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PowerBook: Power & Battery Frequently Asked Questions (2/97)

Article Created: 21 July 1995

Article Reviewed/Updated: 28 February 1997

TOPIC -----

This document contains the answers to frequently asked questions (FAQ) about PowerBook batteries and power issues.

Questions Answered in this FAQ

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- 1) How do I reset the power manager for my PowerBook?
- 2) I do not seem to be getting the battery life I once did. What should I do?
- 3) What are the various types of PowerBook batteries? Are they interchangeable?
- 4) Through troubleshooting, I have come to the conclusion my PowerBook battery is bad. It is my understanding that this battery contains unpleasant chemicals. How can I safely dispose of this battery?
- 5) What is battery memory? Should I buy a reconditioner for my battery to address battery memory?
- 6) I recently purchased a Type 3 battery for my PowerBook Duo 230. The battery works fine in my PowerBook, but a red light appears on my external battery recharger when I insert the battery. The recharger works fine with the battery that came with my PowerBook. What could be wrong?
- 7) It is my understanding that Apple no longer sells the PowerBook 100 battery. What can I do when my faithful PowerBook 100 needs a new battery?
- 8) I recently purchased a new battery for my 500 series PowerBook. My PowerBook isn't charging/recognizing this battery. What should I do?
- 9) How long can I store my PowerBook battery?
- 10) My PowerBook will not start off battery at all. Should I just buy a new battery, or is there something else I can do?
- 11) How can I increase my PowerBook computer's battery life?

- 12) What is processor cycling and how do I turn it off?
- 13) Can I charge my PB from a car cigarette lighter?
- 14) I am taking my PowerBook to another country, do I need a power converter?
- 15) Can the PowerBook 5300/190 use two batteries simultaneously?
- 16) Where else can I go for answers?

DISCUSSION -----

1) Question: How do I reset the power manager for my PowerBook?

Answer: Listed below are the particular methods for resetting the power manager on all PowerBook computers. Resetting the power manager can be useful if the computer does not turn on at all or if it is displaying power-related anomalies. Corruptions in the power manager are typically caused by power surges. Plugging in the PowerBook improperly can also corrupt the power manager code. The AC adapter should always be connected to a live AC outlet before it is plugged into or removed from the PowerBook.

****WARNING****

All of the Power Manager Reset procedures that follow for all of the Macintosh PowerBook computers will permanently remove a RAM disk, if present, and all of its contents.

The Power Manager code can be fully purged by having an authorized service technician disconnect the internal backup battery and let the unit sit for 1 minute with all power removed (the battery pulled and the AC adapter disconnected). This forces the PowerBook to reload a fresh copy of the code from the ROMs.

PowerBook 100
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Step 1

Shut down the computer.

Step 2

Flip the battery contact switch on the rear of the unit to the down position.

Step 3

Simultaneously press and hold the rest and interrupt buttons on the side of the unit for 15 seconds.

Step 4

Flip the battery contact switch back to the up position.

Step 5

Make sure the AC adapter is connected to a live AC outlet then connect the AC adapter to the back of the computer.

Step 6

Turn the PowerBook on.

Step 7

Insert the battery.

PowerBook 140, 145, 145B, and 170

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Step 1

Shut down the computer.

Step 2

Remove the AC adapter and the battery.

Step 3

Use two paper clips to simultaneously press and hold for approximately 30 seconds both recessed buttons (commonly known as the reset and interrupt buttons) located next to the power button on the back panel of the PowerBook.

Step 4

Make sure the AC adapter is connected to a live AC outlet then connect the AC adapter to the back of the computer.

Step 5

Turn the PowerBook on.

Step 6

Insert the battery.

PowerBook 160, 165, or 180

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Step 1

Shut down the computer.

Step 2

Remove the AC Adapter and the battery.

Step 3

Press and hold the rear power button for approximately 30 seconds.

Step 4

Make sure the AC adapter is connected to a live AC outlet then connect the AC adapter to the back of the computer.

Step 5

Turn the PowerBook on.

Step 6

Insert the battery.

PowerBook 150

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Step 1

Shut down the computer.

Step 2

Remove the power adapter and battery from unit.

Step 3

Push the reset button in the back of the unit with a paper clip and hold for 30 seconds.

Step 4

Make sure the AC adapter is connected to a live AC outlet then connect the AC adapter to the back of the computer.

Step 5

Push the reset button in back again, but just briefly. You should hear a small pop from the speaker and the computer may power on. If it does not power on, push the main power button in back.

Step 6

Insert the battery.

PowerBook 500 series

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Step 1

Shut down the computer.

Step 2

Press the Command-Option-Control-Power On keys simultaneously and let go. Pressing the keys will not appear to do anything.

Step 3

Turn the PowerBook on. The screen brightness and contrast settings may need adjusting before the screen is viewable.

PowerBook 200, 2300 Series

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Step 1

Shut down the computer.

Step 2

Remove the AC Adapter and the battery.

Step 3

Press and hold the rear power button for approximately 30 seconds.

Step 4

Make sure the AC adapter is connected to a live AC outlet then connect the AC adapter to the back of the computer.

Step 5

Turn the PowerBook on.

Step 6

Insert the battery. It is alright to insert the battery while the PowerBook is on.

PowerBook 5300, 190 Series

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Step 1

Shut down the computer.

Step 2

Restart your computer and hold down the Command (Apple), Option, P, and R keys. Wait for the computer to make its startup chime twice*. You may then release the keys.

*In some cases the machine will only chime once, then the screen will become black and the sleep indicator light will illuminate GREEN - this condition also indicates a successful power manager reset.

Step 3

At this point the computer may shut down or continue to start up. If it shuts down, use the small power button on the back to restart the computer.

PowerBook 5300, 190 Series alternate method

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Step 1

Shut down the computer.

Step 2

Remove the power adapter and battery from unit.

Step 3

Push the reset button in the back of the unit and hold for 30 seconds.

Step 4

Make sure the AC adapter is connected to a live AC outlet then connect the AC adapter to the back of the computer.

Step 5

Push the reset button in back again, but just briefly - the computer should power on. If it does not power on, push the main power button on the keyboard.

2) Question: I do not seem to be getting the battery life I once did. What should I do?

Answer: The Apple Technical Information Library contains some good articles on maximizing battery life. Use the search string "PowerBook and tips" to find the article "PowerBook: Power and Battery Saving Tips." In general, for all PowerBook computers experiencing decreasing battery life, you will want to reset

the PowerBook power manager, and check power conservation settings in the PowerBook control panel.

Next, with the PowerBook 140-190, 200, 2300, 500, and 5300 series computers, recondition the battery. To do this, operate as long as possible off the PowerBook battery, then shut down and charge the battery overnight. If performance is still not as good as should be expected, you are likely dealing with a bad battery. The PowerBook 270c, 280, 280c, 2300, 190, and 5300 can use the Battery Reconditioning software (included on the Battery Tools disk or in the Utilities Folder on the Hard Drive) to recondition the battery automatically. The PowerBook 500 series can use the Intelligent Battery Update.

You can download Battery Tools 2.0 and the Intelligent Battery Update at the following path:

Apple Software Updates -> U.S. -> Macintosh -> System Software -> Other System Software.

Note that the PowerBook 200 and 2300 series computers use a different version of the Battery Reconditioning program than the PowerBook 5300 and 190 series computers do. The version that the PowerBook 5300 and 190 series computers use is not currently available on-line.

3) Question: What are the various types of PowerBook batteries? Are they interchangeable?

Answer: All 100 series PowerBook computers except the PowerBook 100 use a nickel-cadmium (NiCad) battery. The PowerBook 100 uses a lead acid battery. The PowerBook 100 must use a lead acid battery, and no other 100 series PowerBook can use the PowerBook 100 type battery. Other than that, the 100 series batteries are interchangeable. Color 100 series PowerBook computers should be used with NiCad batteries model number M5654.

All 200 series PowerBook computers use nickel metal hydride (NiHy) batteries. PowerBook 200 series batteries are interchangeable, but earlier 200 series PowerBook computers, such as the PowerBook Duo 210 or 230, will require special software to use later model batteries, such as the Type 2 or Type 3 battery. The 2300 series uses the Type 3 battery. Use of a Type 2 battery requires PowerBook Duo Enabler 1.0 or System 7.5; use of a Type 3 battery requires the Type III Battery Extension, PowerBook Duo Enabler 2.0 and system software 7.1.x, or System 7.5. Note that System 7.5.1 requires the Type III Battery Extension only if you are using an Apple external battery recharger.

All 500 series PowerBook make use of a nickel metal hydride (NiHy) intelligent battery. There is only one type of battery for this family of PowerBook computers, and it can be used by any 500 series PowerBook.

The 5300 and 190 series PowerBook computers also use nickel metal hydride (NiHy) batteries.

4) Question: Through troubleshooting, I have come to the conclusion my PowerBook battery is bad. It is my understanding that this battery contains unpleasant chemicals. How can I safely dispose of this battery?

Answer: Apple utilizes lead-acid, nickel-hydrate, and nickel-cadmium batteries in our portable products. These batteries should be returned to Apple for recycling or proper disposal.

Customers can take their failed batteries to an Apple-authorized service provider who can utilize the Apple Direct Air Shipping and Handling Program to return the failed batteries.

If the batteries are physically damaged, do not attempt to return them to Apple. Dispose of them according to your local ordinances.

5) Question: What is battery memory? Should I buy a reconditioner for my battery to address battery memory?

Answer: For an overview of battery memory, review the article "PowerBook Batteries: Memory Effect" available in the online Apple Technical Information Library. Use the search string "powerbook battery and memory" to locate this article.

In general, any PowerBook battery except the lead acid battery used by the PowerBook 100 can experience battery memory. Battery memory describes a condition where a battery is only partially discharged, then recharged. Over time, the battery can reach a point where the perceived capacity of the battery is that level to which it has been draining to. If the battery is fully drained periodically, this effect can be minimized or eliminated.

There are third-party external battery rechargers that perform a deep discharge of the PowerBook battery as a prelude to charging. There are also a variety of software utilities made by Apple and third-party companies that will automatically fully discharge and recharge the battery.

6) Question: I recently purchased a Type 3 battery for my PowerBook Duo 230. The battery works fine in my PowerBook, but a red light appears on my external battery recharger when I insert the battery. The recharger works fine with the battery that came with my PowerBook. What could be wrong?

Answer: First, check the model number on the bottom of your battery recharger. A recharger with a model number of M7778 will only charge Type 1 batteries. A recharger with a model number of M1812 will charge Type 1, 2 or 3 batteries, but may need to be updated to use a Type 3 battery.

To update your battery recharger for a Type 3 battery, follow these steps:

If a red light appears when you place a Type 3 battery into the recharger, the recharger is either the older model or the recharger needs to be updated.

If you have a recharger model M1812 and you need to update it, follow these steps:

Step 1

Shut down the PowerBook Duo computer, make sure the Type 3 battery and any necessary software has been installed. If you're running System 7.5.1 the Type III Battery extension must be installed.

Step 2

Plug the power adapter into an AC outlet using the power cord that came with the computer.

Step 3

Snap the recharger onto the side of the power adapter.

Step 4

Plug the power adapter cable into the power adapter port on the back of the Duo computer.

Step 5

Turn on the PowerBook Duo to download the update to the charger.

7) Question: It is my understanding that Apple no longer sells the PowerBook 100 battery. What can I do when my faithful PowerBook 100 needs a new battery?

Answer: Apple continues to make PowerBook 100 batteries available as a service part and any Apple-authorized service provider can order it. The service part number for a PowerBook 100 battery is 661-0782. Additionally, a number of third-party companies make batteries for the PowerBook 100.

8) Question: I recently purchased a new battery for my 500 series PowerBook. My PowerBook isn't charging/recognizing this battery. What should I do?

Answer: Try running the Intelligent Battery Update on your battery. This will update and fix the battery if needed, or let you know that the battery needs to be replaced. The Intelligent Battery Update can be found at the path Apple Software Updates -> Macintosh -> System Software -> Other System Software.

If the Intelligent Battery Update does not alleviate the symptoms, try resetting the power manager on the PowerBook by following these steps:

Step 1

Shut down the PowerBook using the Special menu.

Step 2

Press the Command-Option-Control-Power On keys simultaneously and let go. Pressing the keys will not appear to do anything.

Step 3

Press the Power On key to start up the PowerBook. Your brightness and contrast settings may be reset and you may need to adjust them in order to see the screen.

If the symptom is still not resolved, the battery may need replacement. You can contact the Apple Assistance Center at 800-SOS-APPL (800-767-2775) or contact the Apple Referral Center at 800-538-9696 to obtain a phone number for an Apple-authorized service provider in your area.

9) Question: How long can I store my PowerBook battery?

Answer: Apple uses three different types of batteries in the PowerBook series of computers. All 100 series PowerBook computers, save the 100, use a Nickel Cadmium (NiCad) battery. The PowerBook 100 uses a lead acid battery. Both 200 and 500 series PowerBook computers use a Nickel Metal Hydride (NiHy) battery.

A lead acid battery should retain the minimal charge needed to operate a PowerBook 100 for at least 3 months. Once a lead acid battery becomes fully discharged, it may experience sulfation. Sulfation occurs when the lead electrodes inside the battery convert to lead sulfate. This destroys the battery making it unable to hold a charge.

A NiCad battery should retain the minimal charge needed to operate a 100 series PowerBook for at least 2 months. A NiCad battery stored for 6 to 12 months should still be able to accept a charge.

A NiHy battery should retain the minimal charge needed to operate a 200 or 500 series PowerBook for at least 2 months. A NiHy battery stored for 6 to 12 months should still be able to accept a charge. In the case of the Intelligent Battery used by the PowerBook 500 series, the Intelligent Battery Recondition software is often needed to revive a battery that has discharged fully while in storage.

The environmental temperature will affect the storage life of any battery - cool environments are best.

10) Question: My PowerBook will not start off battery at all. Should I just buy a new battery, or is there something else I can do?

Answer: Generally when a PowerBook battery goes bad, it provides less operating life over a period of time. If your PowerBook suddenly will not work with its battery at all, this could be an issue with the battery itself, or the logic board of your PowerBook. If possible, try your battery with another PowerBook, or try a verified-good battery in your PowerBook to help isolate the issue.

If you are not in a position to try a known good battery or verify your own battery with another PowerBook, there are still some steps you can take. First, reset the power manager of your PowerBook. Instructions for resetting the power manager on various model PowerBook computers are available in this document or at the online Technical Information Library. Use the search string "power

manager and reset" to locate the article "PowerBook: Resetting Power Manager."
Charge the battery overnight following this reset.

If your PowerBook still will no longer work with its battery after this process,
you should seek service. Contact your local Apple-authorized service provider,
or call 800-767-2775 for further assistance.

11) Question: How can I increase my PowerBook computer's battery life?

Answer: The two operations of your portable computer that drain the battery the
most are using the backlight on your screen and using your hard drive. To
increase battery life reduce these two factors. Set your hard drive to spin down
quickly and turn off your backlight or sleep the machine when not in use. In
addition, turning on processor cycling or using the slower processor speed
available on some models will increase your battery life. These options are
available in the PowerBook control panel.

Some steps to reduce hard drive usage are disconnecting any external
peripherals, removing PC (PCMCIA) cards, increasing your disk cache in the
Memory control panel, increasing the memory allowance for programs, and running
frequently used programs off a ram disk, esp. if they are disk intensive.

For more information on this subject read the Tech Info Library article titled,
"PowerBook: Power and Battery Saving Tips".

12) Question: What is processor cycling and how do I turn it off?

Answer: All PowerBook models except those using the PowerPC processor implement
a feature called processor cycling (formerly known as processor rest) intended
to save battery life. This feature activates when the computer detects that the
keyboard, mouse, trackball, or Trackpad has not been used for more than a few
seconds. At this time, the processor speed is reduced to about 3 MHz and all
processing functions become extremely slow. Processor cycling will not activate
while the computer is doing any sort of data transfer.

Note that by default processor cycling is on, and although it is intended to for
battery life conservation, it will also activate while running off AC power.

The method of turning off processor cycling will depend on the version of the
system software you are using:

System 7.0.1
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Step 1

Open the Portable control panel.

Step 2

While holding down the Option key, click on the word "Minutes".

Step 3

Select Don't Rest and click OK.

System 7.1

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Step 1

Open the PowerBook control panel.

Step 2

While holding down the Option key on the keyboard, click the Options... button in the control panel.

Step 3

Select "Don't allow cycling".

System 7.5 or later

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Step 1

Open the PowerBook control panel.

Step 2

Make sure the toggle switch in the control panel is set to Easy.

Step 3

While holding down the Option key on the keyboard, drag the toggle switch from Easy to Custom and let go.

Step 4

Uncheck the "Allow processor cycling - more battery savings" checkbox.

13) Question: Can I charge my PB from a car cigarette lighter?

Answer: Yes, there are several commercial auto adapters on the market. We have not been able to get a complete listing of the available adapters, but a trip to your local computer store, or a call to standard mail order companies should provide you with enough information.

14) Question: I am taking my PowerBook to another country, do I need a power

converter?

Answer: All of the PowerBook AC "bricks" are capable of AC power specifications from around the world. To verify, there should be a line on the AC adapter stating

AUTO RANGING INPUT:100-120V~1.5A 200-240V~0.75A.

If your AC adapter has this on it, it will adjust to the proper voltage.

Note: You will need an adapter to allow you to plug your power cord into a "foreign" plug. These are available at stores such as Radio Shack.

15) Question: Can the PowerBook 5300/190 use two batteries simultaneously?

Answer: Yes, the PowerBook 5300/190 expansion bay (where the floppy disk drive normally is) can accept a battery. BTI (800-982-8284) is in the process of releasing such a battery as of this writing. Since the expansion bay does not pass AC power through, any battery used through the expansion bay will require its own power supply for charging.

16) Question: Where else can I go for answers?

Answer: If you haven't done so already, check the other PowerBook FAQ documents. Also, depending on where you found this FAQ, you should have access to Apple's Technical Information Library (TIL). This library contains thousands of technical articles which are easily searchable using boolean search strings.

This article was published in the "Information Alley":
Volume II, Issue 11, Page 15

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Article Change History:

28 Feb 1997 - Added info about PC cards.

19 Sep 1996 - Removed keyword.

05 Aug 1996 - Added keyword.

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Keywords: supt,ksts,hts,kalley,kfaq,kfax,ktoptil

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This information is from the Apple Technical Information Library.

ArticleID: TECHINFO-0018241

19970303 09:51:43.00

Tech Info Library Article Number: 18241