Tech Info Library

PowerBook: Turns On Automatically If AC Power Used (3/97)

Article Created: 4 January 1995
Article Reviewed/Updated: 10 March 1997

TOPIC ---

I have a Macintosh PowerBook computer. If I have it plugged into the AC adapter
and I select Shut Down from the Special menu, it powers off, but then powers
right back on even though I have not touched any keys.

If AC adapter is not plugged in, the computer will Shut Down normally. However,
as soon as the AC adapter is plugged in, it will power back on. What is wrong?
Why does it restart itself automatically like this?

DISCUSSION --

The symptoms you describe could occur on a Macintosh PowerBook 190, 1400, 3400,
or 5300 series computer. The situation you describe is often caused by a
corruption of the power manager controller on the logic board or corrupted
Parameter RAM (PRAM) which can cause it to restart continually like this. It has
been successfully resolved in some cases by one of the following three
procedures:

*** WARNING ***** WARNING ***** WARNING ***** WARNING ***** WARNING ***

All of the following Power Manager Reset procedures for all of the Macintosh
PowerBook computers will permanently remove a RAM disk, if present, and all of
its contents. Resetting the Parameter RAM will reset some settings you have
selected for networking other services back to the factory defaults.

*** WARNING ***** WARNING ***** WARNING ***** WARNING ***** WARNING ***

Reset the Parameter RAM (PRAM)
==============================

Reset/zap the Parameter RAM (PRAM) from shutdown state. Resetting ("Zapping")
the Parameter RAM (PRAM) when the computer is shutdown also resets the power
manager.

Step 1

Unplug the AC adapter.

Step 2

Power on the computer while it is running from the battery only.

Step 3

Immediately after you press the power key, hold down Option, Command (Apple), P, and R.

Step 4

Keep holding down these four keys until you have heard the startup chime at least one additional time after the initial startup chime*.

(If your PowerBook computer emits multiple chimes when you are holding down the Option-Command-P-R keys, skip to Step 7.)

Unlike other PowerBook models, often these PowerBook computers will be only emit a single startup chime. Then the screen goes dark/blank and the green sleep light stays on solid (not blinking on and off like it does when the computer is in Sleep mode).

Step 5

Press the Reset button (on the back of the PowerBook) one more time and the PowerBook starts up after a brief pause.

NOTE:
If the PowerBook powers off and the sleep display light stays a solid green - no blinking, press the reset button once.

Step 6

If the PowerBook does not turn on from the Reset button, turn the PowerBook on by pressing the Power-On key in the upper right corner of the keyboard.

Step 7

After the computer has started up select Shut Down from the Special menu.

Step 8

Plug in the AC adapter. If the computer remains shutdown, you will know that you have successfully reset the PRAM and power manager and your computer should now function normally. If the computer powers on when you plug in the AC adapter, you need to reset the power manager.

Reset The Power Manager
=======================

Step 1

Remove the battery.

Step 2

Disconnect the AC Adapter from the PowerBook and unplug it from the wall
outlet.

Step 3

Press and hold the Reset button for one minute. The Reset button is located
behind the port access door on the back of the unit below the video connector.

Step 4

Plug the AC Adapter into the wall outlet.

Step 5

Plug the AC Adapter into the PowerBook. It should now behave normally when you
choose Shut Down from the Special menu.

If it does not, ...

Step 6

If the computer powers on when you plug in the AC adapter, you need to bring
your computer to an authorized Apple dealer or call 800-SOS-APPL to check on
your service options.

Have the Backup Battery Removed
===============================

Have an authorized Apple Service technician remove all power from the computer
for approximately 15 minutes.

Step 1

Remove the main battery(ies) and AC Adapter.

Step 2

Disconnect the backup battery.

Step 3

Wait 15 minutes and then retest for original problem.

IMPORTANT NOTE: Removal of the backup battery should only be done by an
authorized Apple service provider because the backup battery is not a
user-accessible part. Be advised that if an end user attempts to perform this
procedure and in the process damages any components, any damage incurred will
not be covered under warranty. If you do not have access to a local service

provider, you can call 800-SOS-APPL to have your PowerBook computer sent in for repair at the Apple Service Center.

This article was published in the Information Alley on 11 March 1997.

Article Change History:
10 Mar 1997 - Added list of more computers that experience the same symptoms.
16 Sep 1996 - Added more detailed information.

Keywords: kpbook,supt,hts,kalley

==

This information is from the Apple Technical Information Library.

ArticleID: TECHINFO-0019155

19970311 09:04:17.00
Tech Info Library Article Number: 19155