



# Tech Info Library

## PowerBook 2300c: Modem Installation & Compatibility (6/96)

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TOPIC -----

My authorized Apple service technician installed an Express Modem. Now my PowerBook Duo computer starts up with the "death chimes" error chord. What is wrong? Which modem can I use in a PowerBook (Duo) 2300c or a PowerBook 200 series computer that has been upgraded to a 2300 series logic board (M3171LL/A)?

DISCUSSION -----

Apple Express Modem

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The Apple Express Modem for the PowerBook Duo series computers will work in the Macintosh PowerBook 2300c or a 200 series computer that has been upgraded with a PowerPC logic board as long as you install the current version of the Apple Telecom Software (Express Modem).

The current version of the Apple Telecom Software is 2.3.2. It is available online in all of the Apple Software updates areas. Versions earlier than 2.3.2 of the Telecom/Express Modem software may cause error chords at startup after installation or may significantly slow down modem performance.

If you have installed a version of the Apple Telecom Software earlier than version 2.3.2, you will need to remove it.

Step 1

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Authorized Apple Service technicians \*\* need to reset the Power Manager by removing the internal back up battery for approximately 15 minutes.

\*\* Caution \*\* If you are NOT an authorized Apple Service technician, please note that removing the internal backup battery is not a simple procedure and is not recommended. No instructions for this procedure will be provided to end users by Apple. If anything is damaged in your attempt to remove the battery, the damaged parts will not be covered under warranty. \*\*

Step 2

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Startup the computer with extensions off by holding down the SHIFT key during startup.

Step 3

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Remove the old Express Modem software from the Hard Drive and System folder.

Step 4

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Install Apple Telecom Software 2.3.2.

Global Village Modem

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Global Village Mercury modem for the Duo series will need a software update. You will need to contact Global Village for more information.

This article provides information about a non-Apple product. Apple Computer, Inc. is not responsible for its content. Please contact the vendor, Global Village, for additional information.

The Tech Info Library article titled "Locating Vendor Information" can help you search for a particular vendor's address and phone number.

These articles can help you locate the software update mentioned here:

- Where To Find Apple Software Updates  
Lists online services for "free" Apple software updates.
- Obtaining Apple Product Support in the USA  
Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech. Info. Library.

Article Change History:

- 10 Jun 1996 - Added information about upgraded 200 series computers.
- 20 Feb 1996 - Added "death chime" to make searching easier.
- 15 Feb 1996 - Changed title to be more descriptive.

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