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PowerBook: Problems Waking From Sleep or Dimming (6/96)

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TOPIC -----

This article provides some troubleshooting tips for a PowerBook that enters a dimmed state or that freezes up while it is waking up from sleep.

DISCUSSION -----

Software

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Step 1

See if the PowerBook has gone to sleep with an external monitor attached.* Select "Don't sleep" when plugged into AC. Always use the AC Adaptor when external devices are attached to a PowerBook.

* NOTE: Some software applications may not "understand" the PowerBook sleep function. If you discover your PowerBook always freezes when it goes to sleep if a certain application is open, you should contact the software vendor for more information.

Step 2

Check for SCSI driver problem. Some possibilities:

- SCSI driver is not system 7.x compatible
- SCSI driver is corrupt (Update with HDSC Setup for Apple Drives)

Step 3

Check to see if incompatible software is installed. Some possibilities:

- Screen Savers
- security software

To test for incompatibility, remove the software and then get an update if the removal solved the problem.

Step 4

Check for older third party products, which should be updated. Consult third

party developers for updates.

Step 5

Reset PRAM by holding down COMMAND-OPTION-P-R after the startup tones. Once you hear the tones again, release the keys.

If none of the preceding steps help, the System may be corrupt. Perform clean install and run Disk First Aid (See Clean Install article).

Software and Screen Dimming

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If the PowerBook has an external display attached and dims the display, some programs lock up when the PowerBook tries to use the external monitor again. The solution is to set the PowerBook not to dim when plugged in. Since the PowerBook must be plugged in to use the external display this should solve the problem.

If the PowerBook is running System 7.0.1 or 7.1, then this setting is in the PowerBook Display control panel. If the PowerBook is running System 7.1.1, 7.5, or has v1.5 or later of the Express Modem software, then the setting is in the PowerBook control panel. The PowerBook control panel must be set to Custom, the Power Conservation at the bottom of the control panel must be set to Power Adapter, and the slider marked Screen Dims should be moved to Never.

With the PowerBook configured this way, it still dims the built-in display when running off of battery power and should not diminish the amount of time that you can expect to get out of a battery charge.

Potential Hardware Problems

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Possible hard drive failure

Update SCSI driver, run Disk First Aid and HDSC setup test, and reformat the drive if HDSC Setup finds errors.

Hard drive cable

If a new hard drive has been installed, the cable may need replacement.

Possible logic board failure

Check with an Apple Authorized Reseller for a replacement or repair.

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05 Jun 1996 - Added note on software apps and screen dimming.
03 May 1995 - Added keyword; made several technical updates.
02 Mar 1995 - Information on screen dimming added.

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