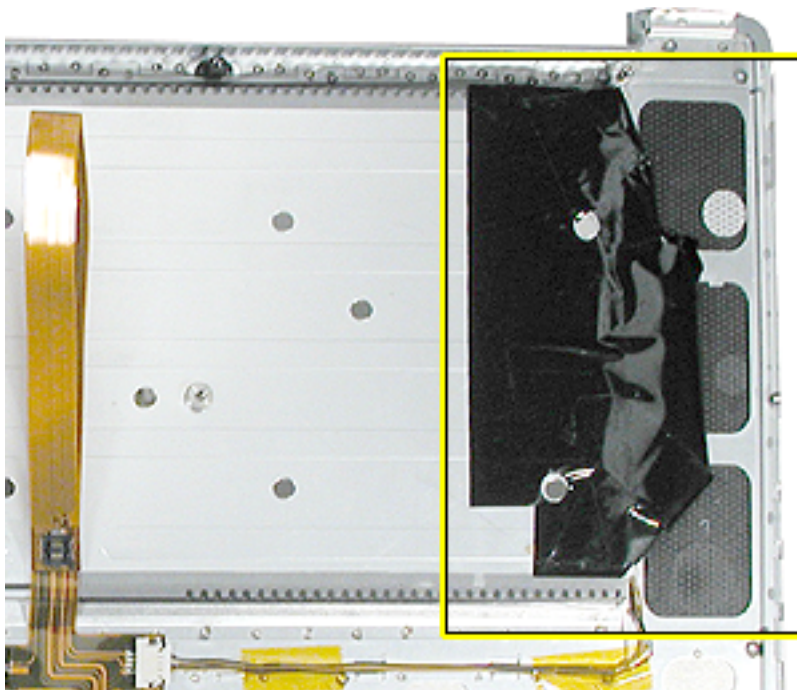


1. Turn the top case over and carefully remove the black insulator film. If new film was not provided with the replacement part, reserve the film for reinstallation.

Important: If the computer has the fiber optics for the optional backlit keyboard, do not remove the black insulator around the optics and cables.



Important: If the computer has the fiber optics for the optional backlit keyboard, do not remove the black insulator around the optics and cables.

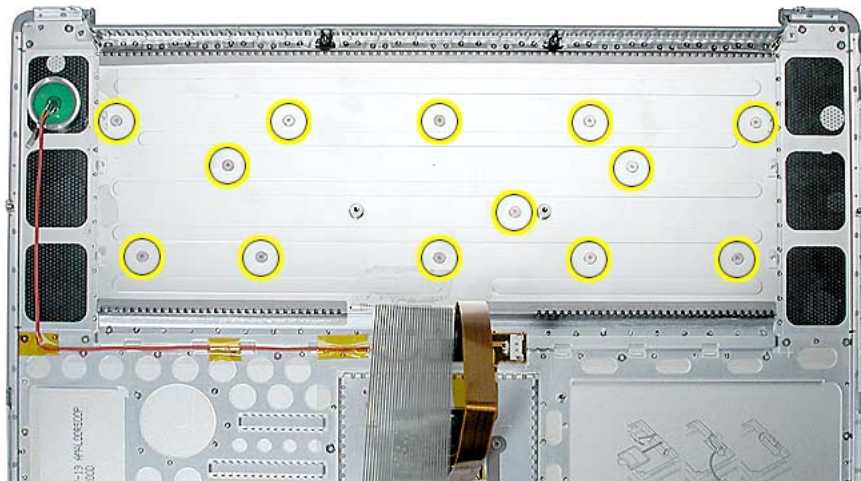


2. Gently pull up on the keyboard flex cable to release the adhesive at its base.



3. Remove the thirteen screws.

Note: The non-backlit top case shown.



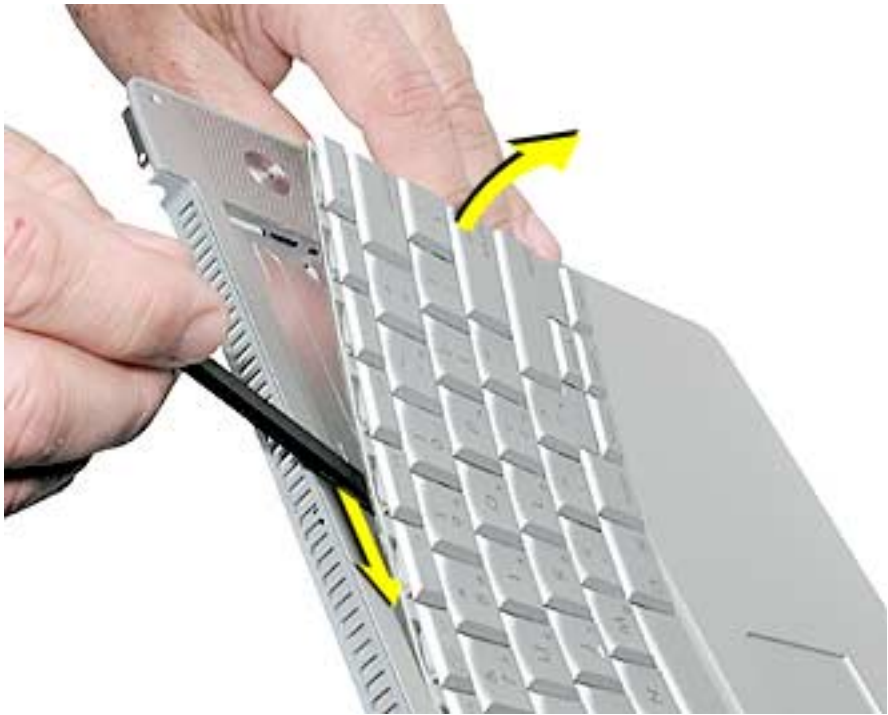
4. Use the pointed end of a black stick and push through the screw hole at the top left side until the keyboard begins to separate from the top case. Work your way along through successive screw holes until a black stick can be inserted under the keyboard from the top.

Important: To avoid damaging the screw boss threads, do not use a metal tool.



- Carefully lift up the keyboard and guide out its flex cable (shown below).

Important: Be careful not to strain or tear the keyboard flex cable.



- If adhesive residue is left by the keyboard in the keyboard bay, and on the fiber optics (if present), carefully rub it off.

Replacement Procedure

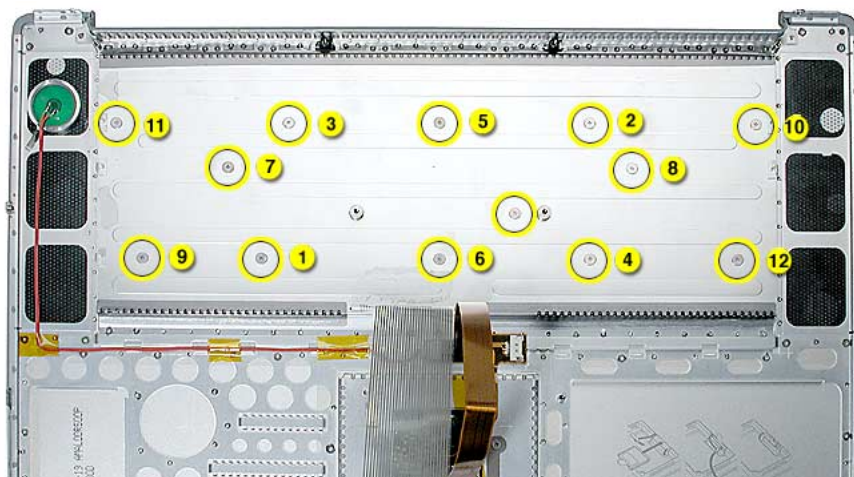
1. To install the keyboard or replacement keyboard, insert its flex cable through the slot in the top case and rest the bottom of the keyboard evenly along the bottom edge of the keyboard bay.
2. Remove any protective cover from adhesive strips on the keyboard. While keeping the bottom of the keyboard flush against the bottom of the keyboard bay, rotate the keyboard into place so that the screw bosses fit into the boss holes.



3. Use a black stick to guide the sides of the keyboard into the keyboard well.



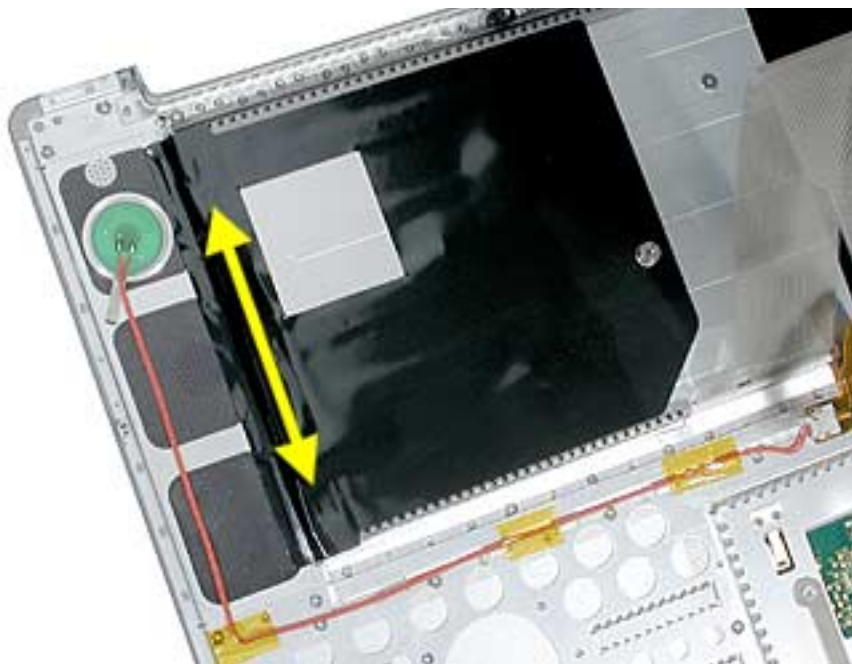
4. Install the keyboard screws in the order shown.



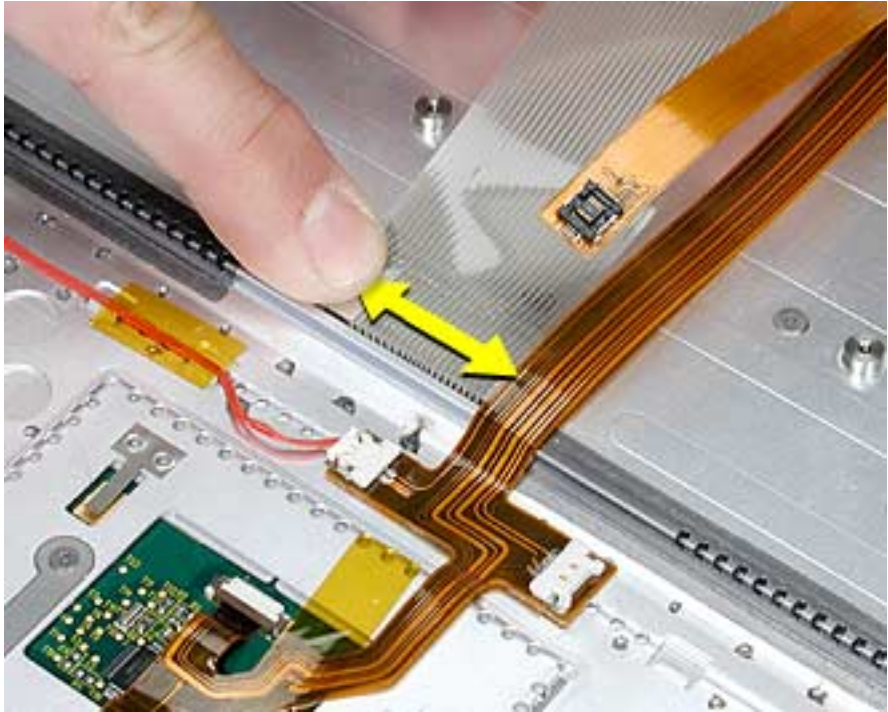
5. Install new or reinstall the insulator film. Remove any protective cover from the adhesive and fit the small round hole in the film over the raised screw boss (one on each side) to start the alignment. Avoid wrinkles or bulges.

On the power button side, run your finger along the film where it folds over the edge of the keyboard bay, to help secure the adhesive and prevent light leakage.

Important: The film must be installed in the same location to protect against contact and electrical shorting in certain areas and to allow contact with the EMI spring on the logic board.



6. To secure the keyboard flex cable, remove any protective cover on the adhesive at the base of the cable. Pull the cable up straight and then forward to lay it flat across the keyboard bay. Run your finger along the base of the flex cable to secure the adhesive.



7. Reassemble the computer.
8. Testing the computer should include powering on, checking the keyboard and trackpad function.

If the computer has the optional keyboard backlight feature, operate the computer in a darkened room to check for keyboard backlight function, and light leakage around the perimeter of the keyboard, speaker grill openings and side ports.



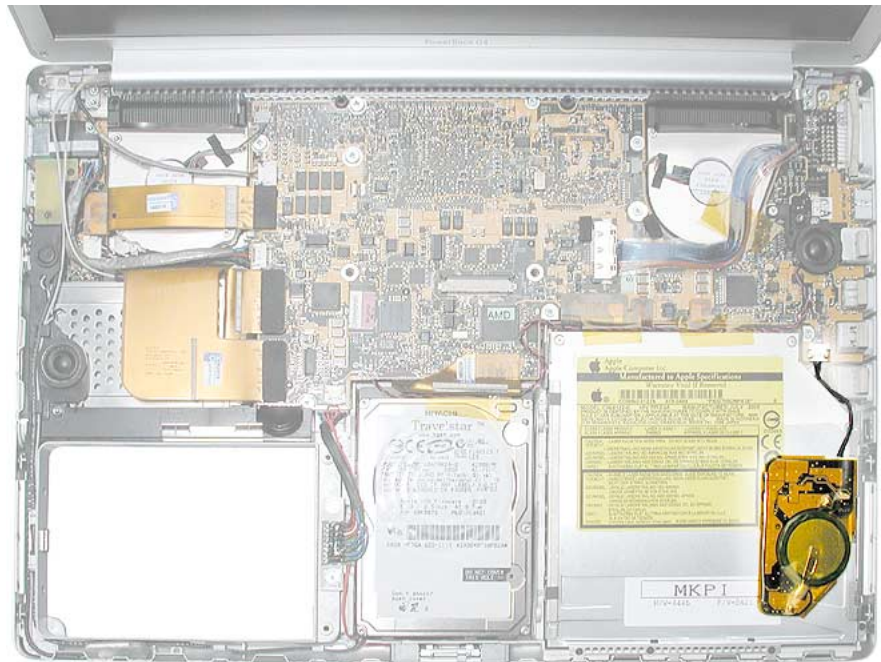
Backup Battery

Tools

This procedure requires the following tools:

- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



Preliminary Steps

Before you begin, remove the following:

- Battery
- Top case

Procedure

1. Use a black stick to release the adhesive holding the backup battery to the optical drive then disconnect the backup battery cable.

Note: The backup battery is held down by double-backed tape adhesive on its cover.



Replacement Procedure

1. Connect the backup battery cable to the backup battery and to the logic board.
2. Remove any protective adhesive cover on the replacement backup battery.
3. Notice the curve of the metal bracket along the right edge of the optical drive. Position the backup battery precisely as shown.

Important: If the backup battery is not positioned correctly, sharp edges on the top case over the backup battery may cause damage.



4. Press where shown to secure the backup battery to the optical drive.



5. Reassemble the computer.
6. Testing the computer should include plugging in the power adapter and letting the backup battery charge for half an hour. Then power on the computer and disconnect the power adapter, set the system clock, put the computer to sleep, remove the main battery for five seconds and reinstall. The date and time should not reset.
Also, insert an optical disc to verify that the optical drive functions properly.



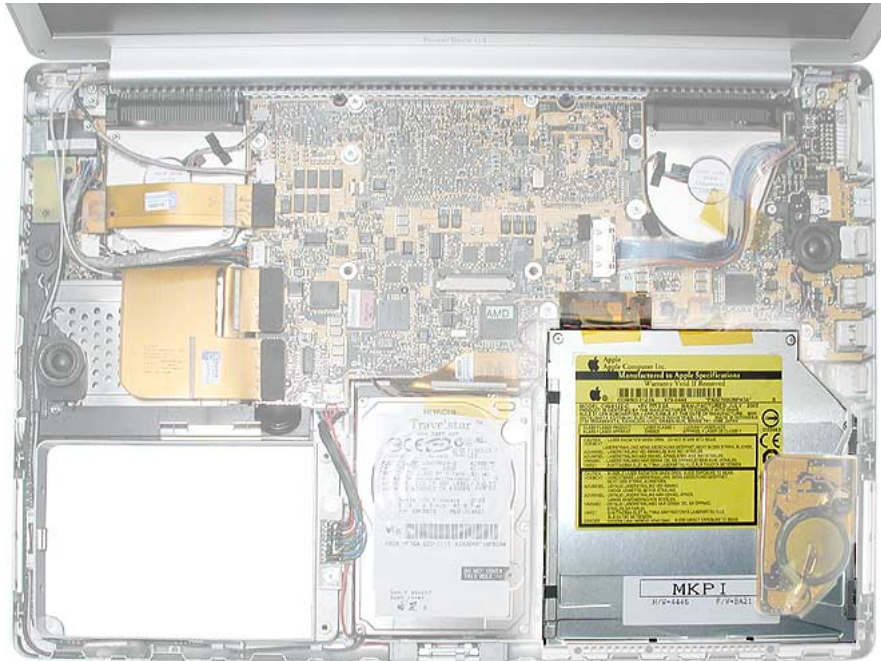
Optical Drive

Tools

This procedure requires the following tools:

- #0 Phillips screwdriver (magnetized)
- Thin double-back tape (if the backup battery will not re-stick securely)
- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



Preliminary Steps

Before you begin, remove the following:

- Battery
- Top case
- Backup battery

Procedure

1. Remove the two screws from the drive hold-down bracket.



2. Lift out the bracket.



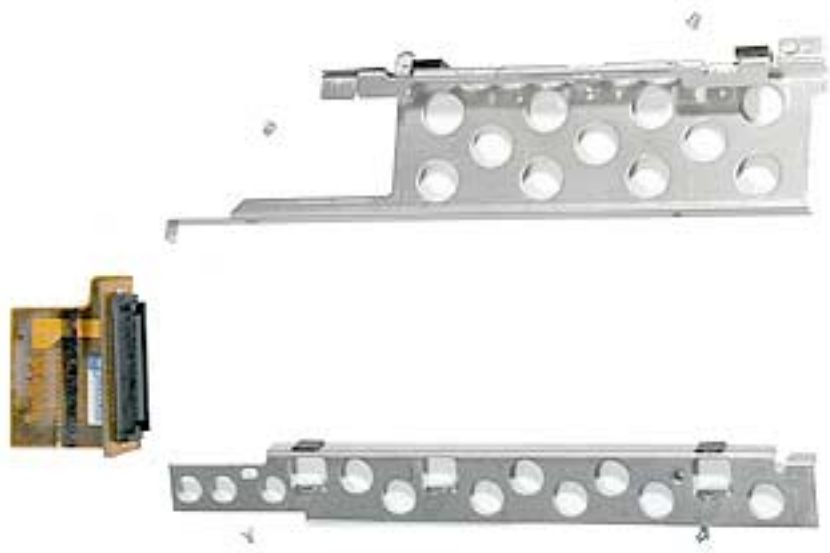
3. Use a black stick, or the connector pull tab if present, to carefully loosen and disconnect the optical drive flex cable connector.



4. Lift up on the optical drive at its rear and remove.



5. Transfer the flex cable, side brackets and screws to the replacement optical drive.



6. To install the replacement optical drive, insert the front of the drive under any overhang at the front of the computer above the optical drive slot, then lower the back of the drive into place.

Important: Verify that the front of the drive does not catch above any bracket or overhang at the front of the optical drive bay.



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7. Verify that both sides of the drive are fully seated.
 8. Connect the optical drive flex cable connector to the logic board.
 9. Reassemble the computer.
 10. Testing the computer should include powering on, inserting an optical disc and ejecting it to make sure the drive is aligned with the opening and functioning properly.

Test the backup battery by plugging in the power adapter and letting the backup battery charge for half an hour. Then power on the computer and disconnect the power adapter, set the system clock, put the computer to sleep, remove the main battery for five seconds and reinstall. The date and time should not reset.



Hard Drive

Tools

This procedure requires the following tools:

- #0 Phillips screwdriver (magnetized)
- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



Preliminary Steps

Before you begin, remove the following:

- Battery
- Top case

Procedure

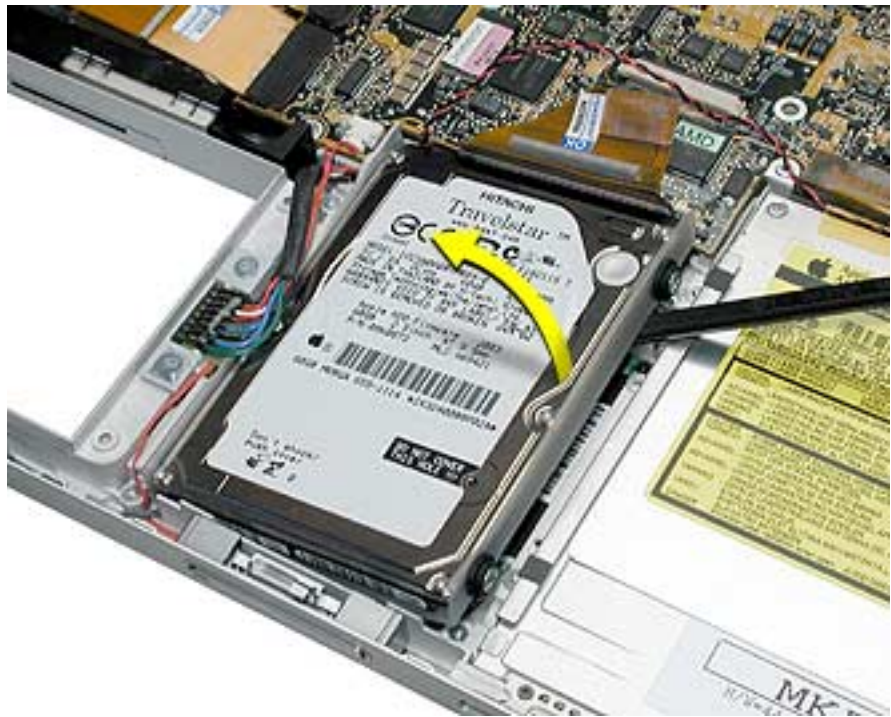
1. Remove the two screws from the drive hold-down bracket.



2. Lift out the bracket.



3. Use a black stick, or the connector pull tab if present, to carefully loosen and disconnect the hard drive flex cable connector.
4. Lift up on the right side of the hard drive to remove.



-
5. Transfer the shield, side screws, rubber shockpads and the flex cable to the replacement hard drive.



Note: If replacing the hard drive flex cable, verify that the EMI pad is installed on the cable, or install it if supplied, or transfer from the replaced cable.

6. Install the replacement hard drive and reassemble the computer.
7. Testing the computer should include powering on, checking that the hard drive is recognized, checking for sound from the speakers and that the modem works.



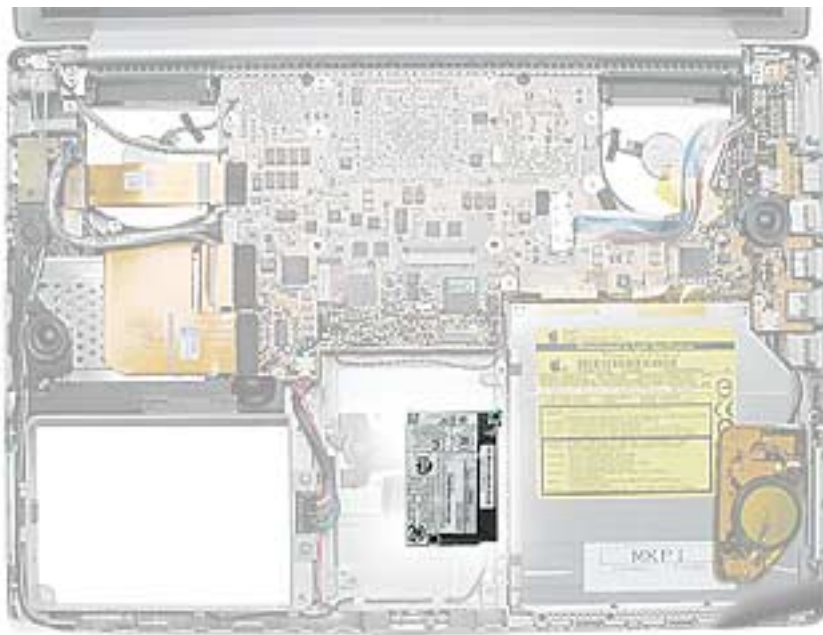
Modem

Tools

This procedure requires the following tools:

- #0 Phillips screwdriver (magnetized)
- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



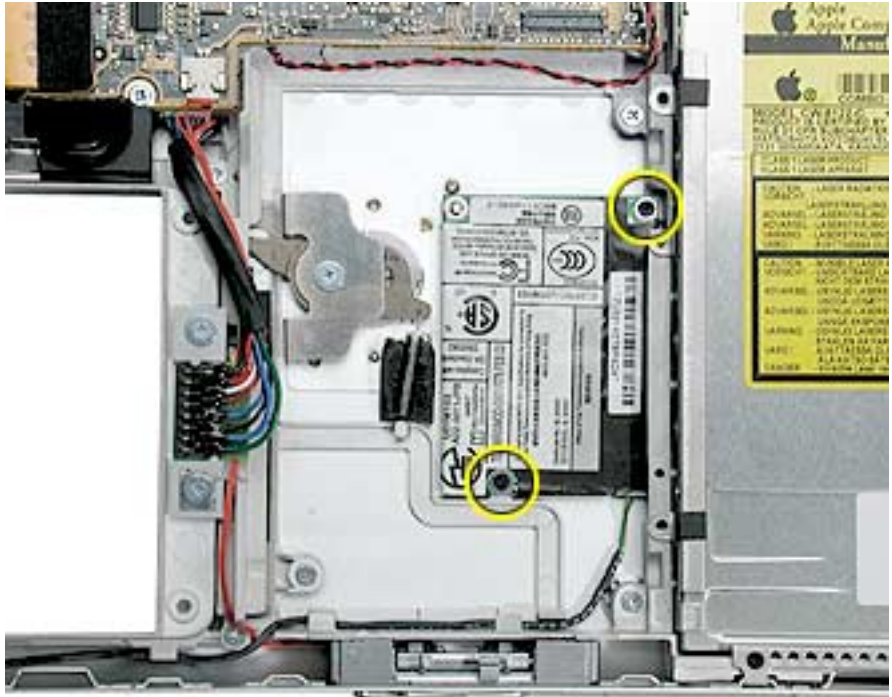
Preliminary Steps

Before you begin, remove the following:

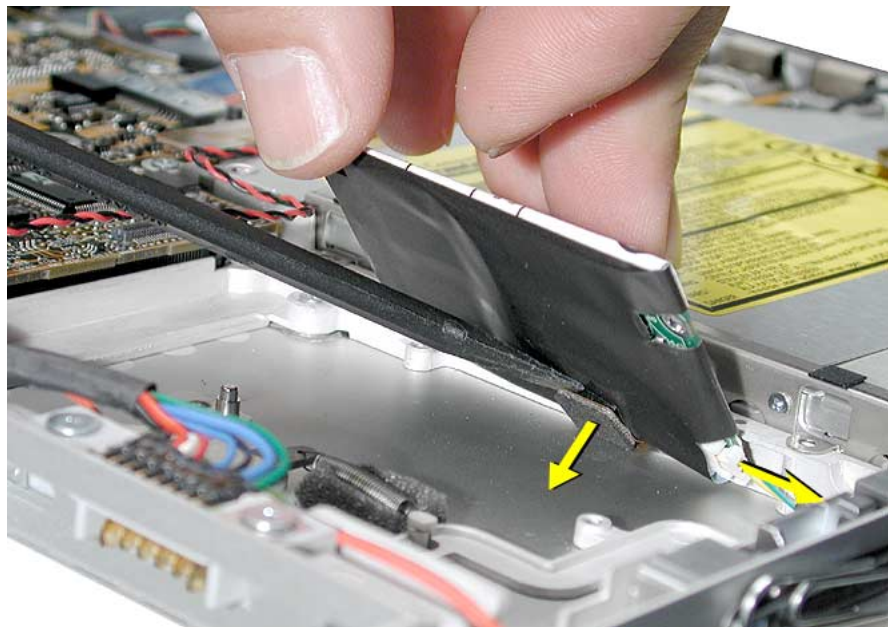
- Battery
- Top case
- Hard drive

Procedure

1. Remove the two screws.



2. Carefully lift the modem to disconnect the flex cable connected underneath.

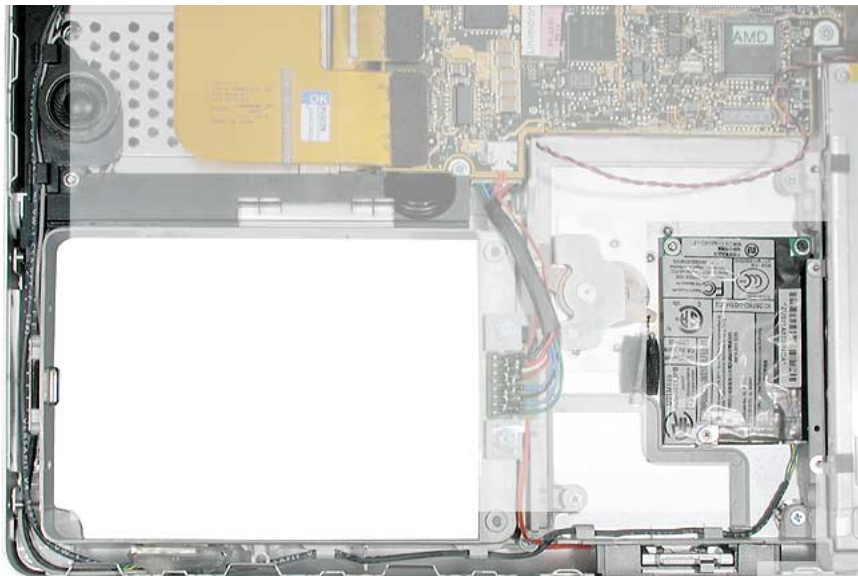


3. Lift the modem up slightly and disconnect the RJ-11 cable connector.



Replacement Procedure

1. Connect the RJ-11 cable to the modem.
2. Verify that the modem RJ-11 cable is routed as shown.



3. Position the modem over the pin and align the screw holes, then press down over the flex connector location to connect the cable.

Note: If the modem will not seat on the flex connector, remove the optical drive to gain access to the cable.

4. Check that the modem cable is still secured to the modem.



5. Reassemble and test the modem. Check the battery latch to make sure nothing is interfering with its rotation.



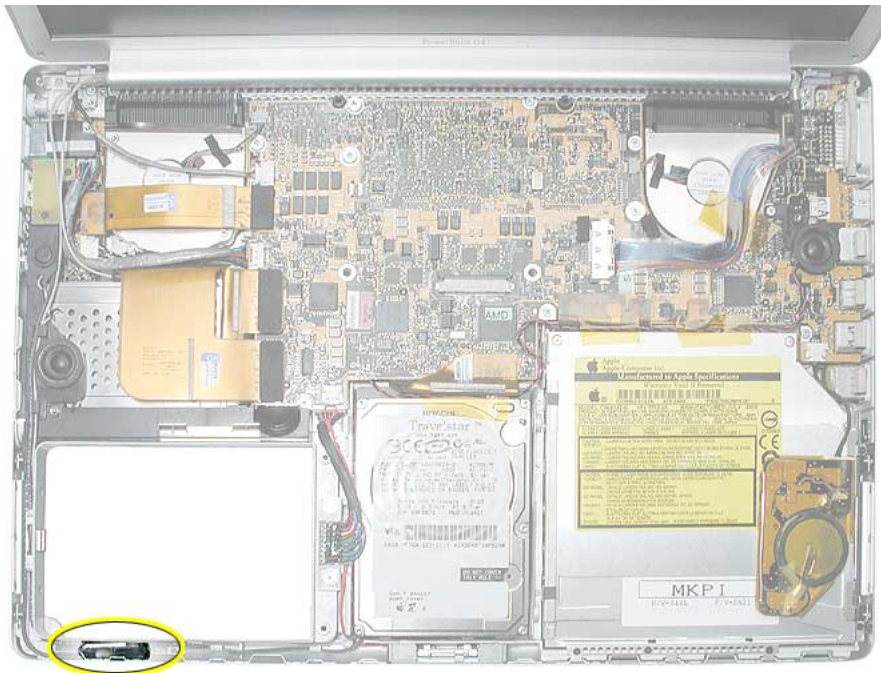
Bluetooth

Tools

This procedure requires the following tools:

- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



Preliminary Steps

Before you begin, remove the following:

- Battery
- Top case

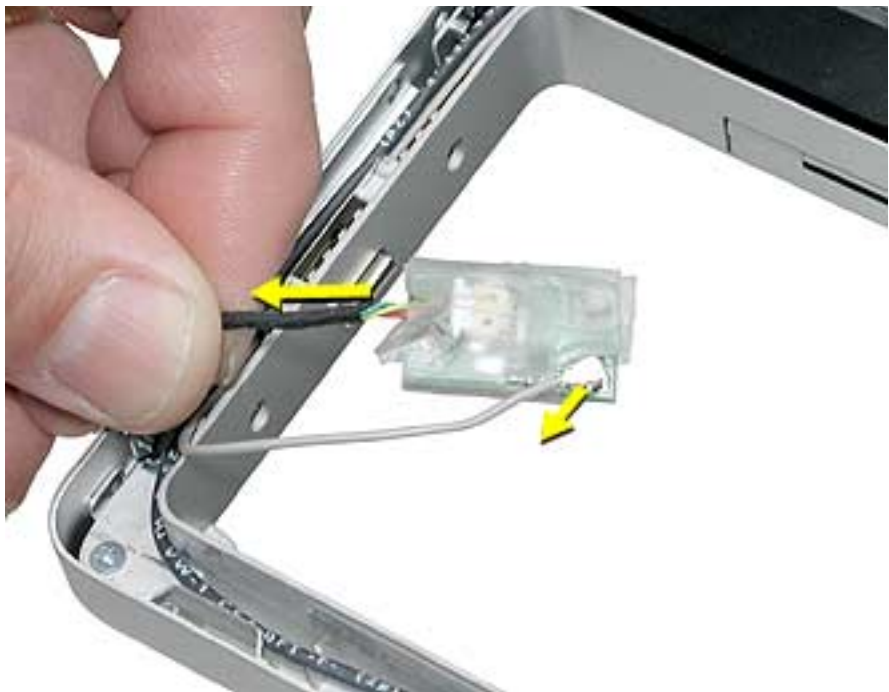
Note: Replacing the Bluetooth cable requires removing the Sound/DC-in board.

Procedure

1. Guide the Bluetooth 4-pin connector and antenna cables from under the bottom case hardware.
2. Lift up the Bluetooth board.



3. Disconnect the Bluetooth antenna cable.
4. Use a black stick to disconnect the 4-pin connector.



5. If replacing the Bluetooth cable, remove the cable through the space at the PC card cage button guide.

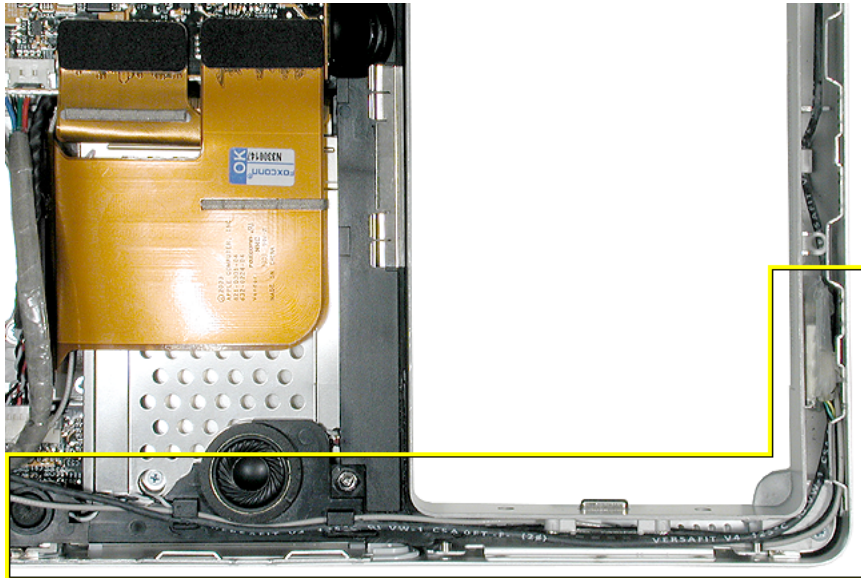


6. Install the replacement Bluetooth board.

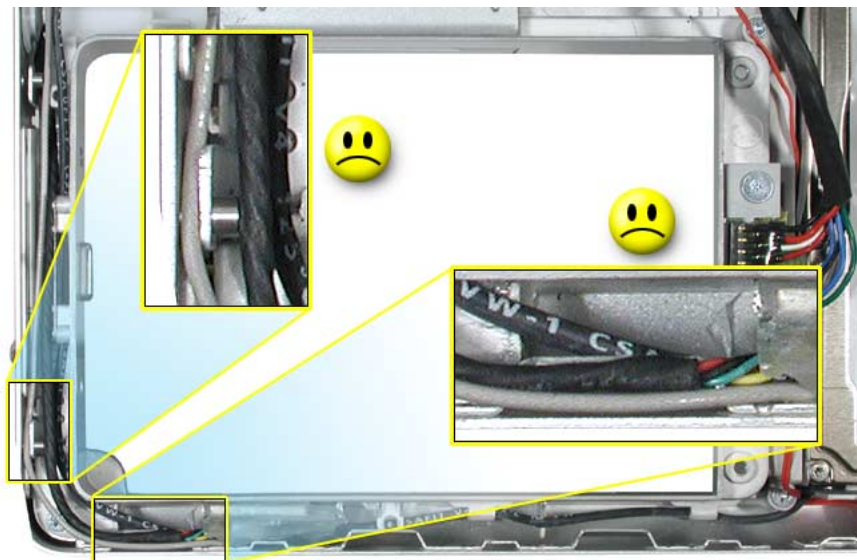
Note: Use Kapton tape if needed to secure the shield around the board.

7. Route cables under the case hardware in the channel as shown, and verify that the antenna cable is seated in the cable clips on the speaker assembly.

Note: The Bluetooth antenna cable secures with the modem cable in the channels along the left speaker. If re-securing, insert the Bluetooth antenna wire into the channel first, then the modem wire.



Important: Check that cables are not routed between screw bosses or over case edge hardware.



8. Reassemble and test the computer. Testing should include using Bluetooth to connect to another computer.



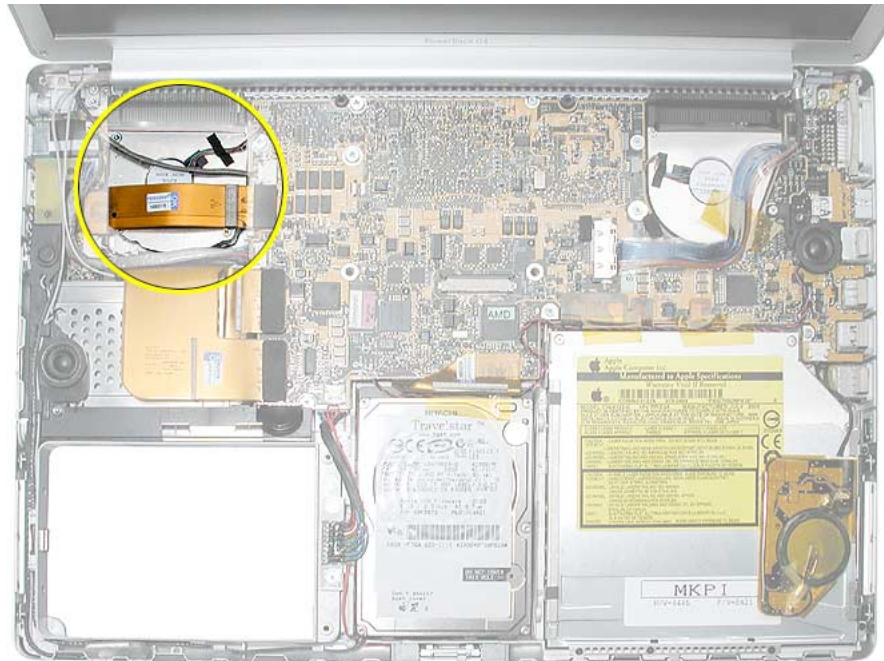
Left Blower

Tools

This procedure requires the following tools:

- #1 Phillips screwdriver (magnetized)
- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



Preliminary Steps

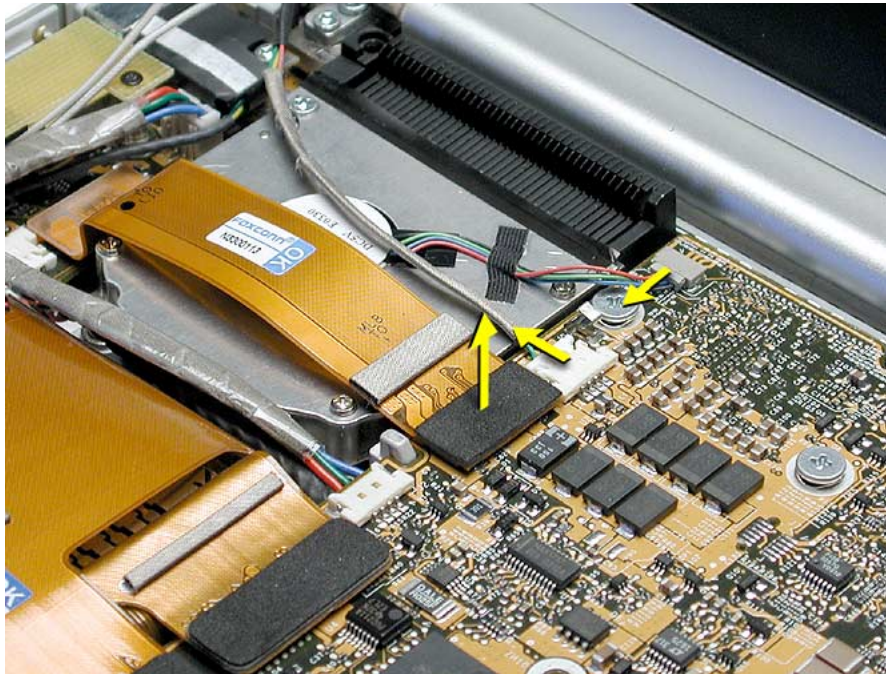
Before you begin, remove the following:

- Battery
- Top case

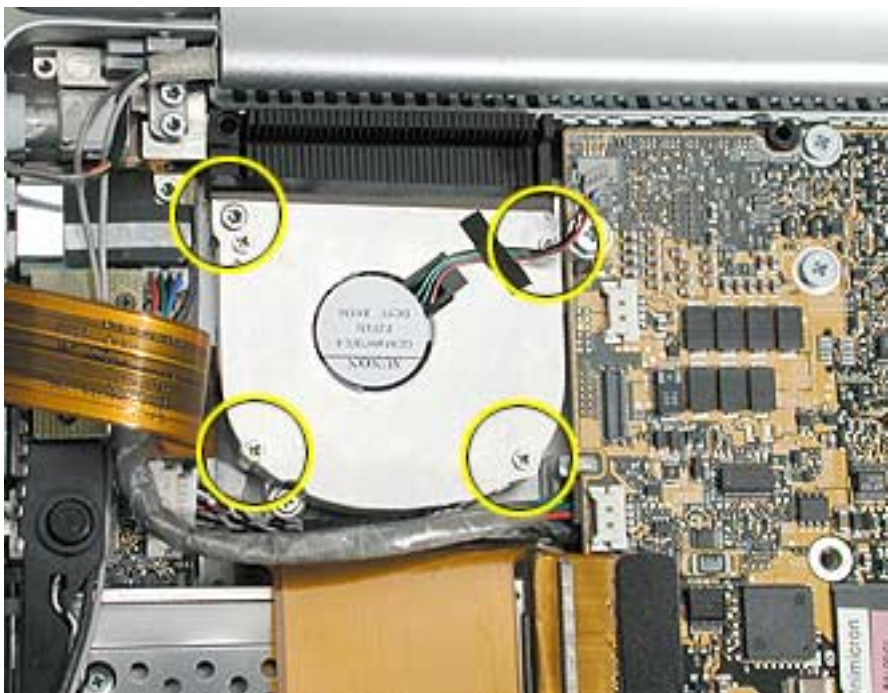
Note: Replacing the right blower requires removing the logic board.

Procedure

1. Disconnect the cables shown below.

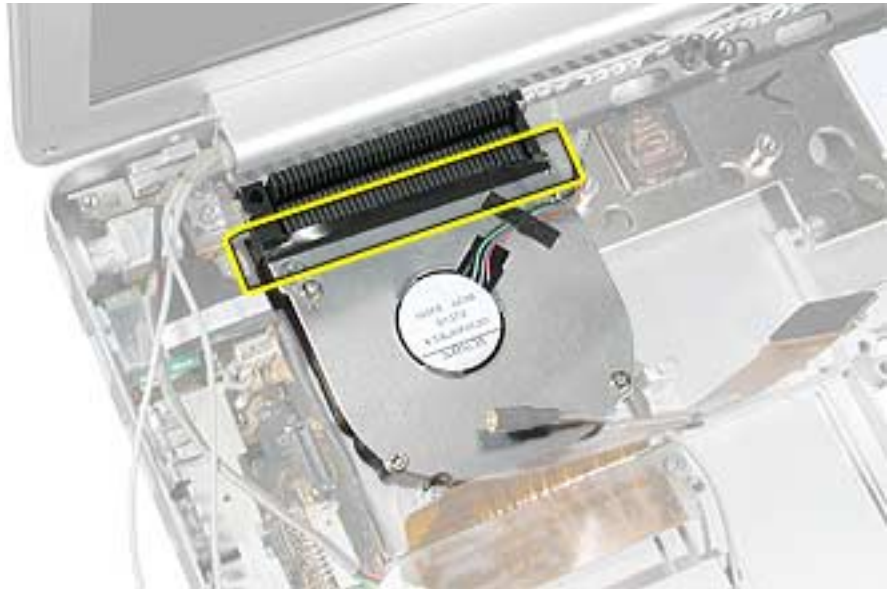


2. Remove four screws.



3. Lift out the blower.
4. Install replacement blower. Reassemble and test computer.

Replacement Note: Make sure to reseal the tape strip along the edge of the blower.





Ambient Light Sensor Boards

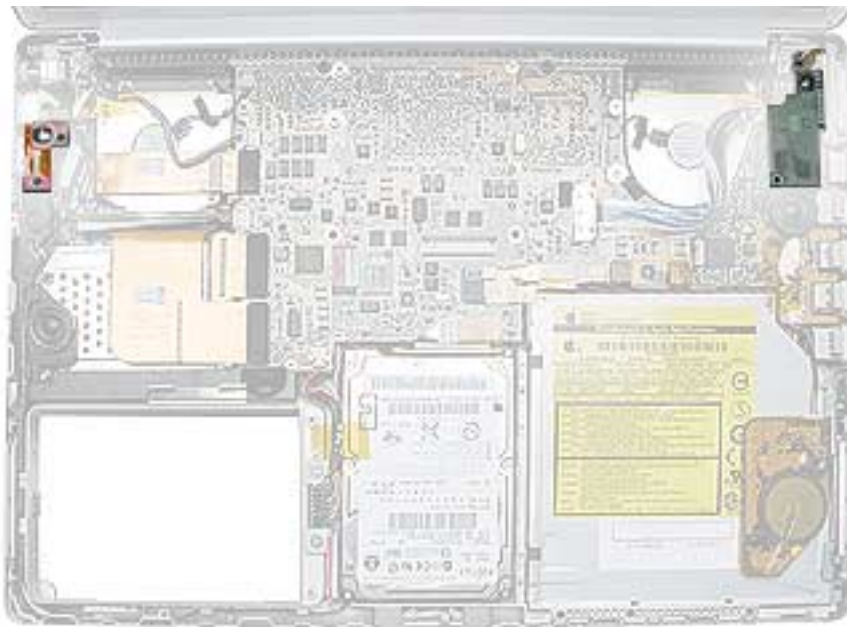
Tools

This procedure requires the following tools:

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

Part Location

Computers with the backlit keyboard configuration, only, have a left and a right ambient light sensor installed.



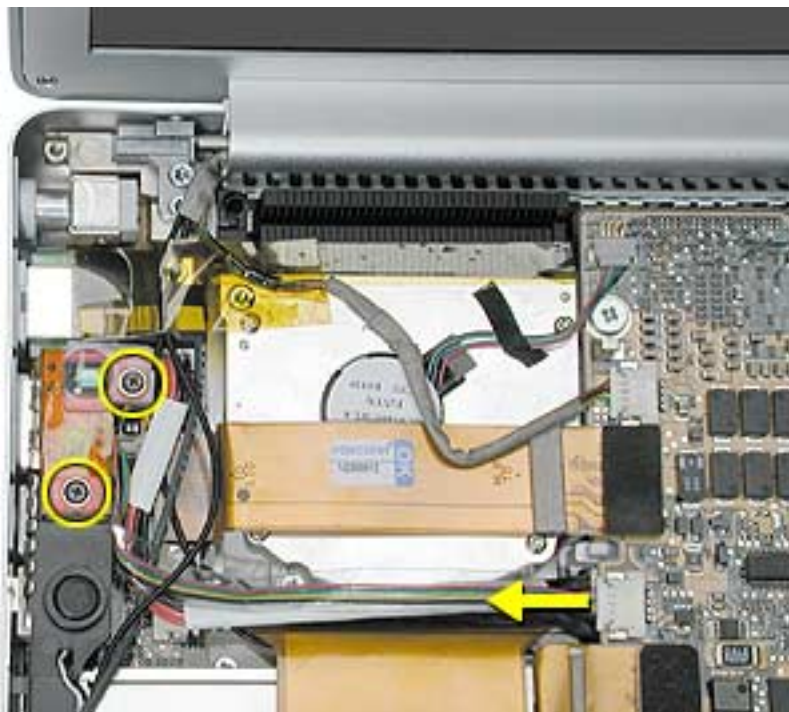
Preliminary Steps

Before you begin, remove the following:

- Battery
- Top case

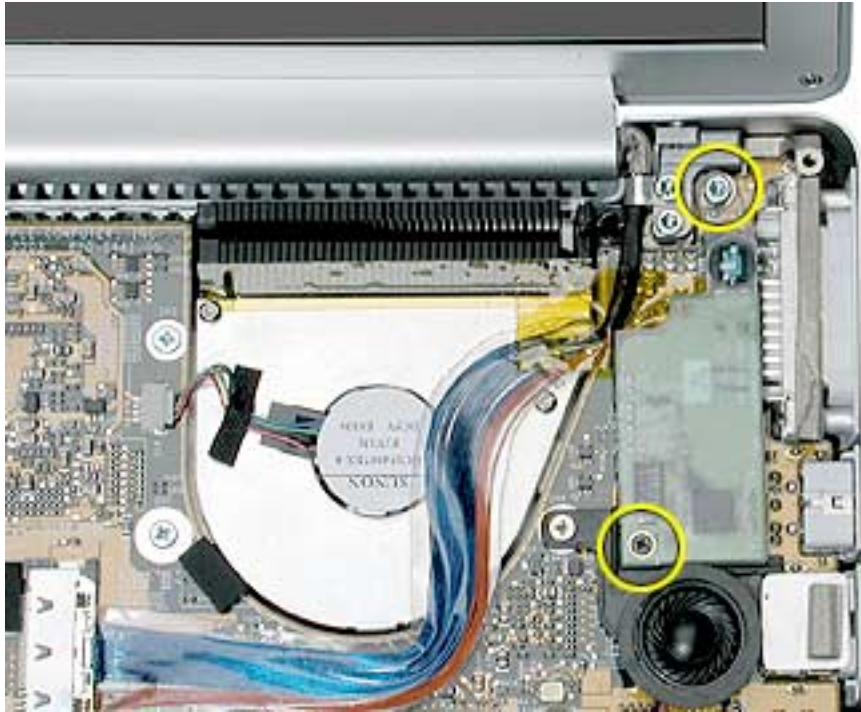
Procedure

1. To remove the left ambient light sensor board, remove the two screws, and disconnect the connector from the logic board.



2. To remove the right ambient light sensor, remove the two screws, then lift up on the ambient light sensor board to disconnect it from the logic board (the connector is on the bottom of the board).

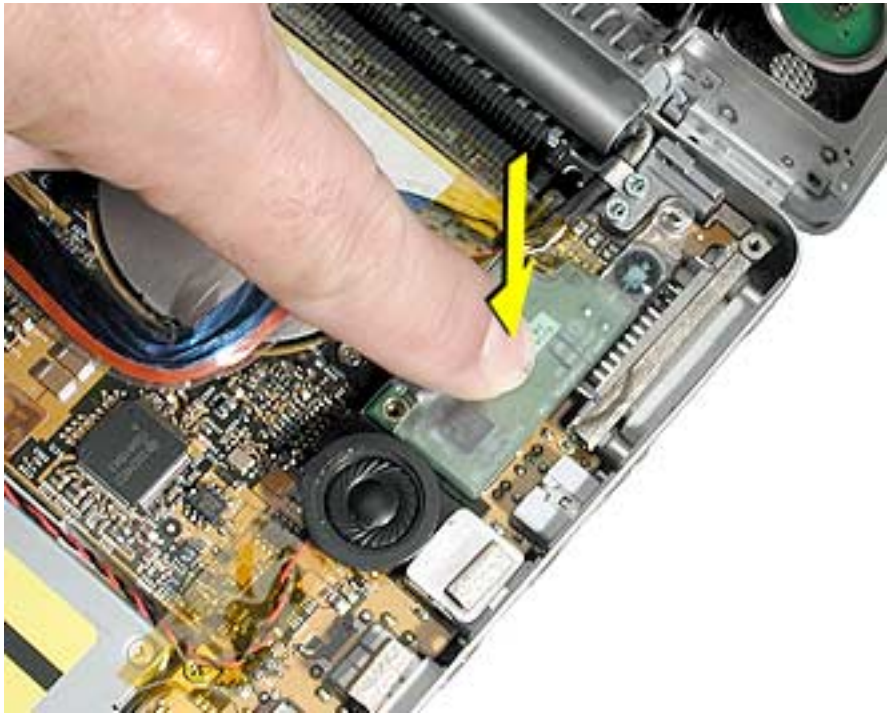
Note: The sensor assembly consists of two pieces: the sensor board and a lens cover.



Replacement Note: Assemble the replacement sensor board and lens cover before installation.



3. Press, where shown here, to secure the right ambient light sensor board connector to the logic board.



4. Reassemble and test the computer.



Logic Board

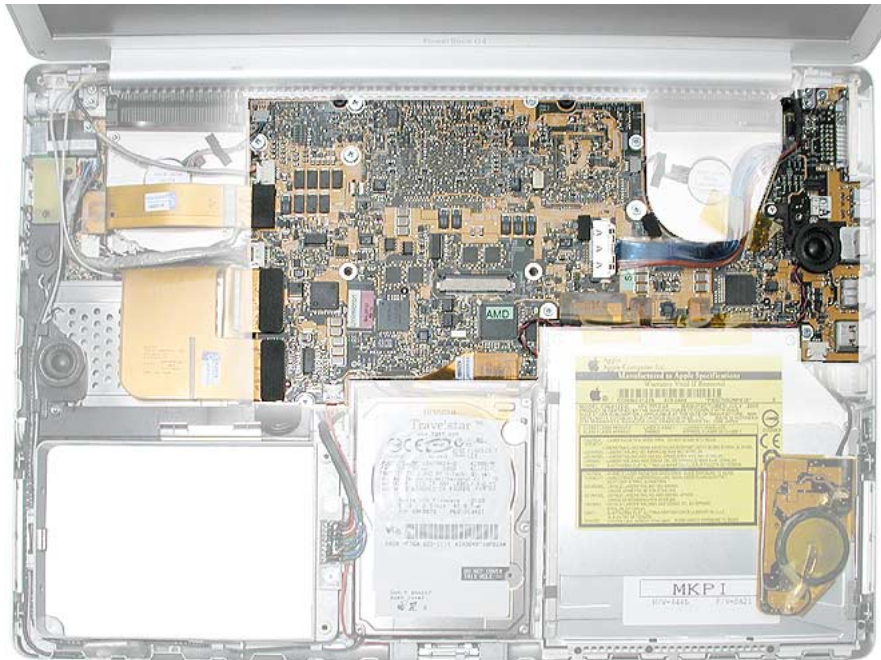
Tools

This procedure requires the following tools:

- #1 Phillips screwdriver (magnetized)
- Thermal Pad Kit (076-1055), if not ordering a replacement logic board or heatsink
- EMI Gasket Kit (076-1057)
- Alcohol pads
- Black stick (or other nonconductive nylon or plastic flat-blade tool)

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

Part Location



Preliminary Steps

Before you begin, run the computer until warm (if possible) to help soften the thermal material on the logic board, then shut it down and remove the following:

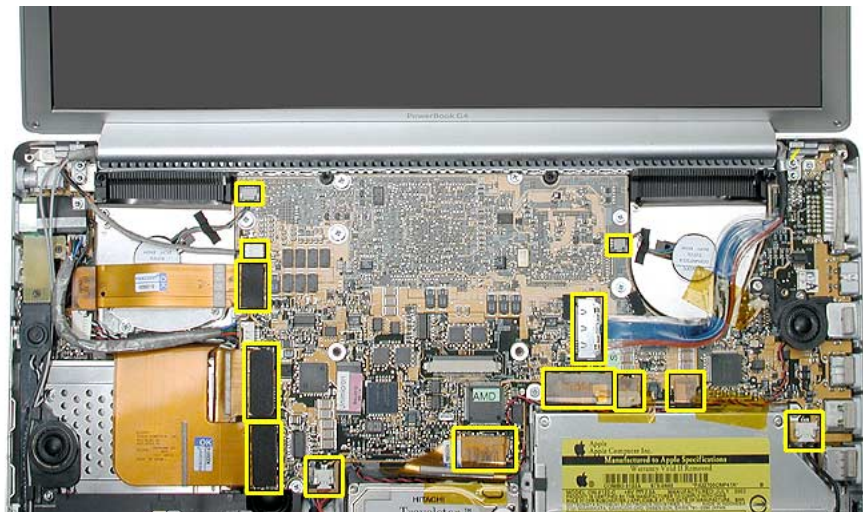
- Battery
- Top case
- Right ambient light sensor board and lens cover, if present

Note: It may be helpful to remove the optical drive and hard drive to reduce the number of cables to control when replacing the logic board, if desired.

Procedure

Warning: Flexing of the logic board can break solder joints to parts. To prevent damage to the board, guard against flexing.

1. Disconnect the cables shown.

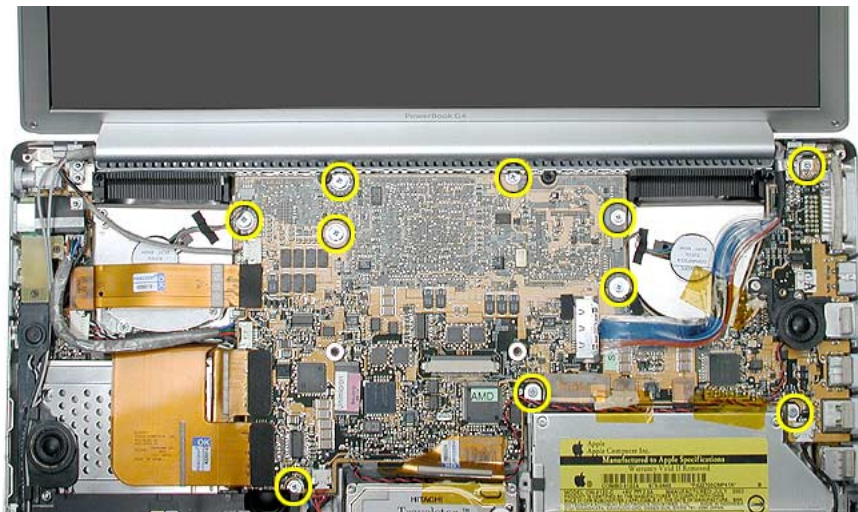


2. Remove the two screws and move the right speaker and wire down away from the logic board.



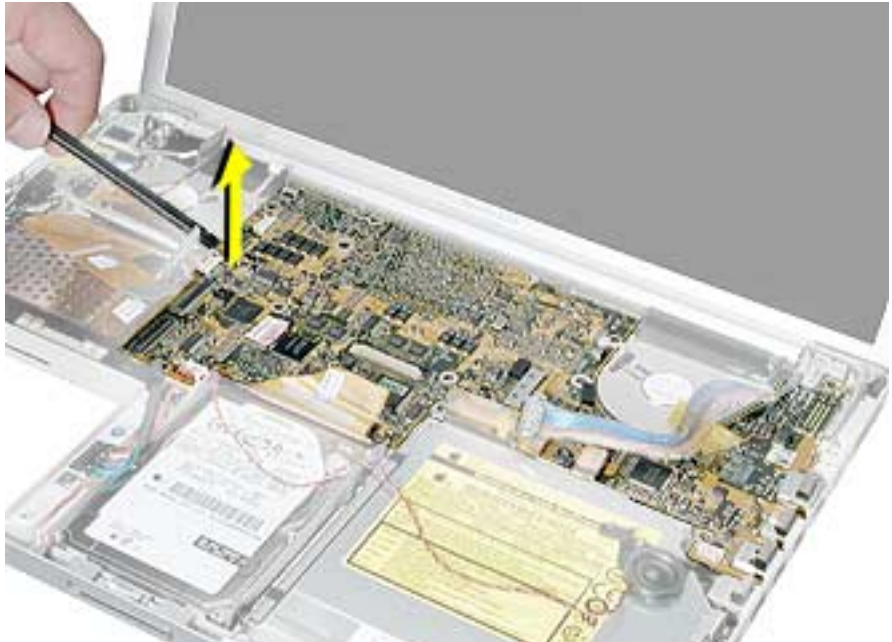
3. Remove the screws shown.

Note: If a right ambient light sensor board was removed, that procedure already removed the upper right logic board screw.

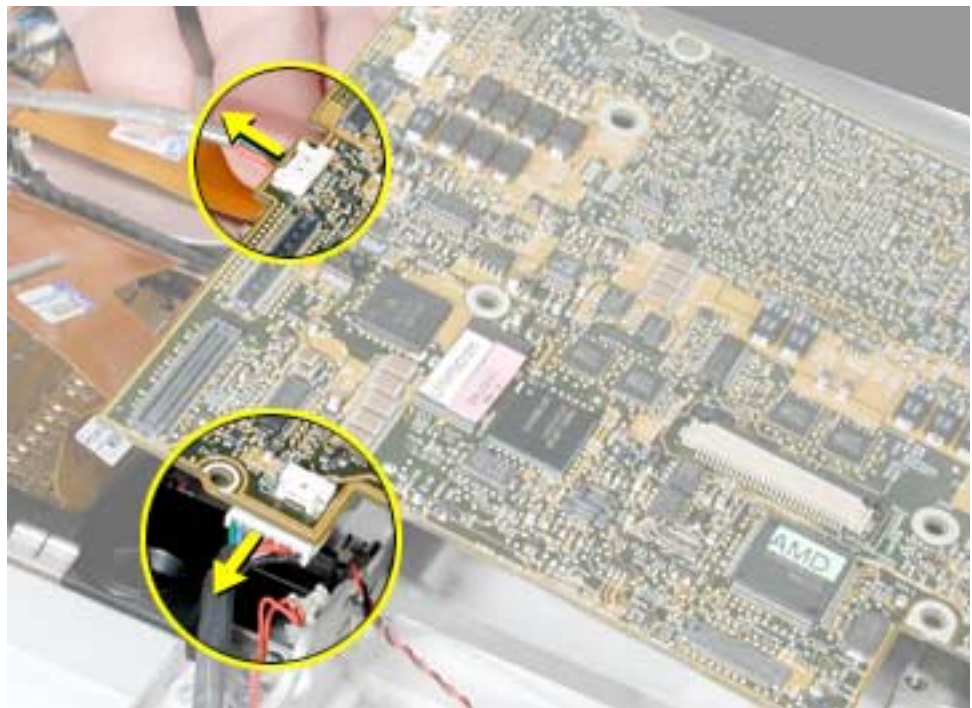


4. **Important:** Thermal material on the bottom side of the board, between the board and heatsink, may make it difficult for the board to release.

Verify that all screws have been removed, then use a black stick to apply light, slow, upward pressure under the left side of the logic board until the it releases from the heatsink. Do not pry. Do not flex the board.



5. After the board releases, lift the left side slightly and remove the two connectors.

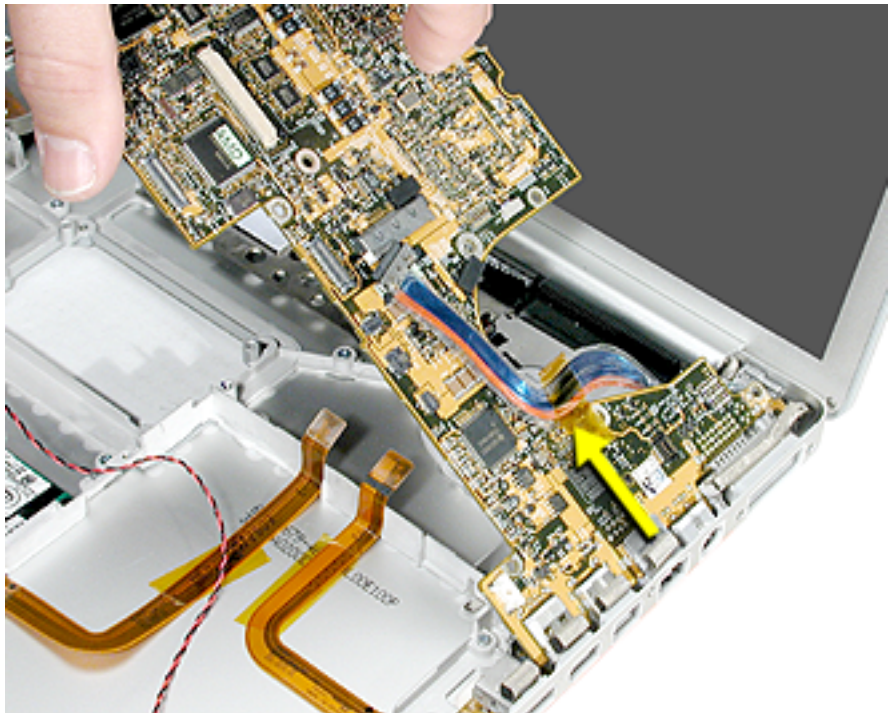


- Carefully lift the left side of the board and pivot along the ports side. Support the board along its sides as it lifts to avoid flexing.

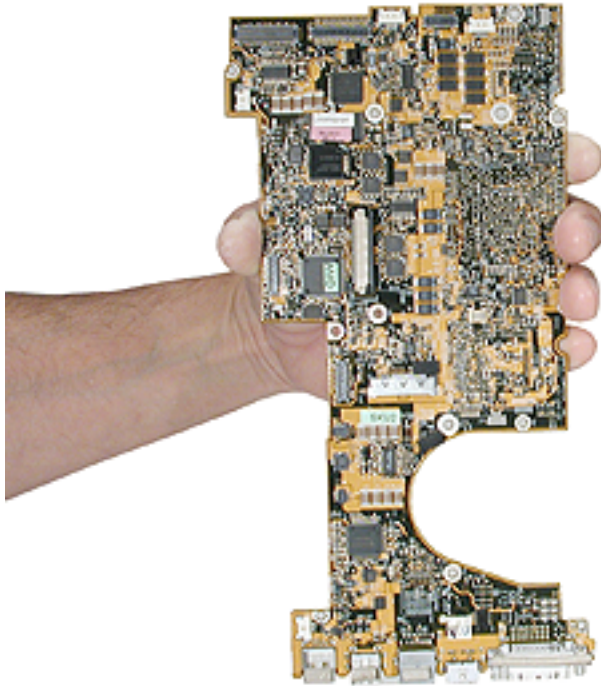
Warning: Do NOT flex the board. Give special attention at the narrow neck of the blower cutout.

- Carefully pull the port end of the board out of the port openings.

Note: If the DVI port catches underneath, maneuver the board until it releases.

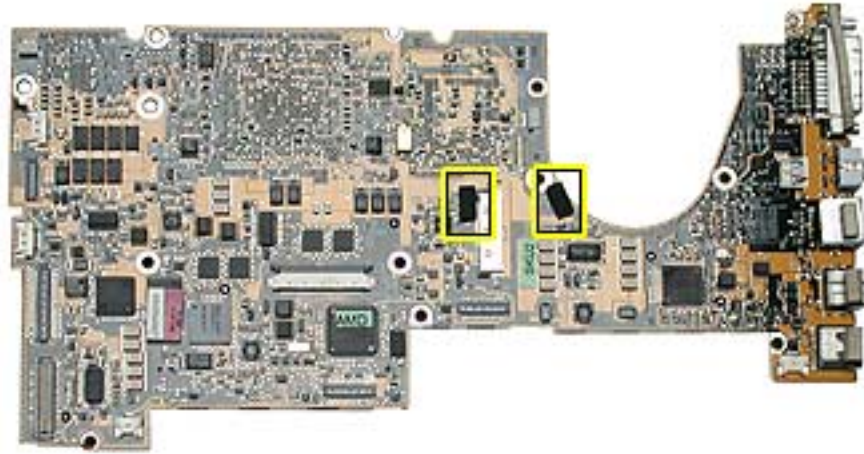


Warning: To avoid flexing the logic board, hold the board vertically along the wide sides. Do not hold the board by the ends or by the narrow neck at the blower cutout, or horizontally, as the board's weight can cause excessive flex.

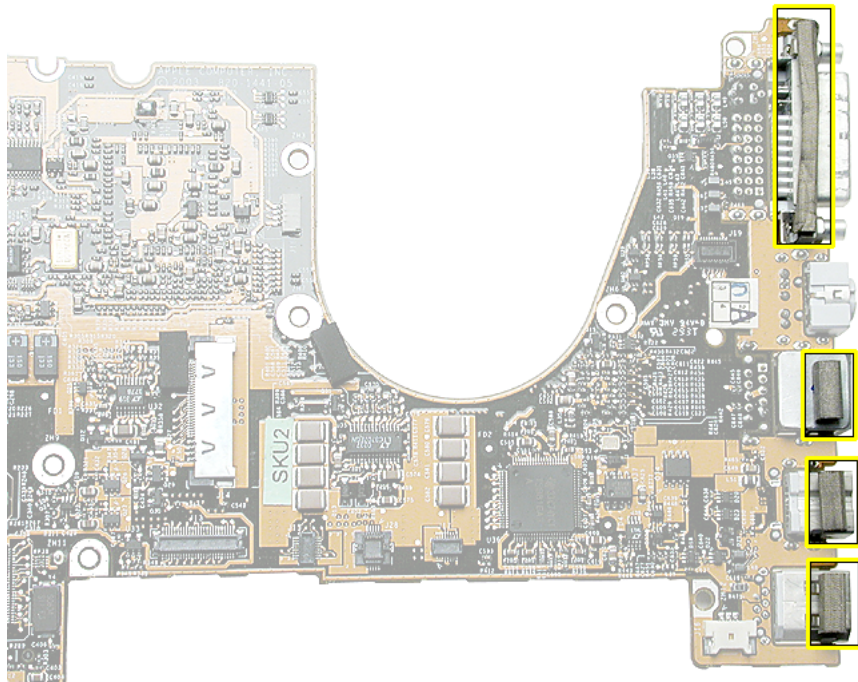


Replacement Procedure

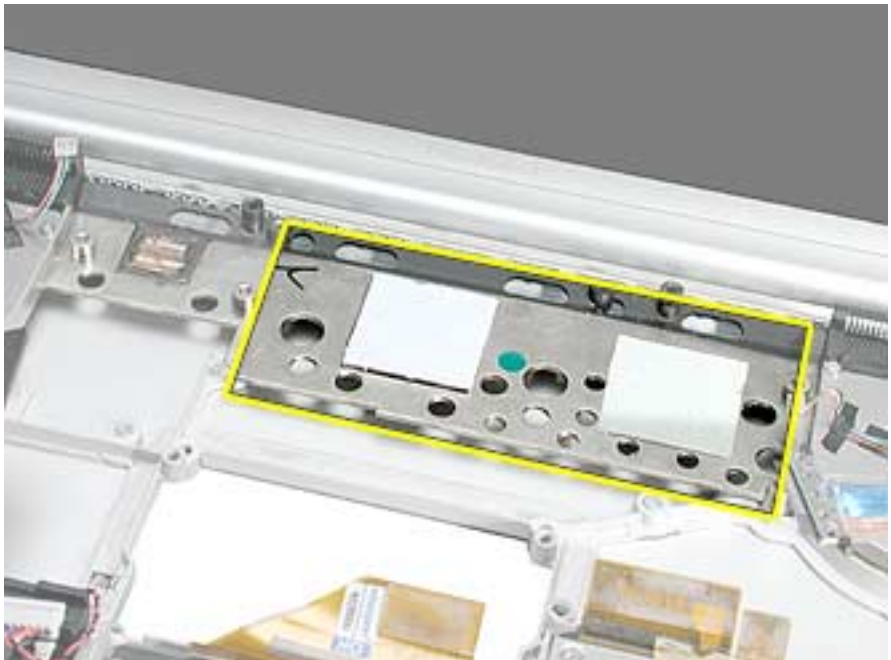
1. Verify that the two rubber blocks, below, are installed on the replacement logic board.



2. Install new EMI gaskets (076-1057) onto the replacement logic board, where shown below.



3. Check the two thermal pads on the heatsink, shown below. If damaged, use a black stick to remove the material then clean the surface vigorously with an alcohol pad to completely remove all of the original thermal material.



Warning: Whenever the logic board is separated from the heatsink, you must remove and install new thermal material to the heatsink at the CPU location. Failure to do so can cause the computer to overheat and be damaged.

4. Use a black stick to remove the original thermal material, shown below, then clean the surface vigorously with an alcohol pad to completely remove all of the material.



5. Install new thermal pads onto the heatsink where removed, as shown below.

Center each pad over the location that corresponds to the chip on the logic board and press into place, avoiding air pockets. Remove protective backing, if present.

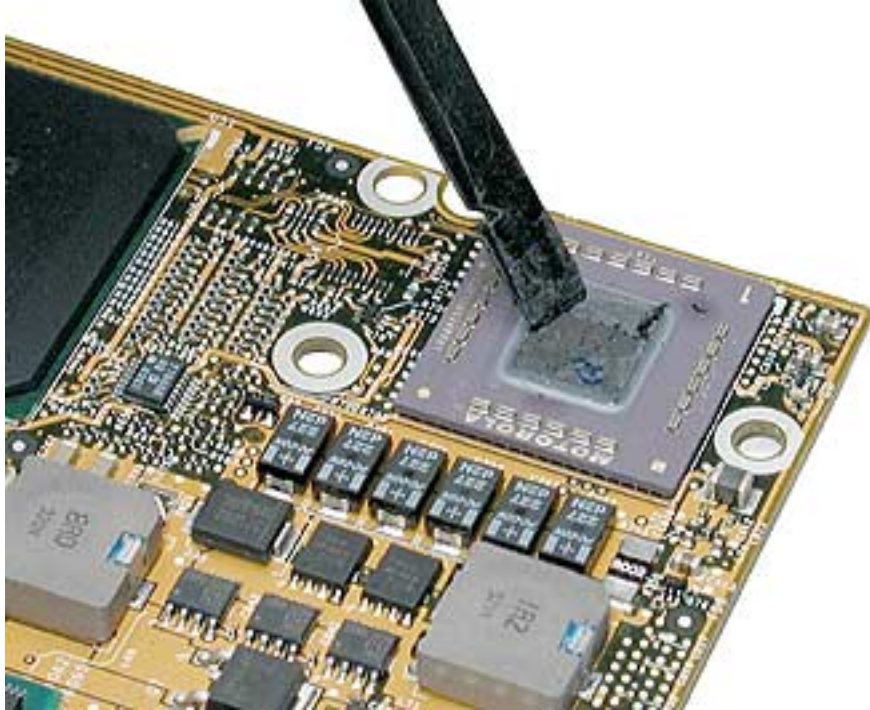
Note: The two larger pads are interchangeable.

Important: Avoid unnecessary contact with thermal pads as dirt and body oils reduce the pad's conductivity.



6. If the logic board was removed to facilitate another procedure and will be reinstalled, remove all thermal material from the CPU chip on the bottom of the logic board with a black stick, as shown below.

Important: Use extreme care not to damage the chip or logic board components.

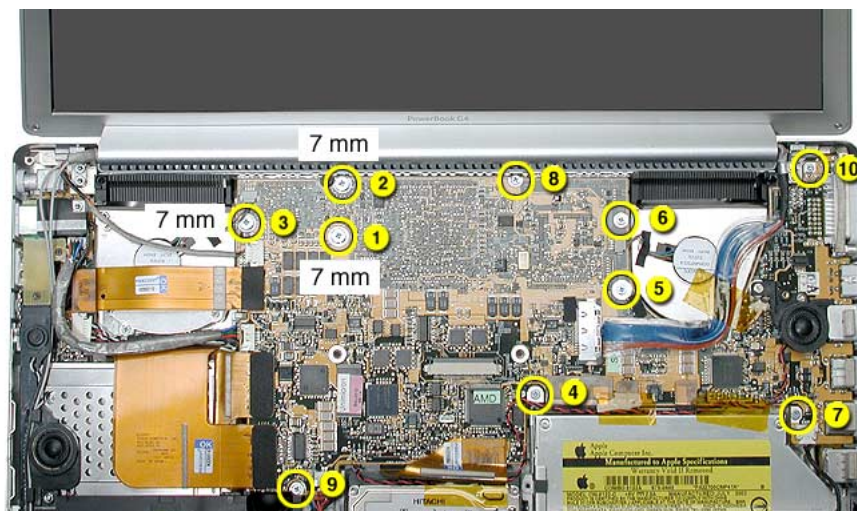


7. To replace the logic board, guide the port side into the port openings on the bottom case.

Note: Use care not to catch cables under the board as it is lowered into place.

8. Attach the screws in the order shown.

Note: If a right ambient light sensor will be installed, the upper right screw (10) will be installed during that procedure.



9. Reassemble and test all ports, components and functions of the computer.

Note: After installing new thermal material, if you must briefly re-separate the logic board from the heatsink, it is OK to retain the same, new thermal material, as long as they are not handled excessively.



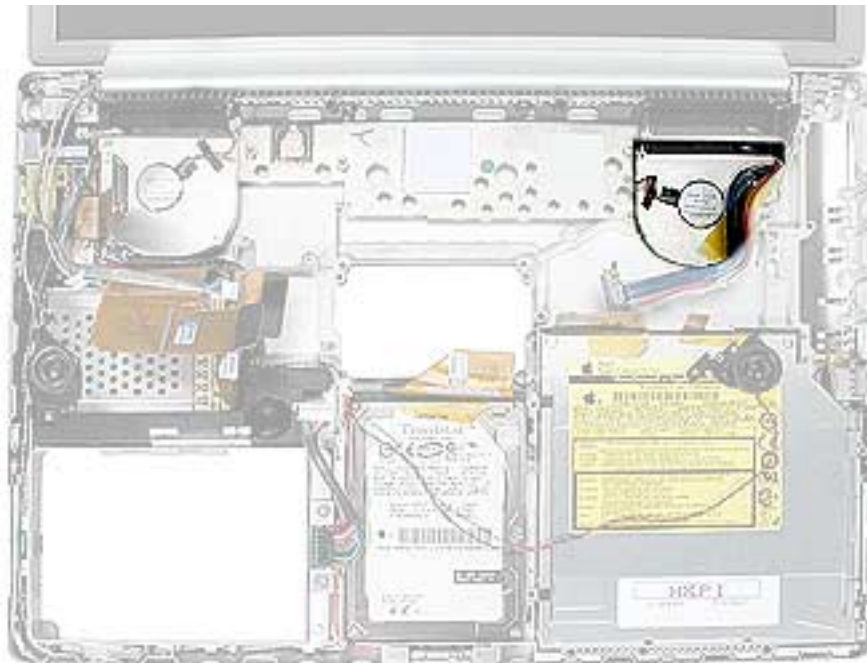
Right Blower

Tools

This procedure requires the following tools:

- #1 Phillips screwdriver (magnetized)
- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



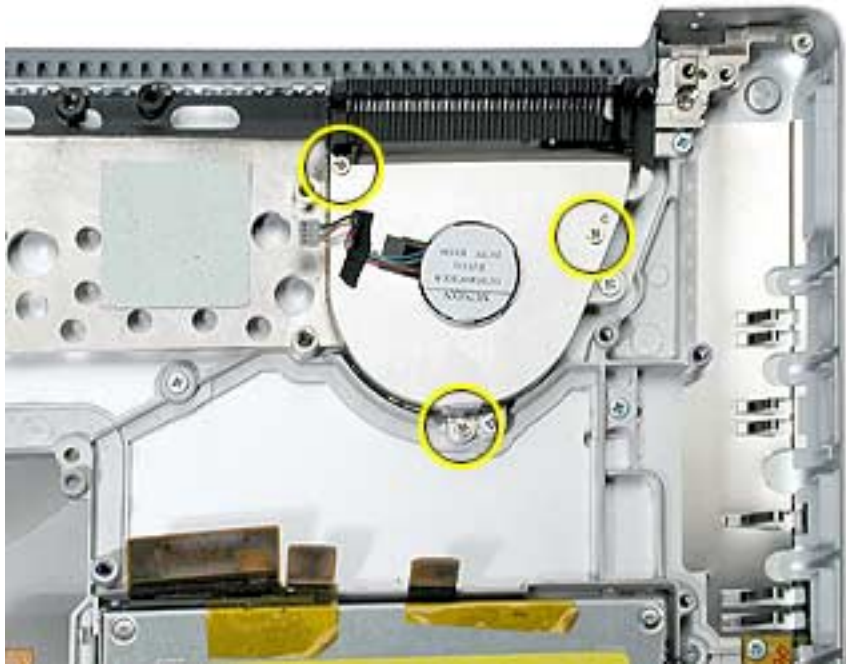
Preliminary Steps

Before you begin, remove the following:

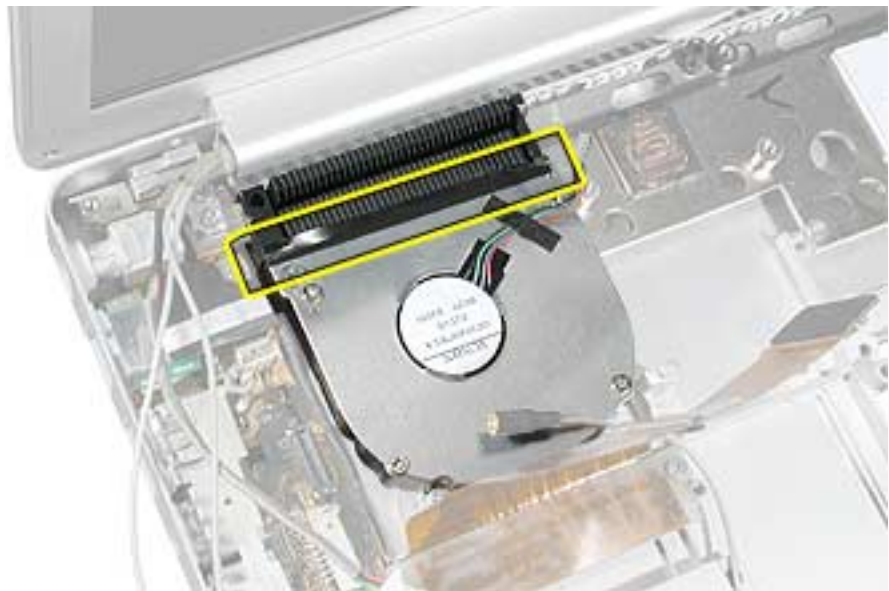
- Battery
- Top case
- Logic board

Procedure

1. Remove the three screws, then lift off the blower.



2. Install the replacement right blower and reseal tape strip (left blower shown).



3. Reassemble the computer and test all ports, components and functions.



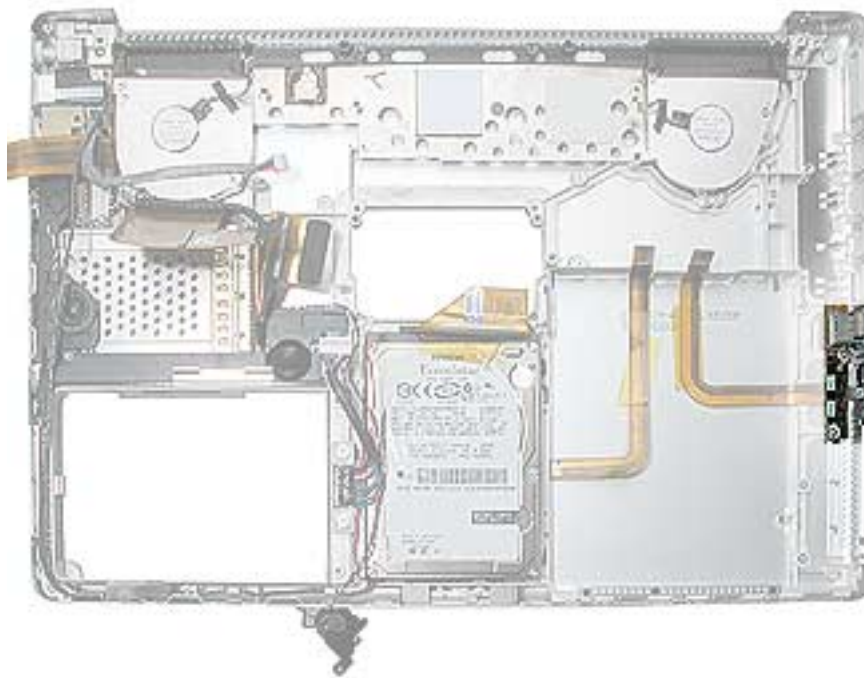
Right USB Board

Tools

This procedure requires the following tools:

- #1 Phillips screwdriver (magnetized)
- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



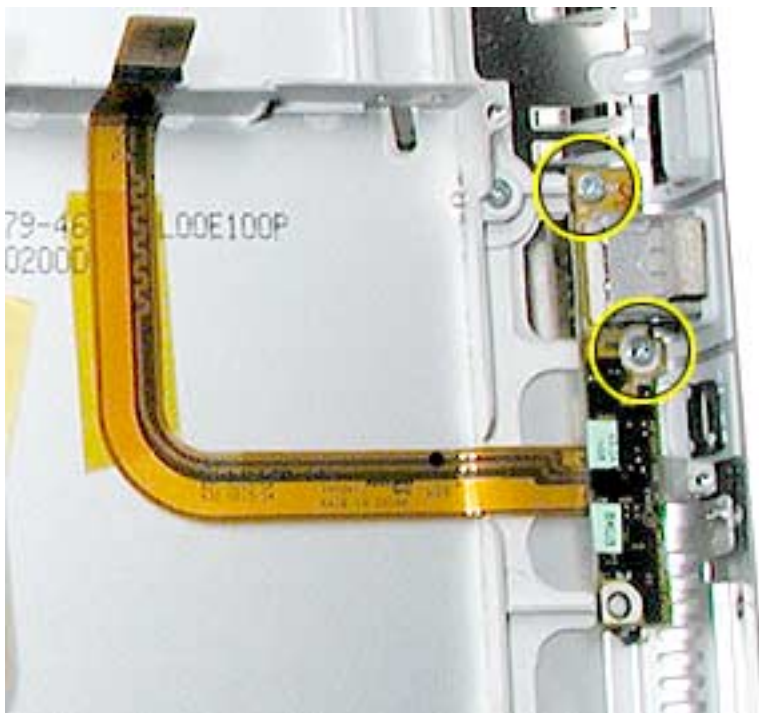
Preliminary Steps

Before you begin, remove the following:

- Battery
- Top case
- Optical drive
- Logic board

Procedure

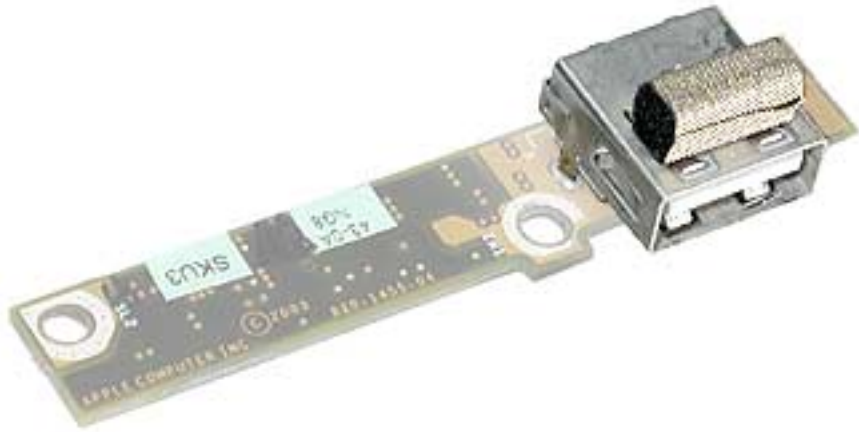
1. Remove the two screws and guide the board out.



2. Disconnect the flex cable.



-
3. If the EMI gasket is not installed on the replacement board, transfer the gasket from the old board, or install a new gasket, as shown.



4. Install the replacement right USB board and reassemble the computer.
5. Test all ports, components and functions of the computer.



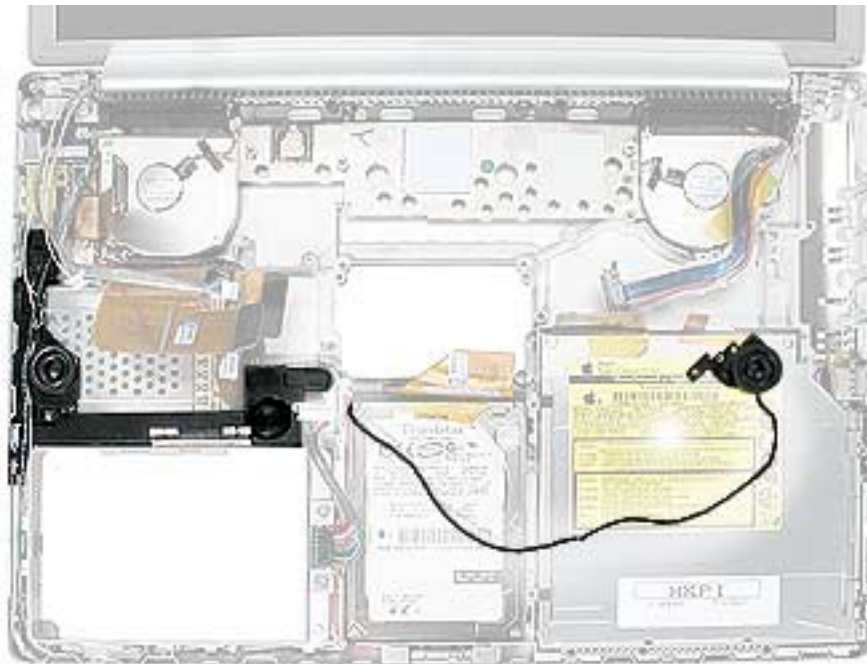
Speakers

Tools

This procedure requires the following tools:

- #0 Phillips screwdriver (magnetized)
- #1 Phillips screwdriver (magnetized)
- 4 mm socket wrench
- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



Preliminary Steps

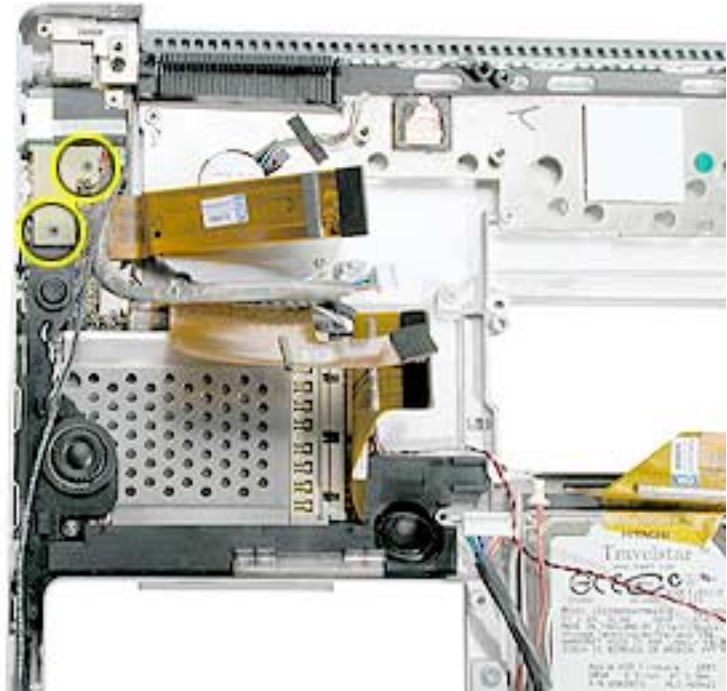
Before you begin, remove the following:

- Battery
- Logic board
- Left ambient light sensor board, if present

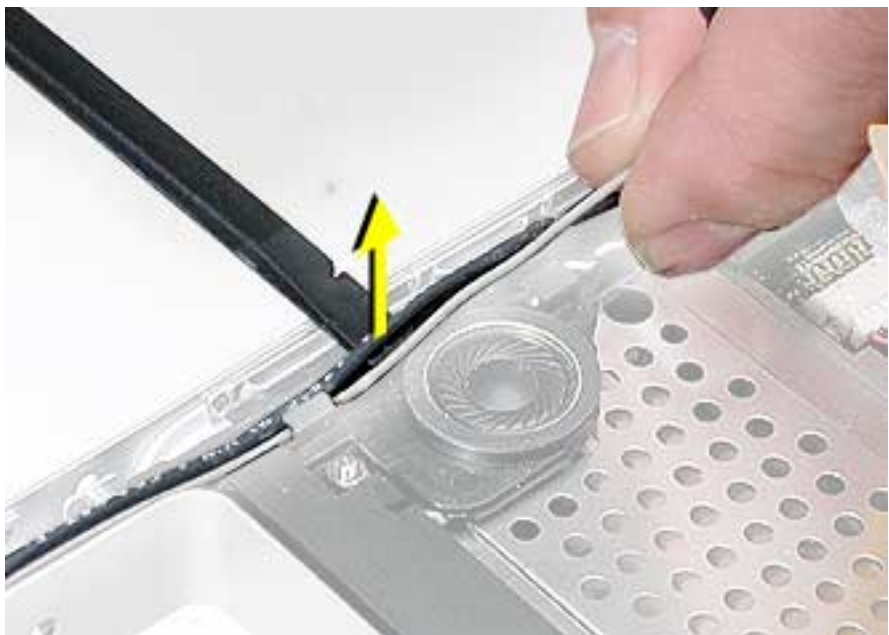
Procedure

Note: Lift up any Kapton tape as necessary and reserve for replacement.

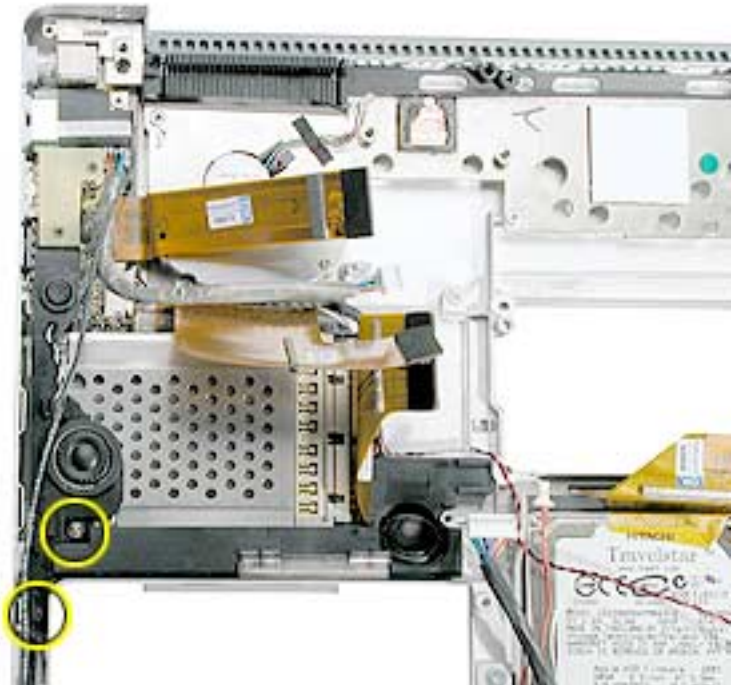
1. Remove the two screws and remove the small board (if a left ambient light sensor board was not removed in the preliminary steps).



2. Carefully lift wires out of routing channels on the left speaker.



3. Remove the screw and nut, then carefully lift out the speaker assembly.
4. Disconnect the speaker cable from the Sound/DC-in board.



5. Install the replacement speakers, and reassemble the computer.

Replacement Note: Needlenose pliers may be helpful when reinstalling the nut.



6. Testing the computer should include using the Sound system-preference pane to test the left and right speakers.



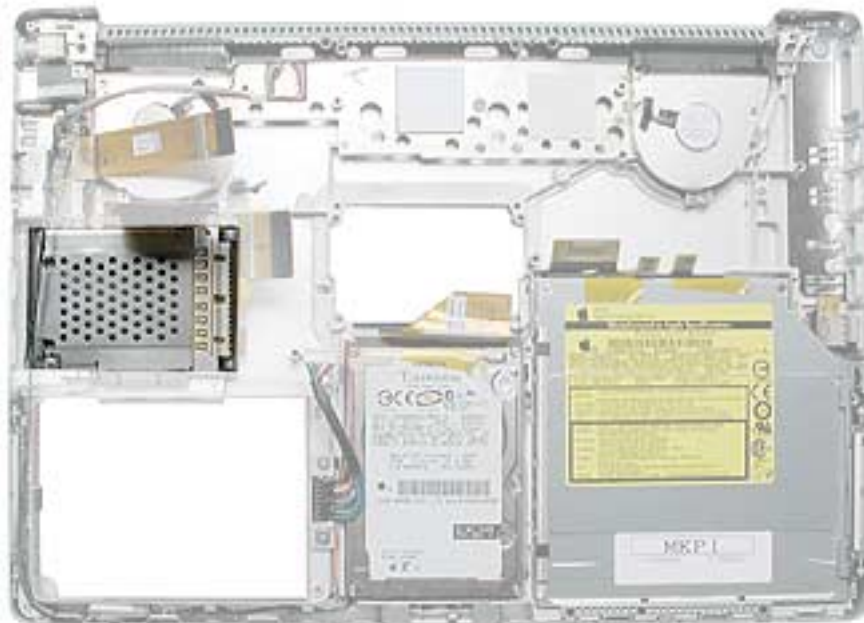
PC Card Cage

Tools

This procedure requires the following tools:

- #0 Phillips screwdriver (magnetized)
- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



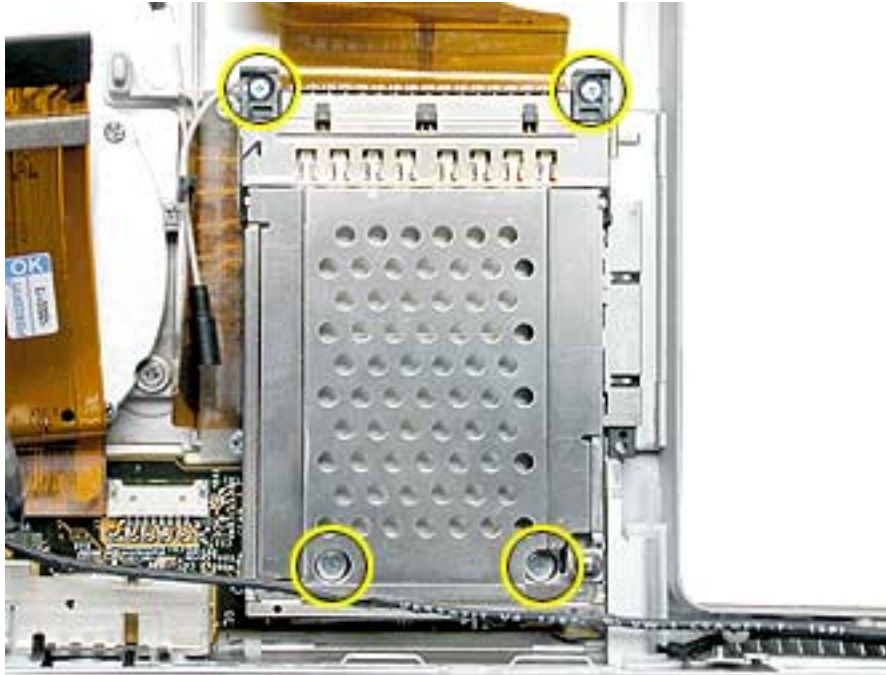
Preliminary Steps

Before you begin, remove the following:

- Battery
- Speakers

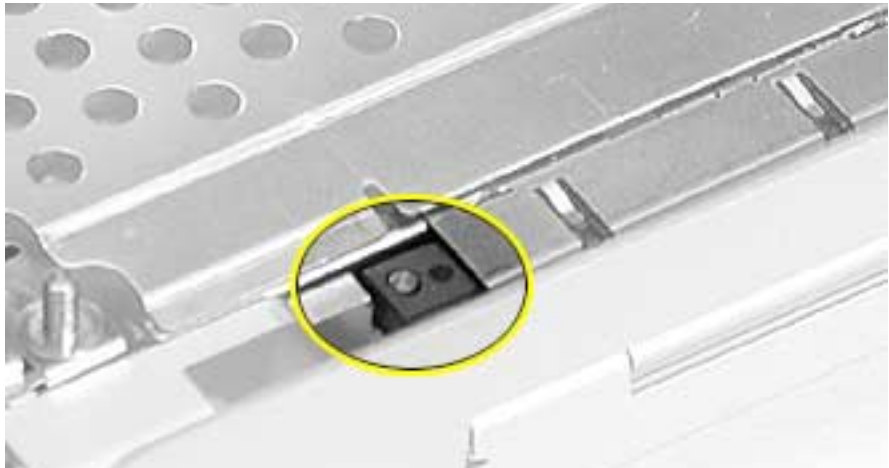
Procedure

1. Remove the four screws.
2. To remove the cage, lift it off of the eject button pin.
3. Remove the eject button for replacement.

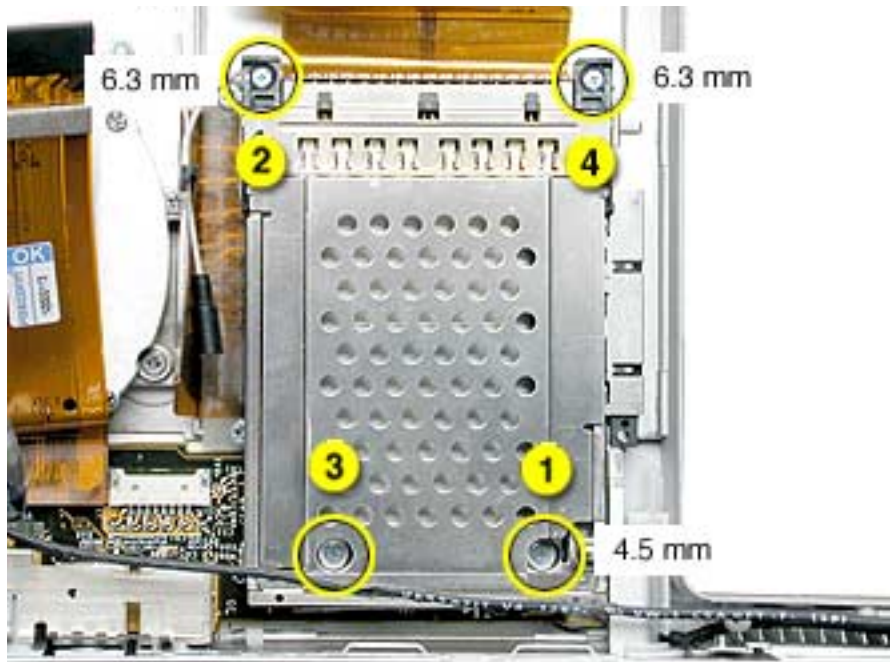


4. Verify the holes in the Sound/DC-in board, are aligned with the screw bosses under them on the bottom case so that the PC card cage screws will install.
5. Install the replacement PC card cage and eject button.

Replacement Note: Ensure that the pin on the PC card cage eject button is secured by the hole in the cage mechanism.



6. Lightly install all four screws before tightening (**note:** longer screws go in the back by the flex cable), then tighten in the following order.



7. Reassemble the computer.
8. Testing the computer should include inserting a PC card to check that it can be locked in and that the eject button works smoothly.



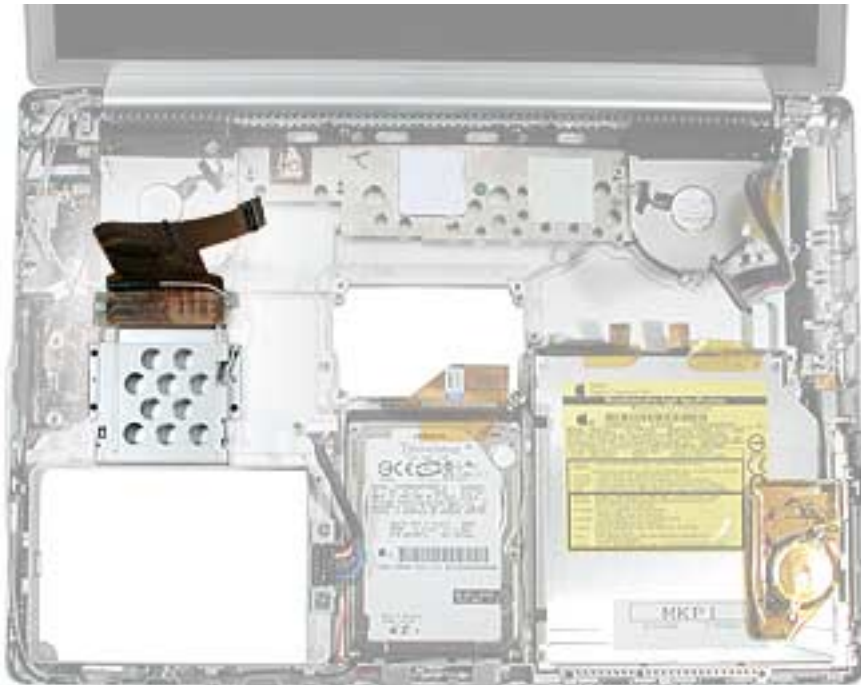
AirPort Extreme Slot & Flex Cable

Tools

This procedure requires the following tools:

- #0 Phillips screwdriver (magnetized)
- #1 Phillips screwdriver (magnetized)
- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



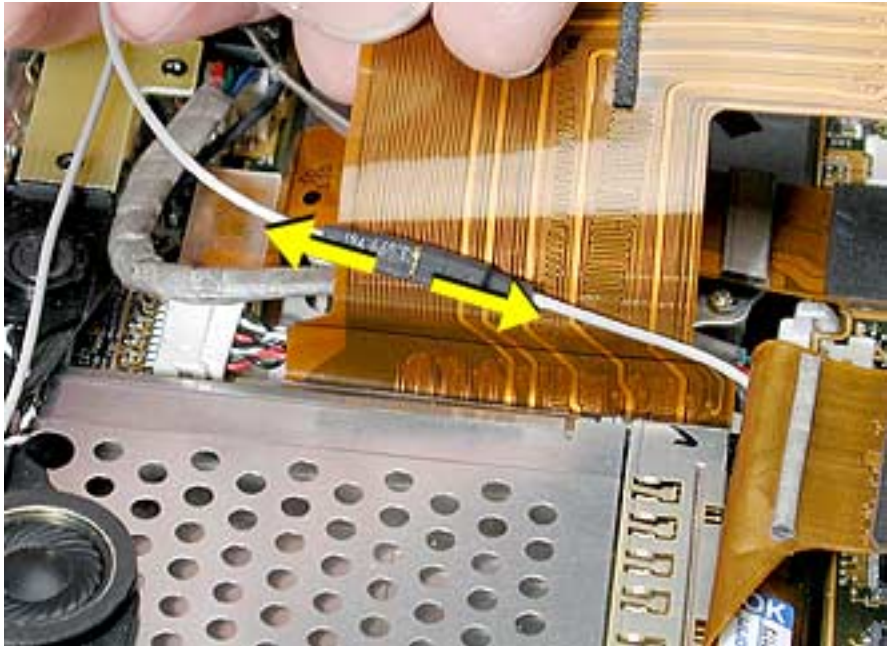
Preliminary Steps

Before you begin, remove the following:

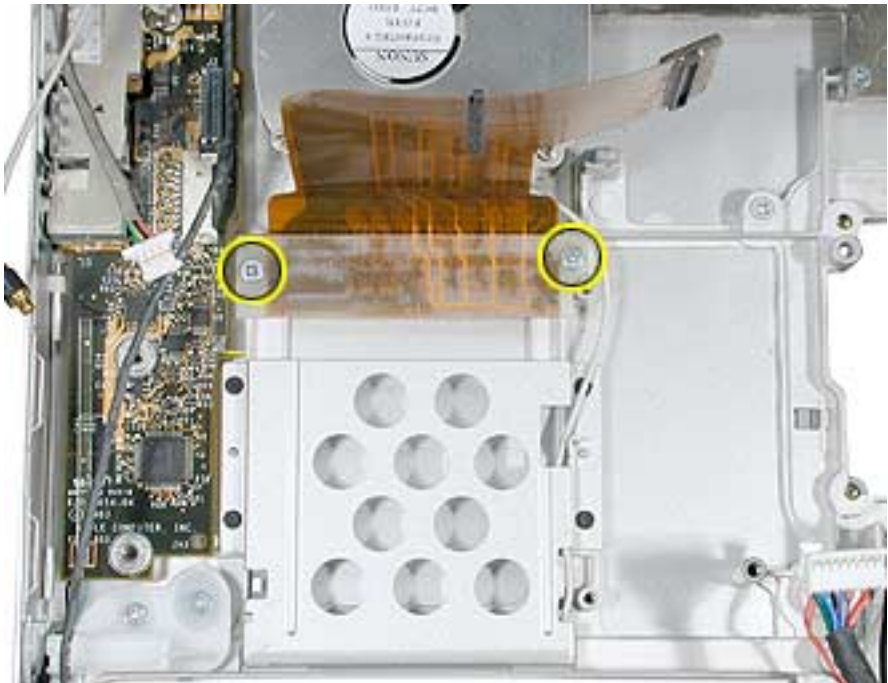
- Battery
- AirPort Extreme card
- PC card cage

Procedure

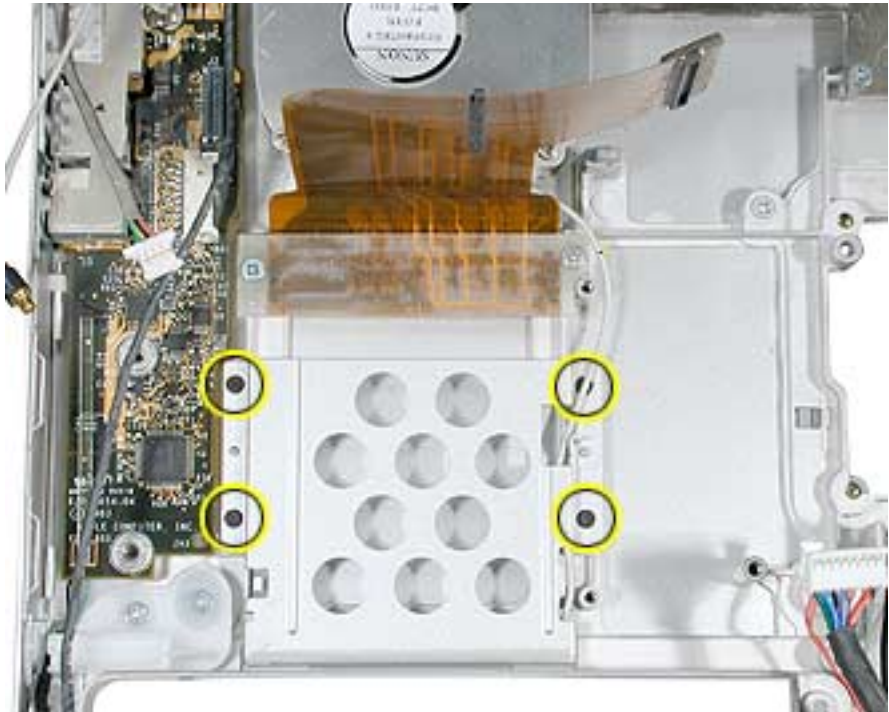
1. Disconnect the AirPort Extreme antenna coupling. Grasp the coupling (not the wires) at both ends and pull to separate at the middle.



2. If replacing the AirPort Extreme flex cable, remove the two screws.



3. Remove four screws and lift out the AirPort Extreme card cage.



4. Notice the routing of the antenna cable jumper and remove. If not replacing, transfer to the replacement cage.



-
5. Install the replacement AirPort Extreme card cage.

Replacement Note: Make sure the AirPort Extreme card cage door is closed before installing.

6. Reassemble the computer.
7. Testing the computer should include inserting an AirPort Extreme card to check that it can be fully inserted and the door closed. Use Apple System Profiler to check that the AirPort Extreme card is recognized. Test that the AirPort Extreme card is working.



Display Panel Assembly

Tools

This procedure requires the following tools:

- Torx T8 screwdriver (magnetized)
- #0 Phillips screwdriver (magnetized)
- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



Preliminary Steps

Before you begin, remove the following:

- Battery
- Top case

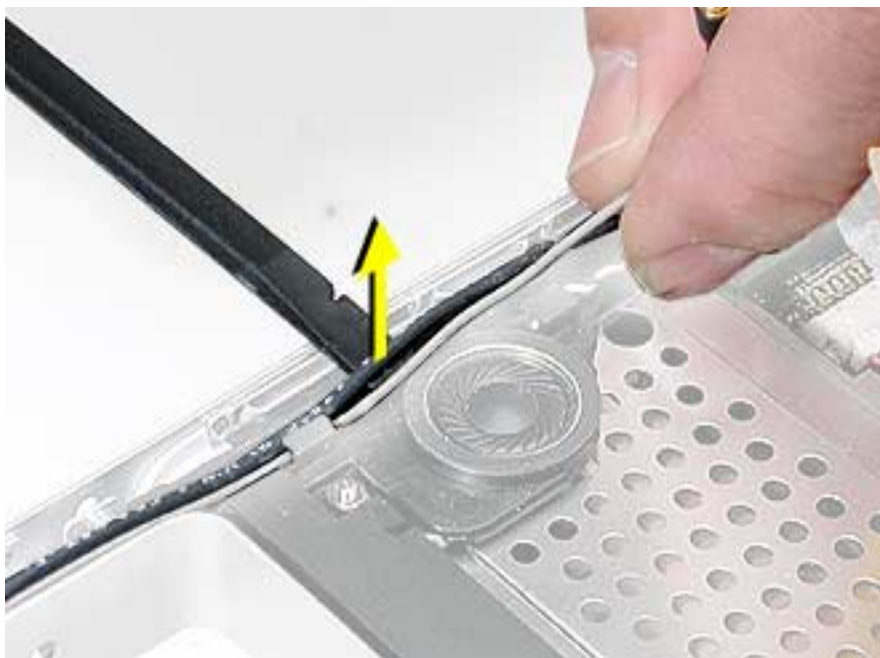
Procedure

1. Remove the two screws along the back, closest to the bottom of the computer.



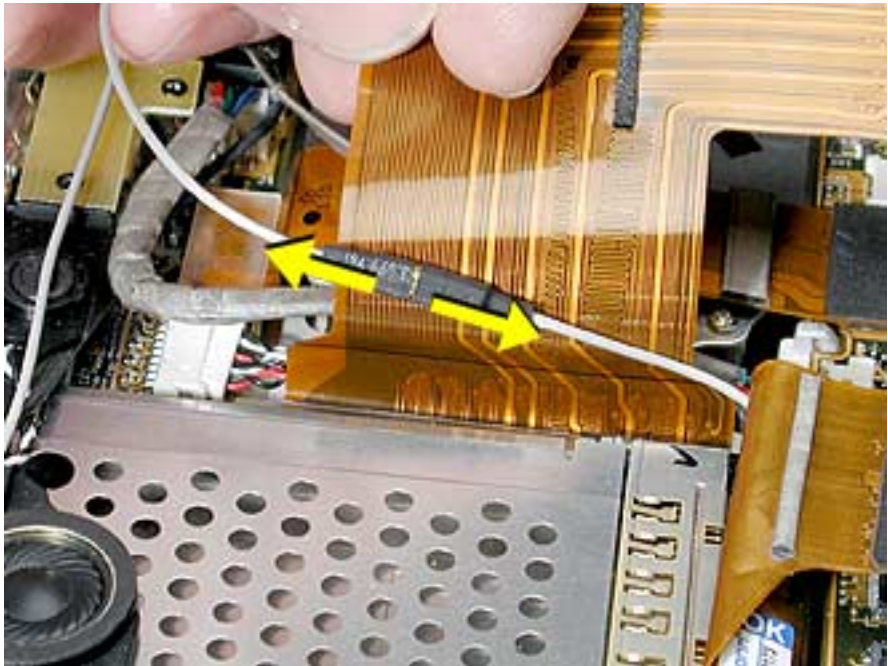
2. Open the computer display.
3. Lift the Bluetooth antenna cable out of the channels on the left speaker, then disconnect the antenna cable from the Bluetooth board.

Replacement Note: The Bluetooth antenna cable secures with the modem cable in the channels along the left speaker. When re-securing, insert the Bluetooth antenna wire into the channel first, then the modem wire.

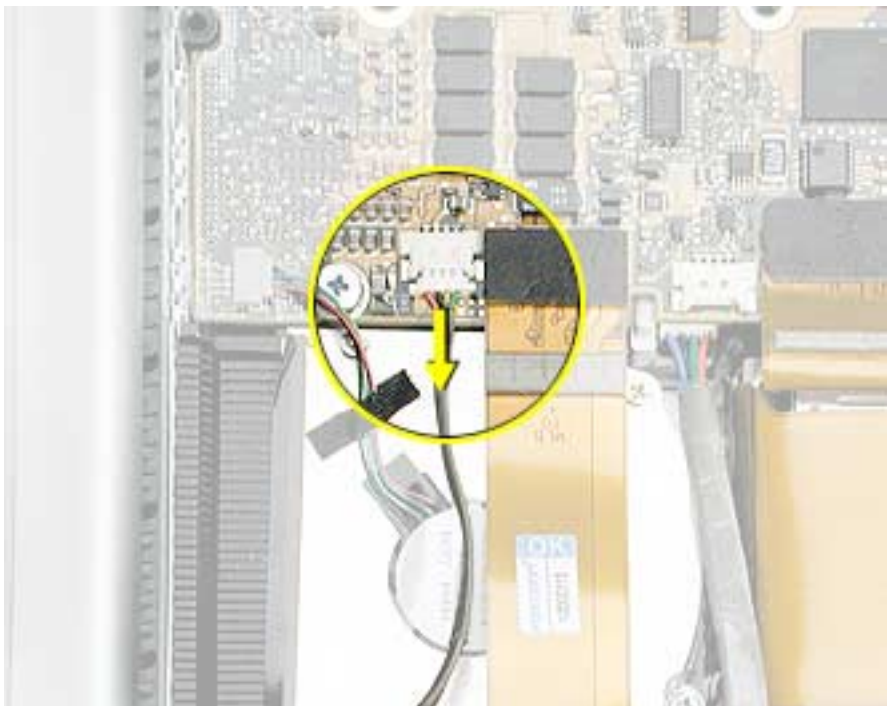


4. Disconnect the AirPort Extreme antenna coupling. Remove Kapton tape if present, then grasp the coupling (not the wires) at both ends and pull to separate at the middle.

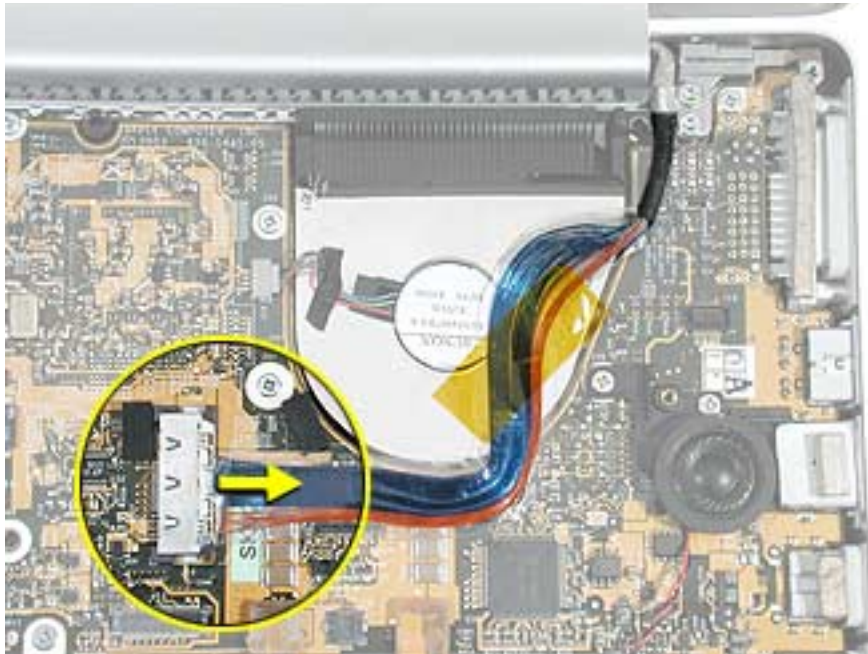
Replacement Note: Use Kapton tape to secure the connector.



5. Disconnect the inverter cable.

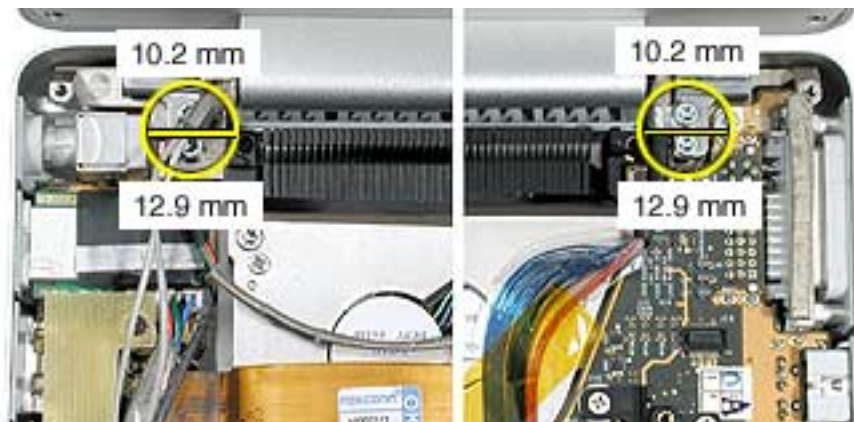


6. On the right side of the computer, disconnect the LVDS cable.

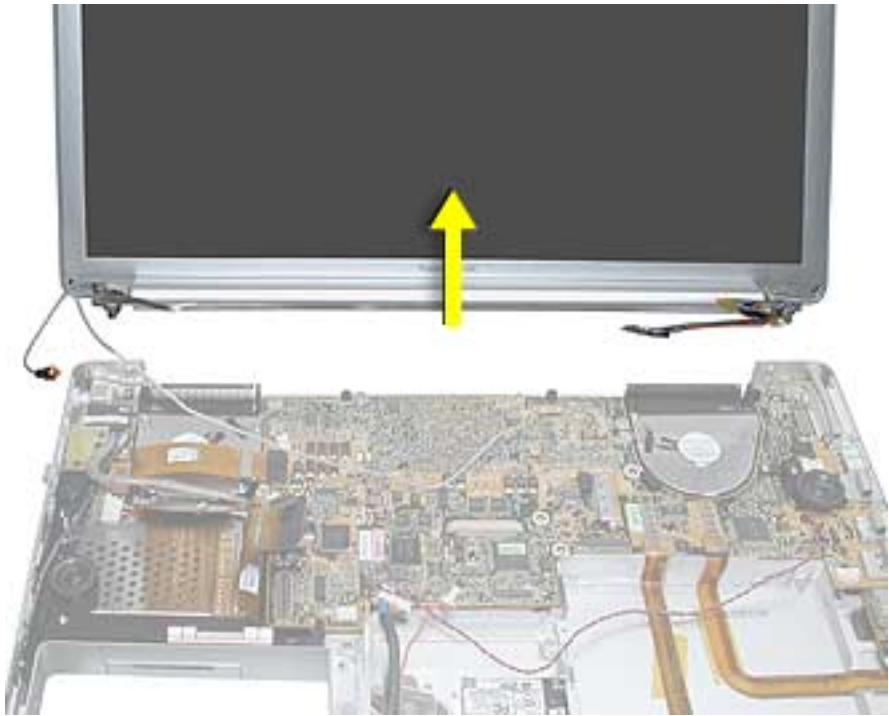


7. Move the display to a 90-degree angle and remove the four screws.

Important: Support the display from falling over before removing the last screw.

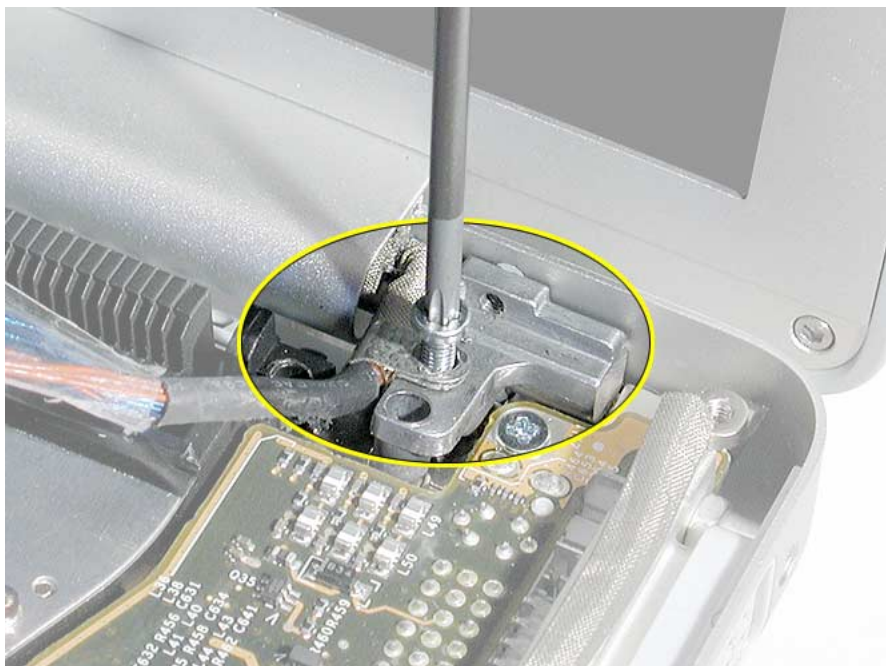


- Lift the display straight up and off of the computer without catching wires.



- Install the replacement display panel assembly.

Replacement Note: Make sure to capture the grounding loop with the back screw.



-
10. Reassemble and test the computer.
 11. Testing the computer should include the display panel. Use Bluetooth to connect to another computer and verify proper AirPort Extreme function. Check the function of the RJ-11 modem port.



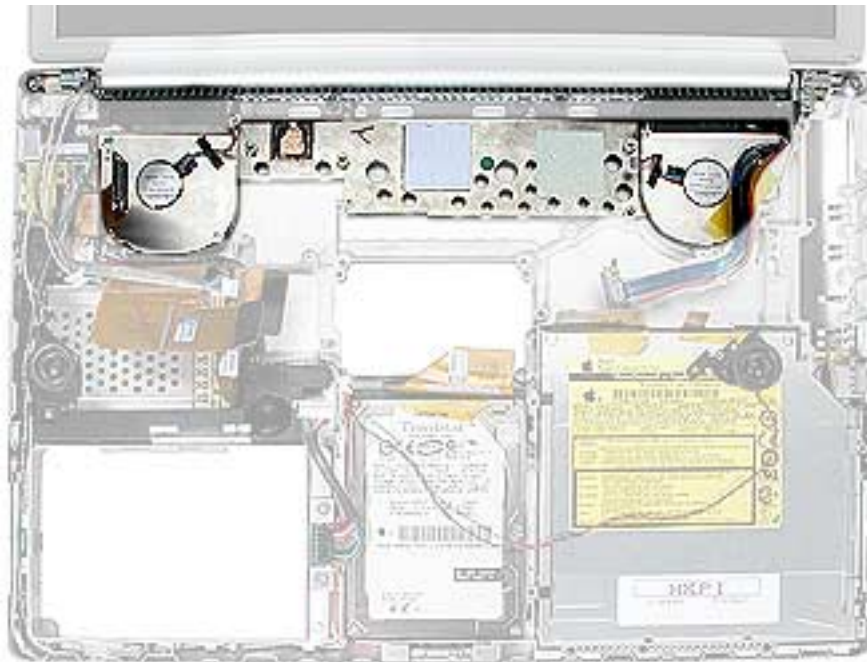
Heatsink and Blowers Assembly

Tools

This procedure requires the following tools:

- Torx T8 screwdriver (magnetized)
- #1 Phillips screwdriver (magnetized)
- Thermal pad kit (076-1055), if not replacing the heatsink
- Alcohol pads

Part Location



Preliminary Steps

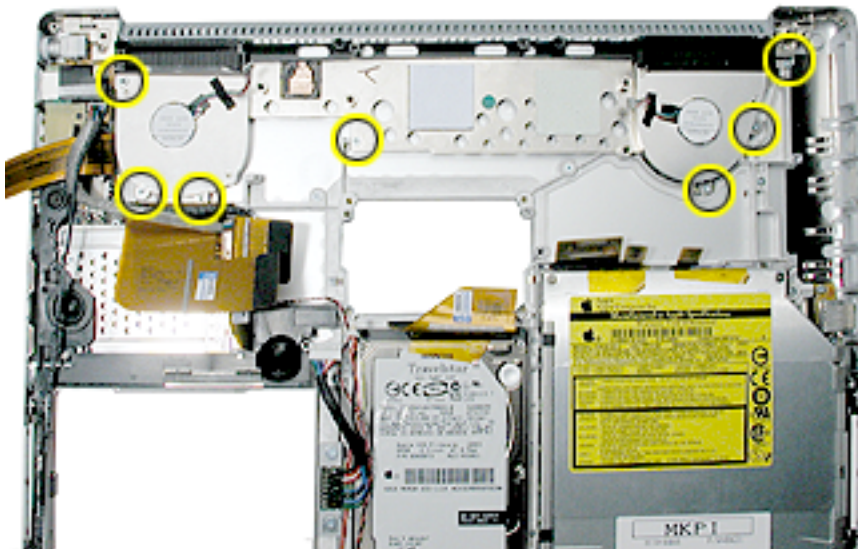
Before you begin, remove the following:

- Battery
- Display panel assembly
- Logic board

Procedure

Note: The heatsink and blowers are one assembly part.

1. Remove the screws and lift out the heatsink and blower assembly.

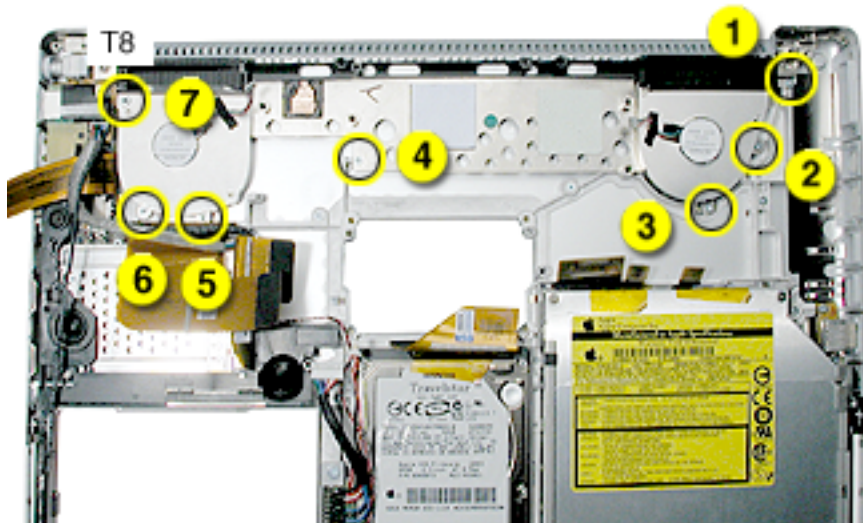


Important: Do not attempt to transfer blowers from one heatsink to another. This can create acoustic issues.

2. If the heatsink was removed to facilitate another procedure and will be reinstalled, follow the procedures in the Logic Board chapter about replacement of thermal pads.
3. If installing a replacement heatsink, and the thermal pads are not pre-installed, follow the procedures in the Logic Board chapter to install the thermal pads.

Important: Do not install a heatsink with damaged or missing thermal pads.

- To install the replacement heatsink, install the screws in the order shown.



- Reassemble and test all ports, components and functions of the computer.



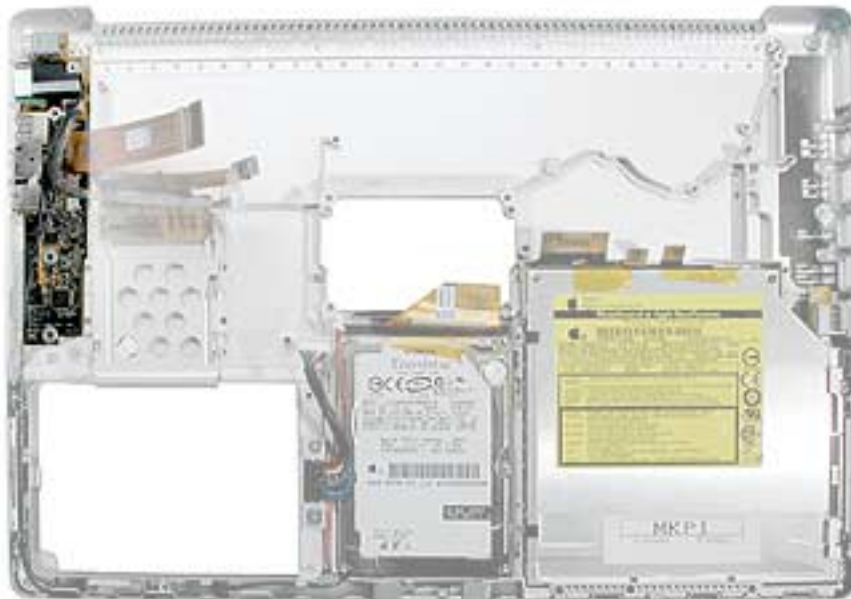
Sound/DC-In Board

Tools

This procedure requires the following tools:

- Torx T8 screwdriver (magnetized)
- 5 mm socket wrench
- Black stick (or other nonconductive nylon or plastic flat-blade tool)

Part Location



Preliminary Steps

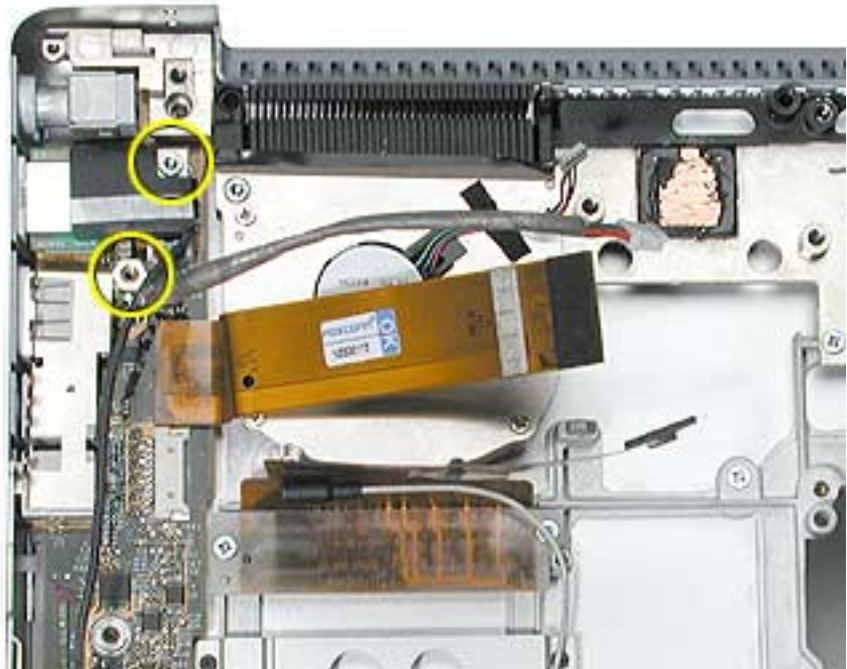
Before you begin, remove the following:

- Battery
- PC card cage
- Heatsink

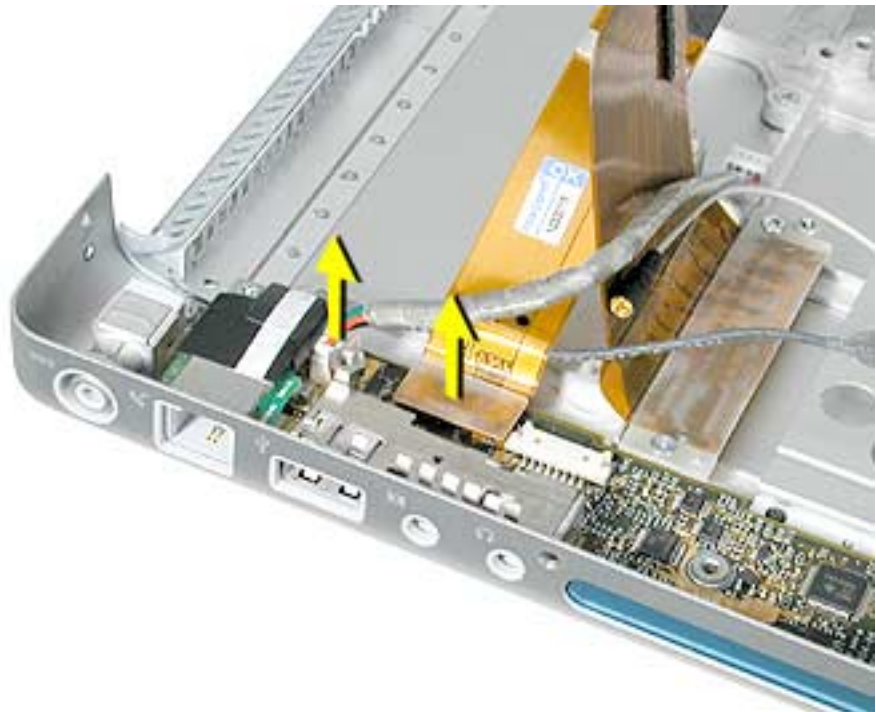
Note: Replacing the RJ-11 port and wire requires removing the hard drive.

Procedure

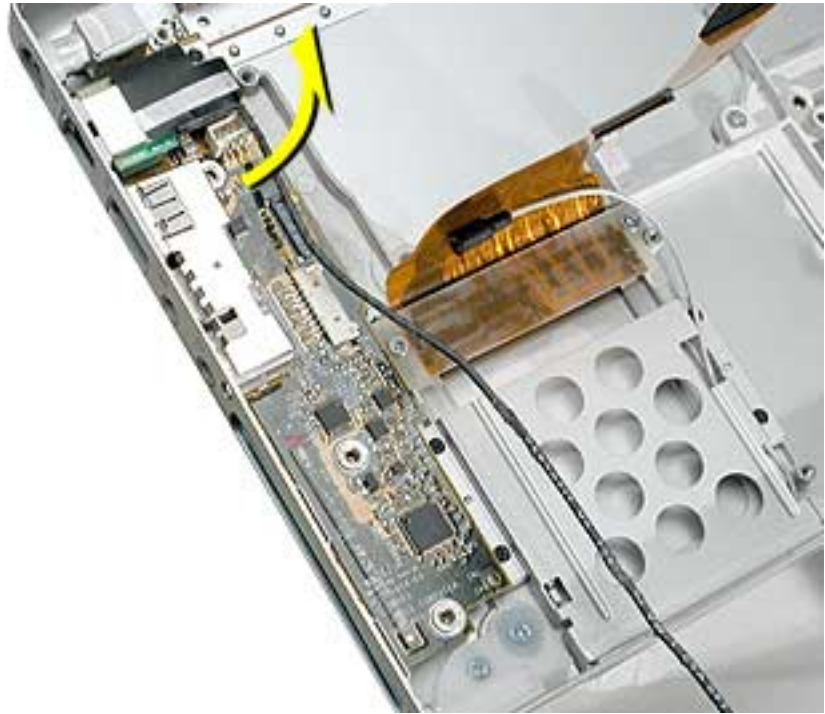
1. Remove the screws.



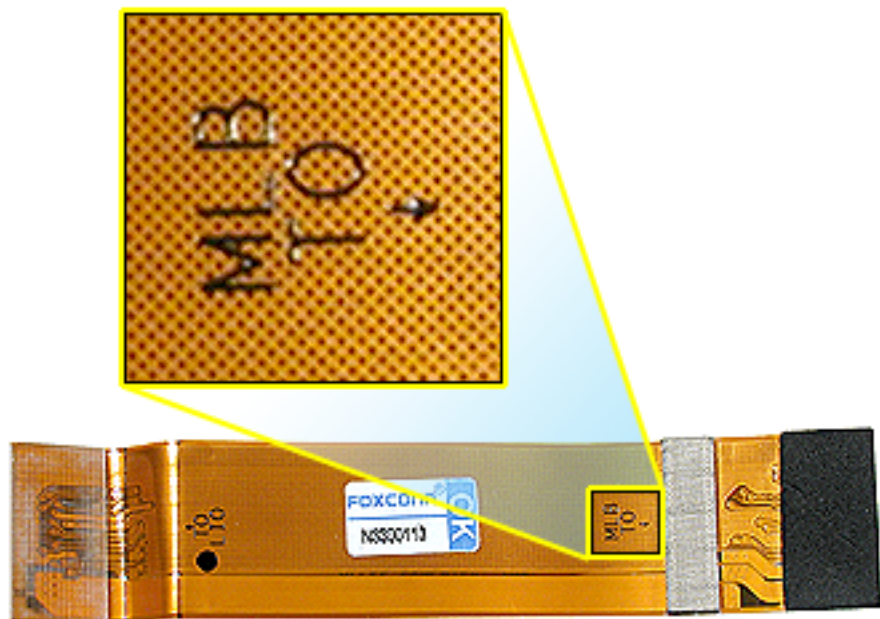
2. Disconnect the power and flex cables.



3. Guide out the sound/DC-in board.



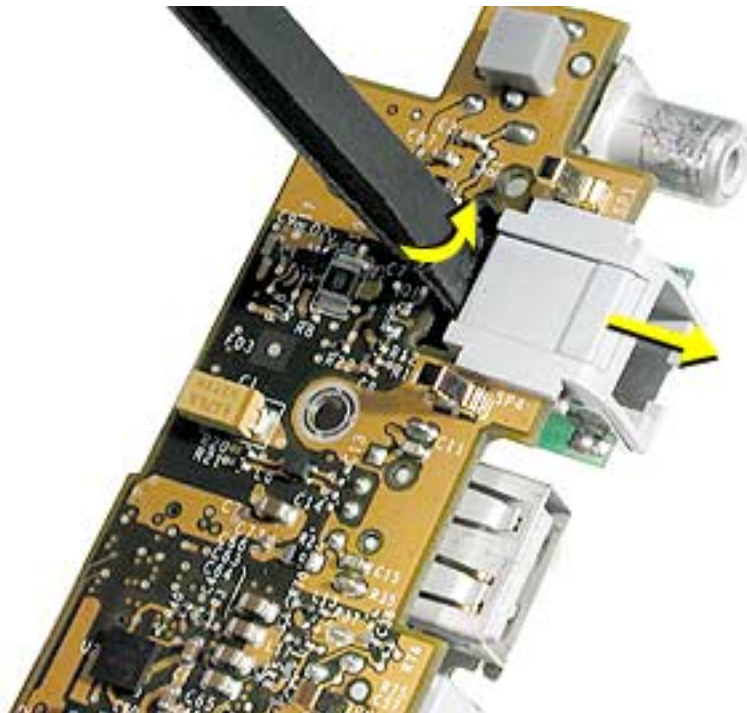
Replacement Note: Install the “TO MLB” side of the flex cable to the logic board.



4. Turn the board over and disconnect the Bluetooth cable.



5. Remove the RJ-11 port, with attached cable, to transfer to the replacement board.
The RJ-11 port slides off the sound/DC-in board but may be very tight. It may be helpful to pull on the port, or push it with the flat blade of a black stick, until it begins to move, then use a black stick to create leverage behind the port.



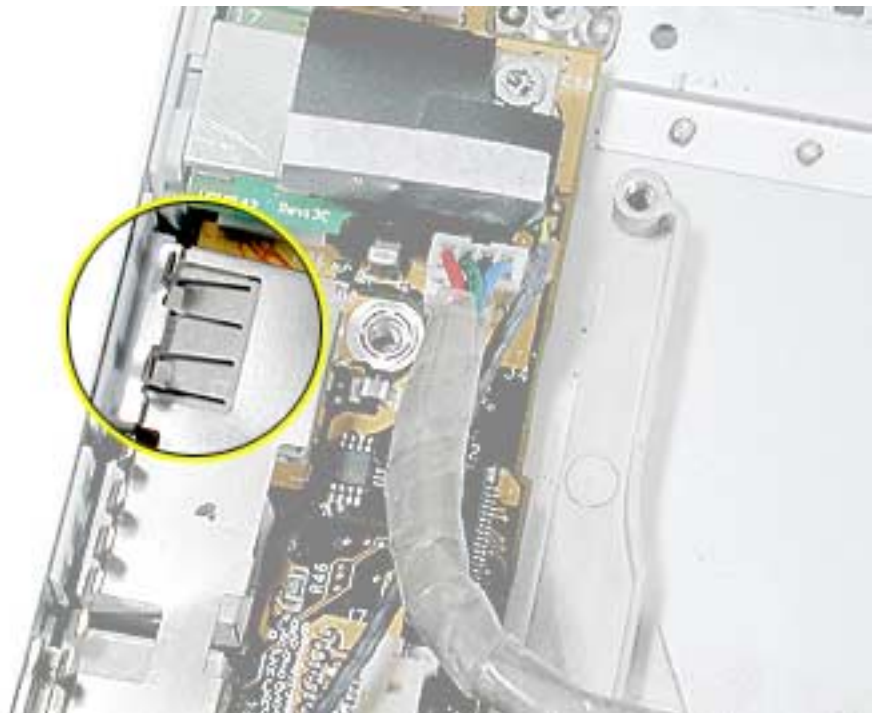
Replacement Note: If the replacement sound/DC-in board has an RJ-11 port installed, remove it and install the existing RJ-11 port.

The RJ-11 board must go above the standoff.

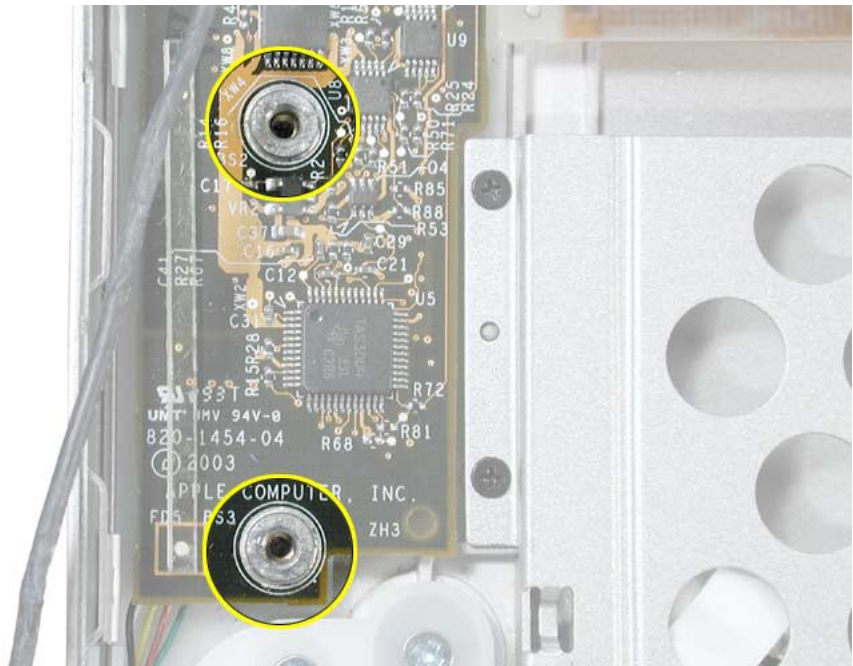


6. **Important:** Connect the Bluetooth connector to the replacement sound/DC-in board.
7. Install the replacement sound/DC-in board.

Replacement Note: Verify that the port EMI metal rests above the port plastic.



Replacement Note: Verify that the screw pass-through holes, at the Bluetooth connector end of the board, line up with the screw bosses below them so that the PC card cage screws can install properly.

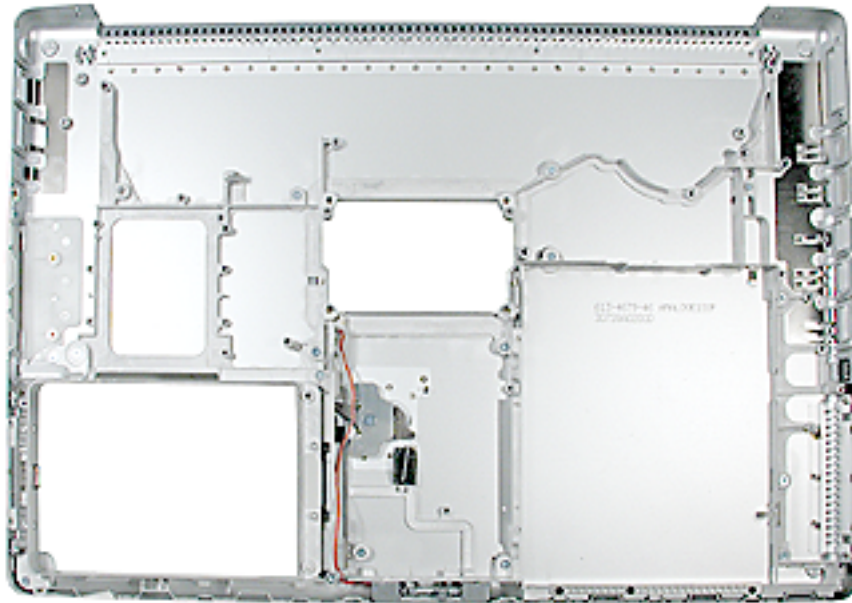


8. Connect the speaker, power, and flex cables.
9. Reassemble and test the computer.
10. Testing should include using Bluetooth to connect to another computer. Check the function of the modem port, DC-in port and the left USB port.



Bottom Case Assembly

Part Location



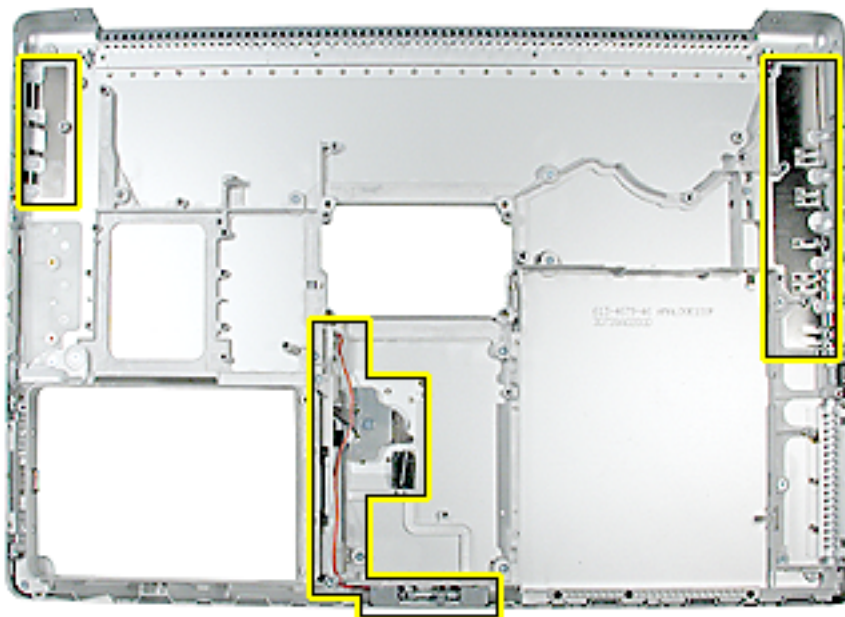
Preliminary Steps

Before you begin, remove the following:

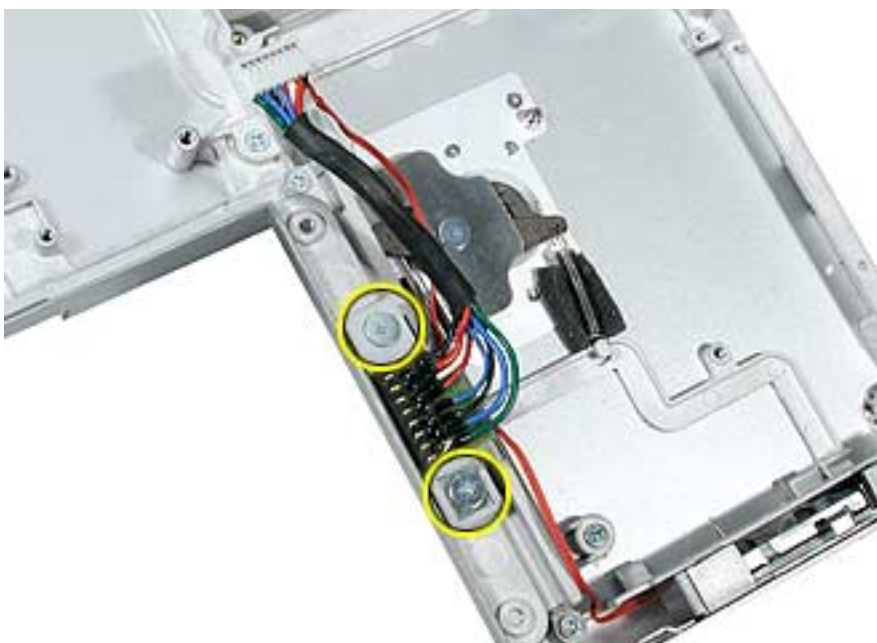
- Battery
- Optical drive
- Modem
- AirPort Extreme card cage and flex cable
- DC-in board
- Bluetooth board

Procedure

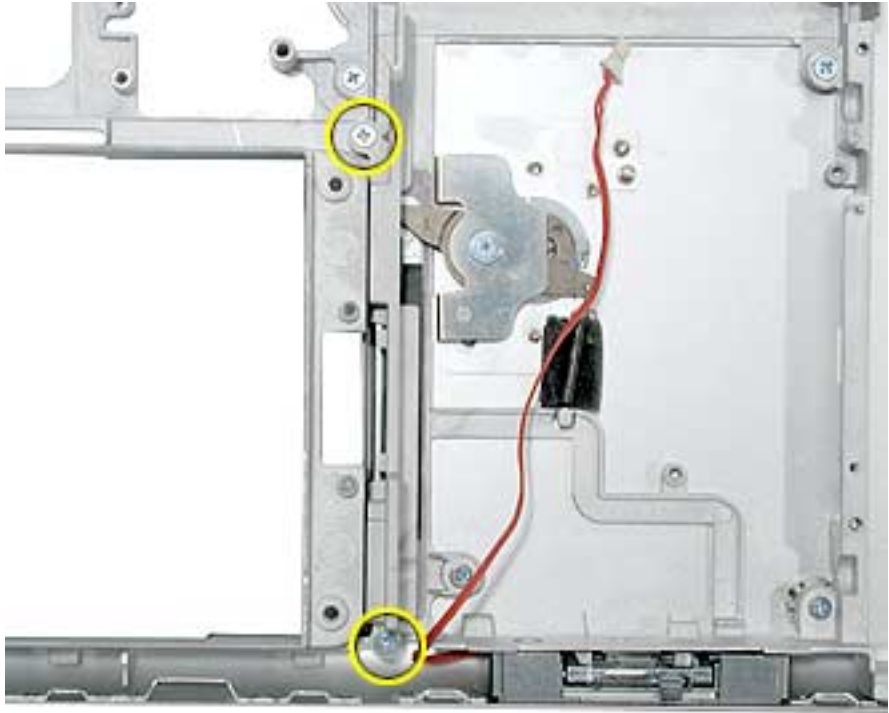
1. Verify that the following items are on the replacement bottom case:
 - EMI shields
 - Display latch assembly
 - Battery latch assembly
 - Sleep LED and wire connector assembly



2. Remove the battery connector and cable from the removed bottom case; transfer to the replacement bottom case.



3. Remove two screws and remove the hard drive holder; transfer to the replacement bottom case.



4. Reassemble and test all ports, components and functions of the computer, including battery operation.



Troubleshooting
PowerBook G4 (15-inch FW800)



General Information

Wire and Flex Cables

With the very thin enclosure design and dispersed circuit board, a large number of flex cables are used in this computer. In addition, there are a variety of wire cable harnesses as well. Many of these cables carry multiple types of signals.

Here is a list of the cables and the signals that run across them. If you notice a group of functions not working, it is likely that the cable is not properly inserted or the connector is damaged.

Cable or Flex Cable Name	Signal(s) Running Through It
AirPort Extreme/Bluetooth antenna assembly (in display housing to diversity board)	AirPort/Bluetooth radio signals
AirPort Extreme antenna cable extension (to AirPort card cage)	AirPort radio signal
AirPort Extreme Flex (to logic board)	AirPort data / power
Ambient Light Sensor (Left) cable	Light data from left side
Bluetooth cable (to Sound/DC-in board)	Bluetooth data/power
Blower, left cable (to logic board)	Power/control for left blower
Blower, right cable (to logic board)	Power/control for right blower
Hard drive flex (to logic board)	Hard drive control, data, and power
Inverter cable (from display panel)	High voltage for backlight
Inverter/antenna cable (to logic board and wireless modules)	Display backlight control AirPort radio signal Bluetooth radio signal
Keyboard backlight cable (on top case)	Power to keyboard backlight LEDs
Keyboard flex (from keyboard)	Keyboard data and status lines
LVDS cable (from display housing)	Video data to display panel

Cable or Flex Cable Name	Signal(s) Running Through It
Main battery cable	Connects main battery to logic board
Modem flex (to logic board)	Modem control and data
Optical drive flex (to logic board)	Optical data, power, and control signals
PC Card cage flex (to logic board)	PC card data and power
Power Button cable	Power-on signal
RJ-11 cable (to modem)	Analog phone signal
Right USB flex	Right USB signal and power
Sleep LED cable (to logic board)	Power to sleep LED
Sound/DC-in board flex (to logic board)	Bluetooth data Left USB connector Left ambient light sensor Digital audio in/out
Sound/DC-in board cable harness (to logic board)	Power to system and main battery
Speaker assembly wire harness	Left speaker Right speaker Mid range speaker Internal microphone
Trackpad flex	Trackpad data and power Power on button Keyboard backlight power

Hardware Troubleshooting Tools and Tips

Apple Hardware Test 2.0.6 (AHT)

Starting with the PowerBook G4 (17-inch), the Apple Hardware Test software will be incorporated into the Software Install and Restore DVD. There is no separate CD for this diagnostic.

Note: Currently, these DVD images are not posted on Service Source online.

Previously, the C key was held down to boot into the diagnostics. With the combined DVD, this action will boot into the software restore section of the disk. In order to access the AHT on the DVD follow these steps:

1. Insert the DVD named “PowerBook G4 15-inch and 17-inch Software Install and Restore” that came with your computer.
2. Hold down the Option key and restart the computer.
3. Click Apple Hardware Test volume in the startup manager.



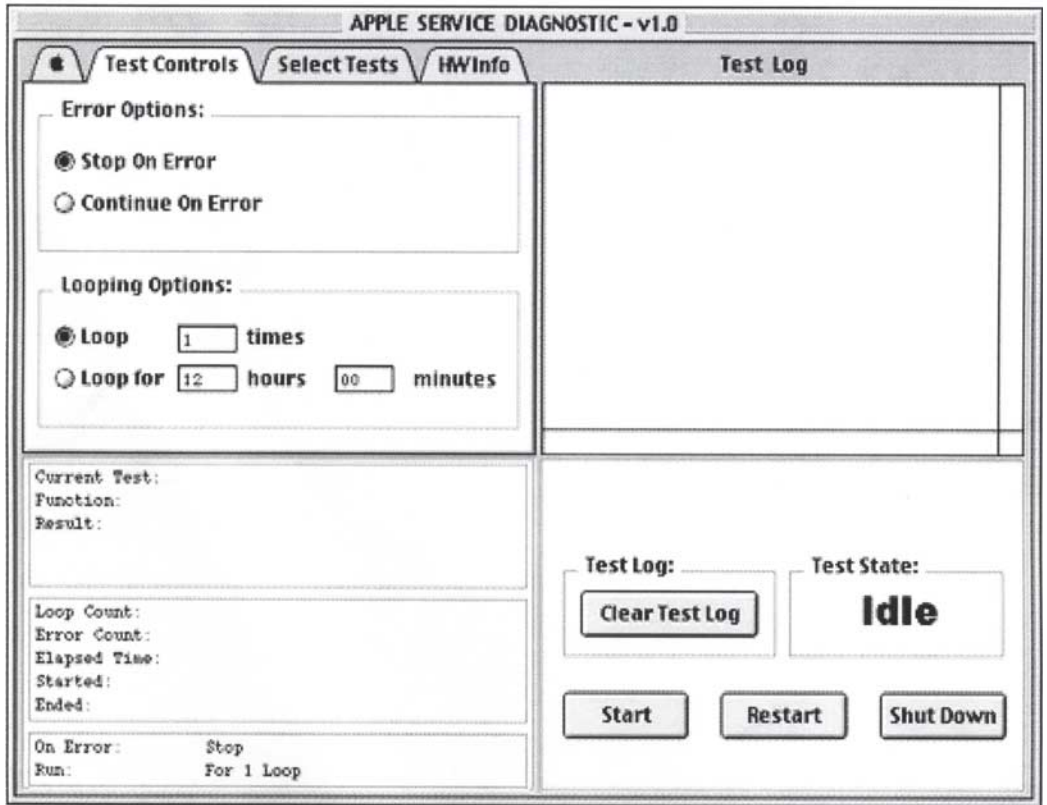
4. Click the arrow that points to the right.
5. Follow the on-screen instructions.

Note: Apple Hardware Test 2.0.1 and later is not backwards compatible with PowerBook computers prior to the PowerBook G4 (1Ghz/867Mhz).

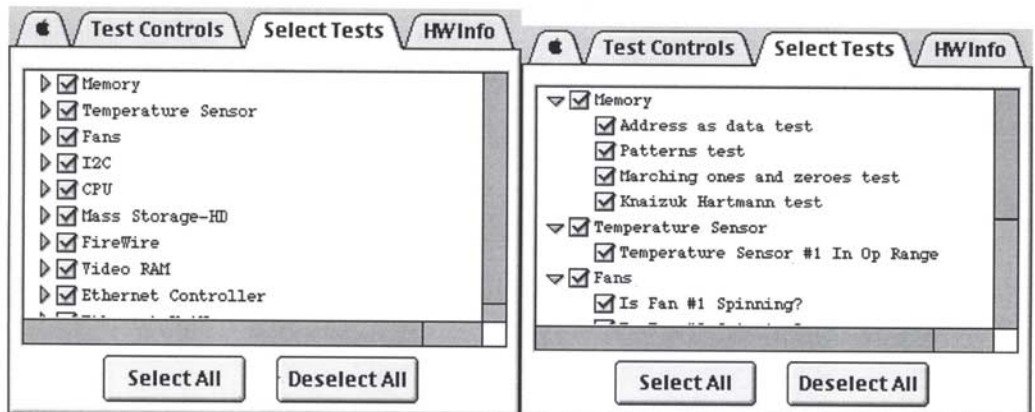
Apple Service Diagnostic (ASD)

Since the PowerBook G4 (15-inch FW800) is a Mac OS X only system, MacTest Pro software does not work on this computer. As a replacement, Apple System Diagnostic will be delivered to service providers and can be downloaded from Knowledge Base article 112125: Service Diagnostics Matrix.

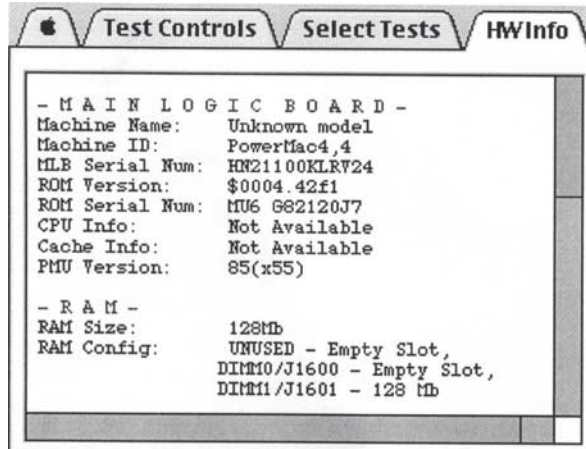
Important: ASD is not backward compatible with PowerBook computers prior to the PowerBook G4 (1GHz/867MHz).



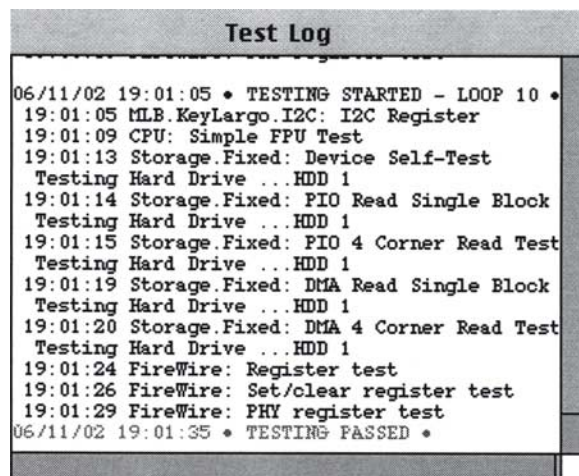
Apple Service Diagnostic Main screen



Apple Service Diagnostic Select test tab



Apple Service Diagnostic Hardware info tab



Apple Service Diagnostic Test log tab

Resetting the Power Manager Unit (PMU)

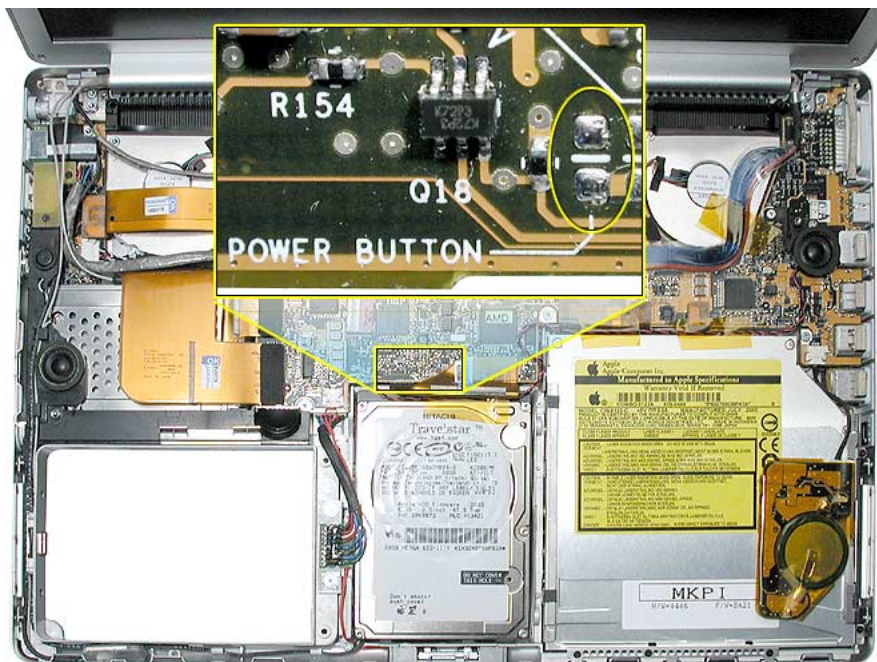
The PMU reset button has been removed from the logic board. Use the following key combination procedure or the PMU Reset pad (see PMU NMI and PMU Reset pads on logic board, below).

1. If the computer is on, turn it off.
2. Reset the power manager by simultaneously pressing and then releasing Shift-Control-Option-power button. Do not press the fn (Function) key while using this combination of keystrokes.
3. Wait 5 seconds.
4. Press the power button to restart the computer.

Power-on pads on logic board

With the top case removed, the power-on button is disconnected. Instead of having to reconnect the top case to turn on the system, there are two pads on the logic board when shorted together (with a tool like the head of a flat blade screwdriver) is the equivalent to pushing the power-on button.

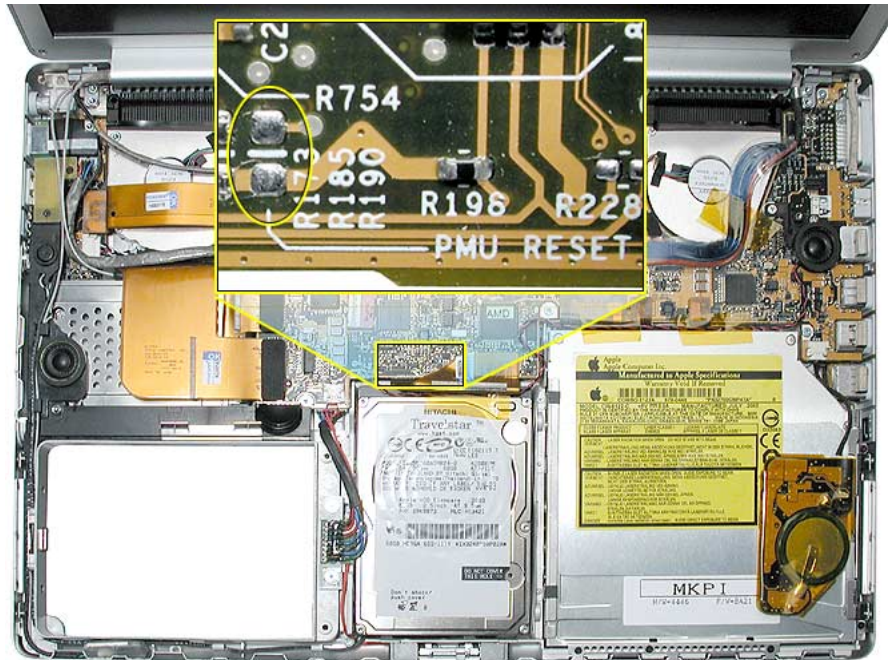
These pads are located near the edge of the logic board, just above center of the hard drive. It is marked POWER BUTTON. The pads are separated with a vertical white line.



PMU Reset pads on logic board

In addition to the power-on button pads on the logic board, there are pads for PMU reset. These buttons work when their pads are shorted together (with a tool like the head of a flat blade screwdriver). They are marked PMU RESET. The pads are separated with a white horizontal line between the pads.

These pads are located near the edge of the logic board, just above center of the hard drive.



Caps lock LED power check

There are situations when the system is giving indications that it is shut down (no hard drive access, screen is dark, no blower, and so on). However, the logic board may still be running. In this case, the logic board is drawing power and generating heat.

Warning: In this situation, if the computer is put in an enclosed environment like a carrying bag, the computer can overheat.

Check this situation by pressing the caps lock key. If the LED glows, the PMU is running on the logic board. After pressing the caps lock key and perhaps other methods of waking it up fails, hold the power button down for six seconds to force a shut down of the computer. Restart the system to check if it boots up normally.

Software Troubleshooting Tips and Tools

Mac OS X only

Starting with the PowerBook G4 (17-inch), the system will no longer boot into Mac OS 9. Mac OS 9 applications can still be used, but only in the Mac OS X classic mode.

In locations such as the Startup Disk system preference pane, a Mac OS 9 folder will not show up as an option.

Login window and account

Mac OS X requires at least one user account to be established. This is the Administrator's account. By default, the Accounts system preference pane has the "Log in automatically [Admin's name]" check. This automatic login setting allows the system to boot into the Finder without having a log-in prompt.

However, if this box is not checked, you will need a password to get to the Finder. In addition, you will need to create a user account after you re-install system software.

Customer forgot password

If the customer forgot the password for the computer:

1. Insert the Software Install and Restore DVD.
2. Restart the computer while holding down the C key on the keyboard.
3. When the installer appears, choose Reset Password from the Installer menu.
4. Follow the on-screen instructions.

Safe Mode

The Mac OS X that shipped with the PowerBook G4 (15-inch FW800), has a new startup state called Safe Mode.

Safe Mode is the state Mac OS X is in after a Safe Boot. A Safe Boot is a special way to start Mac OS X when troubleshooting. Starting up into Safe Mode does three things to simplify the startup and operation of your computer:

1. It forces a directory check of the startup (boot) volume. It is identical to using Disk Utility's Repair Disk or the `fsck -fy` terminal command.
2. It loads only required kernel extensions (some of the items in `/System/Library/Extensions`).
3. It runs only Apple-installed startup items (some of the items in `/Library/Startup Items` and `/System/Library/Startup items` - and different than login items).

Taken together, these changes can work around issues caused by software or directory damage on the startup volume.

To start up into Safe Mode (to Safe Boot), do this:

1. Be sure the computer is shut down.
2. Press the power button.
3. Immediately after you hear the startup tone, press and hold the Shift key.

Note: The Shift key should be held as soon as possible after the startup tone but not before.

4. Release the Shift key when you see the screen the gray Apple and progress indicator (looks like a spinning gear).

During the startup, you will see "Safe Boot" on the Mac OS X startup screen (shown below). To leave Safe Mode, restart the computer normally, without holding any keys during startup.



Knowledge Base Articles

These troubleshooting articles can be searched from <http://www.apple.com/support>.

106692 Mac OS X: Troubleshooting Installation and Software Updates

106693 Mac OS X: Troubleshooting Installation From CD-ROM



Hardware Symptom Charts

How to Use the Symptom Charts

The Symptom Charts included in this chapter will help you diagnose specific symptoms related to the product.

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.

Power Adapter Note

The system was designed to use the Apple 65-Watt Portable Power Adapter that came with your computer. The previous 45-Watt Apple power adapter for PowerBooks is plug compatible, but it may not provide sufficient power during some activities and power may be drawn temporarily from the battery. You can identify the Apple 65W Power Adapter by its markings (see photo).



Under low battery or no battery situations, the 45 watt power adapter may not be able to provide enough power to properly support the system.

Although you may have used the 45 watt adapter with a PowerBook G4 (1Ghz/867Mhz) without trouble, the peak power requirements of the PowerBook G4 (15-inch FW800) is much higher and will have a higher chance of encountering compatibility issues.

Startup

The computer will not power on (no blower movement, hard drive spin up and display is not lit)

1. Remove any connected peripherals and eject any PC card.
2. Check that the battery has enough charge to start the computer by pressing the button next to the LEDs on the battery. At least one LED must light solid (not flashing).
3. Connect a known-good Apple 65W Portable Power Adapter (661-3048) and power cord or plug to a known-good power outlet; make sure the DC plug is firmly inserted. The DC plug should light up, if not, replace Sound/DC-in board.

Important: The Apple 65W Portable Power Adapter is highly recommended to be used with the PowerBook G4 (15-inch FW800) computer. The adapters can be identified by 65W in the name and markings, and the metal securing-stud on the plug connector. Although previous 45W power adapters (see Knowledge Base article 88231 PowerBook and iBook: Apple Power Adapter) are plug compatible with the PowerBook G4 (15-inch FW800), it may not provide sufficient power during some activities and power may be drawn temporarily from the battery.

4. Try powering up without the battery installed (only works with 65W power adapter). If it boots, replace battery connector cable.
5. Perform the keyboard PMU reset procedure described in the Troubleshooting Aid section.

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 system preference pane).

6. Press Caps Lock key to see if key light comes on. If it does, hold power button down for six seconds to shut down the computer and restart.
7. If it still doesn't start, verify power button cable is connected properly to top case flex cable assembly and that the flex cable is connected correctly to the logic board, if power button is not functioning correctly or damaged, replace the top case.
8. Disconnect keyboard completely. Inspect connectors. Restart with keyboard disconnected.
9. Remove any additional RAM.
10. Remove AirPort Extreme Card.
11. Verify Sound/DC-in board cable is securely connected.
12. Try disconnecting the AirPort Extreme flex connector from the logic board and start the computer. If it starts, shut it down and check the flex cable connector and the connector on the logic board and replace the damaged parts.

13. Repeat step 12 with the following flex cables one at a time, reconnecting each before proceeding to the next cable:

- Sound/DC-in flex cable
- Hard drive flex cable
- Optical drive flex cable
- PC card cage flex cable
- Keyboard flex cable
- Trackpad flex cable
- Right USB flex cable
- Modem flex cable

If the computer starts up, inspect the flex cable connector and its connector on the logic board for damage and replace the damaged parts.

14. Try known-good Sound/DC-in board.

15. Replace logic board.

Memory error message “The built-in memory test has detected an error” appears on the screen

1. Run Apple Service Diagnostic Test. Note: If the failure is intermittent, run Apple Service Diagnostic Test in loop mode (check looping options under Test Controls tab and select only the RAM test under the Select Tests tab) for an extended time to test the memory.
2. If the test can't find the memory or finds bad memory, inspect the bad DIMM. Verify proper memory is being used. The PowerBook G4 (15-inch FW800) uses PC2700 (also called DDR333) DDR SDRAM SO-DIMMs with a maximum height of 1.25-inch (30 mm). If improper memory is being used replace it. Otherwise, try reseating the DIMM and retest. If still reported as bad, replace it.
3. Check the memory connector for damage (retention arms broken, connectors bent or missing, connector lifted from logic board). If damage is detected replace the logic board.

**Blue screen appears (a spinning disc cursor may also be visible),
Prohibitory Sign appears,
Restart dialog box appears (Mac OS X 10.2 kernel panic window), or
Gray screen during startup**



Prohibitory Sign

You need to restart your computer. Hold down the Power button for several seconds or press the Restart button.

Veillez redémarrer votre ordinateur. Maintenez la touche de démarrage enfoncée pendant plusieurs secondes ou bien appuyez sur le bouton de réinitialisation.

Sie müssen Ihren Computer neu starten. Halten Sie dazu die Einschalttaste einige Sekunden gedrückt oder drücken Sie die Neustart-Taste.

コンピュータを再起動する必要があります。パワーボタンを数秒間押し続けるか、リセットボタンを押してください。

Kernel Panic dialog box

1. Make sure all external devices are disconnected and any PC card ejected. If kernel panic goes away, troubleshoot the external device by reconnecting each device until the panic occurs.
2. If there are two RAM cards installed in the expansion slots, remove the top card and restart.
 - If symptom repeats, replace bottom card with known-good RAM card.
 - If symptom does not repeat, replace top RAM card with known-good RAM card and restart.

For assistance in software troubleshooting, go to Knowledge Base article 106464: Mac OS X: Troubleshooting a Startup Issue.

Flashing question mark appears on the screen

Note: This system will only boot the Mac OS X system that shipped with this computer or later. It does not support booting into Mac OS 9.

1. Start up from the software install and restore DVD that came with the computer (hold down the "C" key during restart).
2. When the Installer opens, from the Installer menu, select Open Disk Utility.
3. When the Disk Utility opens, on the left hand side, all disk and volumes are listed. If you don't see the internal hard drive, the system is not recognizing it. Skip to step 4. Otherwise, select the First Aid tab and follow the instructions to verify the hard disk, and repair if needed. Restart the computer.
4. If the hard drive is not recognized, check the hard drive flex cable for damaged connectors (connector peeled off the flex cable, for example), and if bad replace the hard drive flex cable.
5. Reseat the hard drive flex cable. If still not recognized, replace the hard drive.

Important: If the computer is under warranty and data recovery is required, refer to Knowledge Base article 31077: DriveSavers: Hard Drive Data Recovery & Warranty Implications, for important information.

6. Reinstall system software using the software install and restore disc.

Note: Don't forget to install both the Mac OS X and Applications and Classic software. This operation is completed with two separate installs. Restore disc images are available at <http://service.info.apple.com>. Select "Disc Images."

Computer begins to power up, the blowers and hard drive are spinning, pressing caps lock key and LED turns on, but there is no startup chime or video

1. Reset the power manager by using the keyboard sequence. Wait five seconds before continuing. Press the power button to start the computer.

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 system preferences pane).

2. Replace the logic board.

System shuts down intermittently

Important: This issue can be a result of not using the 65W power adapter with the PowerBook G4 (15-inch FW800) computers. Confirm with the customer which adapter they were using when having this problem. The adapter can be identified by 65W in the name and markings, and the metal securing-stud on the plug connector.

1. Disconnect all external peripherals and eject any PC card.
2. Make sure a known good fully charged battery is fully inserted. Check both battery latches are fully engaged and are not broken or getting caught before fully catching. Check battery connection to logic board.
3. Make a visual inspection of the battery connector in the battery bay. Make sure all blades are visible and not bend. If damaged replace the battery connector.
4. Make sure system is not over heating, the air vents are clear and unit was not used on a soft surface.
5. Check that the blower cables are connected and the blowers are operational.
6. Make sure all feet are still on the system bottom. If not, order foot replacement kit.
7. Check that the thermal material between the heat exchanger and logic board is in contact with both by unscrewing the logic board screws and gently pulling up on the left side of the board to verify resistance caused by adhesion from the thermal material. If not, new thermal materials for the processor, control ASIC, and video chip must be reinstalled (see Logic Board Take Apart chapter).
8. Remove the battery and connect known-good 65W power adapter (661-3048) and power cord or plug to a known-good power outlet; make sure the DC plug is firmly inserted. The DC plug should light up, if not, replace Sound/DC-in board.
9. Verify Sound/DC-in board cable is securely connected and cable shows no signs of wear.
10. Try known-good Sound/DC-in board.
11. Replace the logic board.

System shuts down almost immediately after startup

1. Disconnect all external peripherals and eject any PC card.
2. Make sure a known good battery is fully inserted. Check battery charge and make sure that at least two LED charge indicators light, otherwise connect the adapter. The adapter should light amber when plugged in. If not, replace the adapter.
3. After charging for a while, if battery does not seem to charge, or if charged up but quickly discharges, replace the battery. Verify known good battery.
4. Check battery connection to logic board, and check wire attachment to connectors.
5. If known good battery does not charge, replace Sound/DC-in board.
6. Replace the logic board.

Application Quits, Kernel panic or other booting problems

1. If a specific application quits, replace the application. Verify the application is compatible with OS X.
2. Clear parameter RAM. Hold down Command-Option-P-R during startup until you hear a second startup chime.
3. Run Disk Utility from the Software Install and Restore DVD.
4. Perform a clean install of system software with the software install and restore disc that came with the computer.

Note: Restore disc images are available at <http://service.info.apple.com>. Select “Disc Images.”

5. Reboot system.
6. Run Apple Service Diagnostic in loop mode (Control-L) for an extended time to test the memory. If the test finds bad memory, replace the DIMMs one at a time and test until all bad DIMMs are replaced with known-good modules.
7. Replace the logic board.

Error Beeps

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

Note: The PowerBook G4 (15-inch FW800) uses PC2700 (also called DDR333) DDR SDRAM SO-DIMMs with a maximum height of 1.25-inch (30 mm). Refer to Memory Card Take Apart chapter for removal and installation.

Computer beeps once at startup

1. One beep means that no RAM is detected.

Note: There is no RAM on the logic board itself, so the computer will beep if no memory is installed in at least one of the RAM slots.

2. Put the original RAM that came with the computer back in, or put in known-good and compatible RAM and restart.
 - If symptom does not repeat, replace RAM card(s).
 - If symptom repeats, replace logic board.

Computer beeps twice at startup

1. Two beeps means that EDO memory is installed in the RAM expansion slot. The PowerBook does not accept EDO memory.
2. Replace RAM card(s) with known-good and compatible RAM and restart.
 - If symptom repeats, replace logic board.

Computer beeps three times at startup

1. Three beeps means that no RAM banks passed memory testing.
2. If a RAM card is installed in the upper expansion slot (if not, skip to next step), remove it and restart.
 - If symptom does not repeat, replace RAM card.
 - If symptom repeats, replace RAM in lower RAM slot with known-good and compatible RAM card and restart. If symptom repeats, replace logic board.
3. If a RAM card is not installed in the upper expansion slot, replace RAM in lower RAM slot with known-good and compatible RAM card and restart.
 - If symptom repeats, replace logic board.

Computer beeps four times at startup

1. Four beeps indicates a bad checksum for the remainder of the boot ROM. The ROM (which is located on the logic board) is bad.
2. Replace RAM card(s) with known-good and compatible RAM and restart.
 - If symptom repeats, replace logic board.

Related Knowledge Base articles:

58442: Power On Self-Test Beep Definition - Part 2

95132: PowerBook G4: Installing or Replacing Memory

AirPort Extreme Card

AirPort Extreme Card not recognized

1. In Mac OS X, use Software Update in system preferences or see the Apple Software Updates web page to make sure the latest version of AirPort Extreme software is installed.
2. Restart the computer.
3. Open AirPort in system preferences and make sure AirPort is on and Base Station is selected.
4. Check the AirPort Extreme Card flex cable connection to the logic board.
5. Remove and reinstall the AirPort Extreme software.
6. Replace with known-good AirPort Extreme Card.
7. Replace logic board.

AirPort connection is slow

1. Move computer closer to AirPort Base Station or other AirPort device.
2. Too many users are accessing network at the same time causing heavy network traffic. To improve network connection speed, add additional AirPort Base Stations.
3. Check for other changes in the environment that may cause interference with the AirPort signal.
4. Use Software Update in system preferences or see the Apple Software Updates web page to make sure the latest version of AirPort Extreme software is installed.
5. Restart the computer.
6. Check the AirPort Extreme Card flex cable connection to the logic board.
7. Check the connection on both ends of the AirPort Extreme Card antenna jumper cable, if loose, reconnect and test again.
8. Check the AirPort Extreme Card antenna jumper cable for damaged insulation or a crimped cable. If bad, replace antenna jumper cable.
9. Replace with known-good AirPort Extreme Card.
10. Check AirPort Extreme antenna wire coming from display panel for nicked insulator or crimped wire. If bad, replace display panel assembly.
11. Replace logic board.

Battery

Battery will not eject

1. Flip over the unit and turn the battery latch clockwise.
2. If the battery does not pop up, use a small plastic flat-blade tool to pry up the battery around the battery latch.
3. Verify proper latch operation, by exercising the latch. If it does not move smoothly or evenly, replace the bottom case.
4. If the latch does exercise correctly, verify that the customer is not installing the battery with excessive force or the body of the battery has not been deformed around its perimeter.

Warning: If the battery plastic housing has been damaged, or the two halves of the plastic housing have separated, the battery is unsafe for use.

5. Try a new battery.
6. Replace bottom case.

The battery won't charge

1. Remove any externally connected peripherals.
2. Try known-good power outlet.
3. Connect known-good 65W power adapter (661-3048) and power cord or plug; make sure the DC plug is firmly inserted. The DC plug should light up, if not, replace Sound/DC-in board.

If the power adapter light is green, turn over the computer and press the battery button. The battery lights should glow green and stay on if the power adapter is operating correctly.

Important: The Apple 65W Power Adapter is highly recommended be used with the PowerBook G4 (15-inch FW800) computer. The adapters can be identified by 65W in the name and markings, and the metal securing-stud on the plug connector. Although previous 45W power adapters (see Knowledge Base article 88231 PowerBook and iBook: Apple Power Adapter) are plug compatible with the PowerBook G4 (15-inch FW800), it may not provide sufficient power to operate the system during some activities and may draw power from the battery.

4. Try known-good battery. If it charges, replace the battery. If doesn't charge, check the battery connector and its connection to the logic board.
5. Replace the battery connector assembly (requires removing the logic board).

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6. Turn off the computer. Perform the keyboard PMU reset procedure described in the Hardware Troubleshooting Tools and Tips section. Wait five seconds before continuing. Press the power button to start the computer.

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 system preference pane).

7. Make sure the Sound/DC-in cable is firmly connected. Look for damaged insulation or wires.
8. Replace Sound/DC-in power cable.
9. Replace Sound/DC-in board.
10. Replace logic board.

Bluetooth

Bluetooth system preferences does not show up under Hardware system preferences

1. Check the wire connectors to Sound/DC-in board and the Bluetooth card. Make sure the cable is not damaged and fully inserted.
2. Replace Bluetooth card.
3. Replace the logic board.

Bluetooth Card not recognized by other devices

1. Open Bluetooth in system preferences and make sure under the Settings tab that Discoverable is checked.
2. Check the Bluetooth antenna is connected to Bluetooth card.
3. Replace with known-good Bluetooth card.
4. Replace display panel assembly.
5. Replace logic board.

Display

Display latch not working

Note: When the display is being closed, hooks in the top of the display housing should be magnetically pulled down to the latch. When the latch button is pushed, the hook should release and retract into the display housing.

1. Verify hook operation by using a small low-power magnet to exercise the latch mechanism. Make sure hooks are not bent.
2. If the hook does not operate properly, replace the display panel assembly.
3. If the latch or latch button does not operate properly, replace the top case assembly.

When displaying a single color over the screen area, the LCD panel shows one or more pixels that are not properly lit

To determine whether or not the display has an acceptable number of pixel anomalies, follow the steps below:

1. Set the display image to one of the following colors: all-white display, all-red display, all-green display, or all-blue display. Knowledge Base article 112125: Service Diagnostics Matrix, has the LCD Tester Diagnostic Utility that will generate these patterns on the screen.
2. Using a jeweler's loupe, pocket microscope, or other magnifying device, identify and count each pixel anomaly:
 - Bright subpixel anomaly = subpixel that is always on
 - Dark subpixel anomaly = subpixel that is always off
3. The number of acceptable pixel anomalies for this system is:

Acceptable Number of Subpixel Anomalies

Bright	Up to 3
Dark	Up to 5
Combination	Up to 7

4. If the number of subpixel anomalies exceeds the acceptable number listed in the above chart, replace the display panel assembly.

Replace

Bright	4 or more
Dark	6 or more
Combination	8 or more

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5. If the number of subpixel anomalies is acceptable, explain to the customer that the pixel anomalies are within specifications, and no repair is necessary.

Important: Do not release the specifications to customers. Instead, inform them that a certain number of subpixel anomalies are considered acceptable, and these factors apply to all manufacturers using LCD technology—not just Apple products.

When speaking with customers, please use the following explanation:

Active-matrix LCD technology uses rows and columns of addressable locations (pixels) that render text and images on screen. Each pixel location has three separate subpixels (red, green, and blue) that allow the image to be rendered in full color. Each subpixel has a corresponding transistor responsible for turning the subpixel on or off.

There are typically millions of these subpixels on an LCD display. For example, the LCD panel used in the Apple Cinema HD display is made up of 2.3 million pixels and 6.9 million red, green, and blue subpixels. Occasionally, a transistor does not work perfectly, which may result in the affected subpixel being turned on (bright) or turned off (dark). With the millions of subpixels on a display, it is quite possible to have a low number of faulty transistors on an LCD. Therefore, a certain number of subpixel anomalies are considered acceptable. Rejecting all but perfect LCD panels would significantly increase the retail price for products using LCD displays. These factors apply to all manufacturers using LCD technology—not just Apple products.

Hard Drive

Internal hard drive will not initialize:

1. Start up from the software install and restore disc that came with the computer (hold down the "C" key during restart).
2. When the Installer opens, from the Installer menu, select Open Disk Utility.
3. If the hard drive is recognized, format it under the Erase tab.
4. If the hard drive is not recognized, reseal the hard drive flex cable, or replace if needed.
5. If still not recognized, replace the hard drive.
6. Reinstall system software using the software install and restore disc.

Important: If the computer is under warranty and data recovery is required, refer to Knowledge Base article 31077: DriveSavers: Hard Drive Data Recovery & Warranty Implications, for important information.

Keyboard

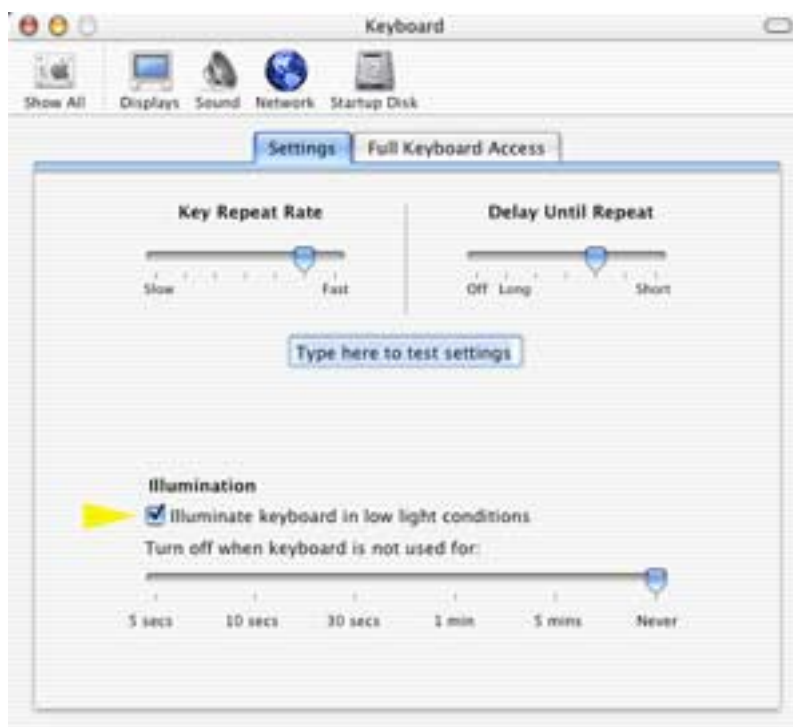
No response from any key on keyboard

1. Remove any connected peripherals and eject any PC card.
2. Attach an external USB keyboard, if it doesn't work, go to step 7.
3. Turn off the computer. Check the keyboard flex cable connection to the logic board (especially check the connector on the logic board for damage).
4. Start up from the software install and restore disc that came with the computer (hold down the "C" key during restart, if possible) to verify that it is not a software problem.
5. Replace keyboard.
6. Replace logic board.

No keyboard illumination

1. Go to Keyboard system preference pane and make sure the "Illuminate keyboard in low light conditions" check box is checked. Try using system in a dimly lit environment.

Note: The keyboard illumination is not bright enough to be seen in most well lit spaces. In order to view the key being illuminated, the ambient light needs to be dim.



2. Check the keyboard backlight cable connection to the trackpad flex cable, if bad, replace the top case.
3. Replace logic board.

Half keyboard is illuminated.

1. Check the keyboard backlight cable connection to the trackpad flex cable and the trackpad flex cable connection to the logic board. If the connections look good, change the top case.

Microphone

The microphone is not working

1. Check the Sound system preference pane and verify the selection under the Input tab is for the built-in microphone.
2. Check the signal level and level meter and adjust the gain.
3. 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).

Warning: Resetting the PRAM 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 system preference pane).

4. If there is no sound output from the internal speaker as well as the microphone not working, verify cable connections.
5. Replace the speaker assembly.
6. Replace sound/DC-in board flex cable.
7. Replace the sound/DC-in board.
8. Replace the logic board.

Modem

No modem dial tone

1. Check that the correct modem is selected in the Network Port Configuration section of the Network system preferences.
2. Verify known-good analog (not digital) telephone line.
3. Verify known-good RJ-11 telephone cable.
4. Verify RJ-11 cable is not plugged into Ethernet port.
5. Inspect RJ-11 connector and modem port for pin damage.
6. Verify RJ-11 telephone cable is firmly installed in the modem port.
7. 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.
8. Check RJ-11 wires to Sound/DC-in board. Replace if bad.
9. Verify RJ-11 wire's 2-pin connectors are plugged into correctly.
10. Check modem flex cable is properly installed. Replace cable if needed.
11. Replace modem.
12. Replace logic board.

Modem does not respond (can hear dial tone)

1. Check that the correct modem is selected in the Network Port Configuration section of the Network system preferences.
2. Check modem application is properly configured.
3. Check modem flex cable is properly installed. Replace cable if needed.
4. Replace modem.
5. Replace logic board.

Optical Drive

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

1. Verify disc is not warped and is a 12 cm circular disc.
2. Check that a small disc is not stuck inside, or other foreign objects. Remove drive from system to extract disc.
3. Verify disc is pushed almost all the way into the slot.
4. Check the optical drive flex cable.
5. Replace optical drive.

The disc icon does not show up on desktop, or a dialog box appears to initialize disc, when inserting a read-only disc

1. Verify the correct type of disc is being used.
2. Use Software Update system preference pane to check if there is updated firmware.
3. Try cleaning the disc. If it is dirty or scratched, it may not mount.
4. Try a different disc.
5. Replace optical drive cable.
6. Replace optical drive.

Difficulty writing to optical media

1. Verify the correct type of disc is being used.
2. Try a different brand or speed of CD-R disc.

Note: Some brands of 24x or 32x CD-R media may not work with the SuperDrive.

Note: There are two factors in the ability for the optical drive to write to media. First, there are varying qualities of blank optical media. Some media are made to such low specifications that the ability for the drive to write to it is marginal.

There are variations in optical media even under the same brand. Some brands source their optical media from a variety of manufacturers, so there may be variations in the quality.

Second, an optical drive that supports writing to a CD-R/RW or DVD-R/RW disc requires a special writing algorithm for discs from different disc manufacturers. There are hundreds of disc manufacturers, it is impossible to implement writing algorithms for each disc manufacturer. Usually, drive manufacturers implement special writing algorithms for discs from major disc manufacturers. For discs that are not supported by the drive with special writing algorithms, the drive will use a generic writing algorithm to write the disc. In this case, the writability and readability may not be optimal.

3. Replace optical drive flex cable.
4. Replace optical drive.

PC Card

PC Card will not insert into the PC Card slot

1. Make sure the PC Card eject button is in, before attempting to insert a PC Card.
2. Make sure the PC Card is right side up (cards are keyed and cannot be inserted upside down).
3. Verify the PC Card is not warped or damaged in any way; if so replace the card.
4. Try a different PC Card.
5. Carefully raise the PC Card slot cover and check for a foreign object inside the slot.
6. If the slot cover is preventing the card from being inserted, replace the top case.
7. Replace PC Card Cage.

PC Card does not mount to the desktop

1. Make sure the PC Card has its drivers installed.
2. Check if a known good PC card works in this slot. The PC card may be bad.
3. Check the PC card cage flex cable connection to the logic board.
4. Replace the PC card cage.
5. Replace the logic board.

Ports

A USB port is not recognizing devices

1. Completely shut down, then press the power button to start the computer.
2. Use Software Update system preferences to verify that the latest software is installed.
3. For USB, test ports with an Apple keyboard or mouse. If the left port is not recognized check the Sound/DC-in flex cable's condition and connection. If the right port is not recognized check the backup battery flex cable's condition and connection.
4. If the USB flex cables are fine, replace the Sound/DC-in board for the left USB port or the backup battery board for the right port.
5. Use Apple System Profiler to verify that the computer is recognizing the bus. If not replace the logic board.

A USB device not recognized by computer

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. Completely shut down, then press the power button to start the computer.
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. Try known-good Apple USB keyboard or mouse to verify the port is working properly. If the left port is bad, check the Sound/DC-in board flex cable and connections. If the right port is bad, check the backup battery flex cable and connections.
8. If the USB flex cables are fine, replace the Sound/DC-in board for the left USB port or the backup battery board for the right port.
9. Replace logic board.

A FireWire port is not recognizing devices

1. Test the FireWire 400 and FireWire 800 ports by connecting to another computer using FireWire Target Disk Mode.

Refer to Knowledge Base article 58583: [How to Use FireWire Target Disk Mode](#).

Important: When in FireWire Target Disk Mode, use only one FireWire port at a time. Otherwise you risk corrupting the internal hard drive volume.

2. Verify that drivers are installed properly for third party, if needed.
3. Make sure the cables are firmly attached.
4. Try a different cable.
5. If self powered make sure that the power supply is connected and device's LED indicates that it is getting power.
6. Replace logic board.

Sound

No sound heard and the Speakers section of the Sound system preference pane indicates that an external device is plugged in (to the headphone jack or USB ports)

1. If there is nothing plugged into the headphone jack or USB ports, under the Output tab of the Sound system preference pane should be set to the internal speakers.
2. If not, and if nothing is plugged in, try plugging in headphones or external speakers. Restart the computer. Remove the device.
3. 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).

Warning: Resetting the PRAM 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 system preferences pane).

4. Check the sound board flex cable to see if the cable is properly seated, the connection is good, and there is no cable damage.
5. Replace sound board.
6. Replace logic board.

No sound from speaker(s)

1. Use the Software Update system preference pane 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).

Warning: Resetting the PRAM 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 system preference pane).

8. Verify that the speaker cable is connected properly to sound board.

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9. Check speaker cable. Verify left and right cable connections.
 10. Check with headphones or external speaker, if audio is heard, replace speaker assembly.
 11. Replace sound board flex cable.
 12. Replace sound board.
 13. Replace the logic board.

Distorted sound from speakers

1. Verify sound is correct with external speakers/headphones. If sound is correct, check speaker wire and connections.
2. In Sound system preference pane, check balance.
3. Compare same sound with two different units to make sure that sound is actually distorted.
4. Check speaker wire. If damaged, replace speaker assembly.
5. Replace sound board.
6. Replace sound board flex cable.
7. Replace logic board.

Trackpad

The cursor does not move when you are using trackpad

1. Verify that no USB device is connected.
2. Boot from the Software Install and Restore DVD to verify that it is not a software problem.
3. Reset the power manager by pressing the key combination Control-Option-Shift Power.

Note: Make sure you do not hold down the “fn” key when resetting the power manager.

4. Check trackpad flex cable connection to the logic board.
5. Replace top case.
6. Replace logic board.

The cursor intermittently does not move or moves erratically

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. Completely shut down, then press the power button to start the computer.
3. Reset the power manager by pressing the key combination Control-Option-Shift-power.

Note: Make sure you do not hold down the “fn” key when resetting the power manager.

4. Try unit on battery power. If problem goes away, replace power adapter.
5. Place the Software Install and Restore DVD 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.
6. Check trackpad flex cable connection to the logic board.
7. Replace top case.
8. Replace logic board.

Video

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

1. Remove any connected peripherals.
2. Make sure F1 key is not stuck down.
3. Press the F2 key (with the fn key pressed and not pressed) to increase the screen brightness settings.
4. Reboot the computer—hold down the Control and Command keys and press the Power button to restart the computer. 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. **Important:** The Apple 65W Power Adapter is highly recommended be used with the PowerBook G4 (15-inch FW800) computer. The adapters can be identified by 65W in the name and markings, and the metal securing-stud on the plug connector. Although previous 45W power adapters (see Knowledge Base article 88231 PowerBook and iBook: Apple Power Adapter) are plug compatible with the PowerBook G4 (15-inch FW800), it may not have sufficient power to operate the system during some activities and may draw power from the battery.
6. Verify inverter cable and LVDS cable connections are seated properly and that the cables are not damaged.
7. Replace display panel assembly.
8. Replace logic board.

Computer appears to work, but no video on external device connected to the TV out port (S-video out port)

1. The device must be connected to the S-video port while the PowerBook is sleeping or off for the device to be recognized.
2. Verify monitor that is used in testing is known-good and is supported by this computer.
3. Try different cable(s).
4. Replace logic board.

No video on an external VGA device connected to the external monitor (DVI) port

1. Verify monitor that is used in testing is known-good and is supported by this computer.
2. Try another DVI-to-VGA adapter cable.
3. Restart the computer and test again.
4. Replace logic board.

Misc. Symptoms

The Date and Time settings reset all the time

Note: Resetting the power manager or PRAM resets the date and time.

1. Do a backup battery test:
 - Set the date and time.
 - Perform a Shut Down from the Apple menu.
 - Remove the main battery and disconnect the power adapter for 10 minutes.
 - Connect the power adapter, insert the battery, and power on the computer.
 - If the date and time were lost the backup battery may be dead or discharged.
 - Remove the main battery from the unit and leave the PowerBook plugged in for at least 5 hours.

Note: If a discharged main battery is installed in the computer, recharging the backup battery may take up to 48 hours to completely charge. It is okay to use it while it is charging.

- If the date and time still reset, replace the backup battery cable.

2. Replace backup battery board.
3. Replace the logic board.

Note: For main and backup battery part numbers, refer to Knowledge Base article 11751: Macintosh Family: Batteries and Part Numbers.

Feet came off the bottom case

1. Replace the missing foot.

Sleep LED does not come on when lid is closed

1. Put the computer to sleep using the menu option. If the sleep LED goes on, there is a problem with lid sensing. If not skip to step 3.
2. Put a small low-power magnet over the trackpad and move it around. If the unit sleeps, replace the top case. If not replace the display panel assembly.
3. Check that the sleep LED is plugged into the logic board.
4. Connect a USB mouse. Short the power on pads on the logic board to boot the system and use the mouse to sleep from the menu. Measure the voltage at the LED connector. If power is present, replace bottom case.
5. Replace logic board.