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PowerBook 1400: Not Recognizing Added Memory (1/97)

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TOPIC -----

I installed additional memory (RAM) into my PowerBook 1400 series computer, but it is not recognizing it, that is, it does not show up in the About This Macintosh or I see a "failing built in memory test" message at startup. What is wrong?

DISCUSSION -----

This type of symptom has been reported to Apple by some customers who have added memory to the user expandable memory slot in their PowerBook 1400 series computers.

Apple has worked closely with developers of third-party (non-Apple) memory upgrades and have identified timing issues between the added RAM and the Power 1400 series computers. Many of these third party memory vendors are now modifying their cards to allow for proper signal timing.

Customers that have added third-party memory upgrades that are not being recognized, or that report memory errors, should contact the vendor of the memory upgrade.

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