Tech Info Library

Performa 500 Series: Frequently Asked Questions (1/97)

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TOPIC -----------------------------------------------------------

This document contains the answers to frequently asked questions (FAQ) about
Macintosh Performa 500 series computers.

Questions in this FAQ:
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1) Why can't I get a microphone from an earlier Macintosh computer to work on my
Performa 500 series computer?

2) Can I upgrade my Performa 575, 577, 578, or 580 to a PowerPC processor?

3) Can I upgrade my Performa 550 to the PowerPC processor?

4) Can I add a floating-point unit (FPU) to my computer?

5) Can my Performa 580 support an Apple IIe card?  Can the other 500 series
computers?

6) Can I install the Apple TV/Video System on my Performa 500 series computer?

7) I accidentally lost a program that came with my Macintosh Performa.  How do I
get it back?

8) Where can I get the latest Apple software updates?


DISCUSSION ------------------------------------------------------

1) Question: Why can't I get a microphone from an earlier Macintosh computer to
work on my Performa 500 series computer?

Answer: The microphone used with many early Macintosh computer models is called
the Apple Omnidirectional Microphone.  It comes with a 1/2" plug.  The
microphone used with the Performa 600 series computers (as well as all new
Macintosh models) is called a PlainTalk microphone.  It has a 3/4" plug, the
extra 1/4" of which is used to reach a power source that attenuates the
microphone.
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The correct microphone for use with the Macintosh Performa 630 series is the
PlainTalk microphone, part number M9060Z/A. You can order this through many
Apple-authorized retailers and catalog resellers. Their numbers can be obtained
by contacting our 24-hour referral service at 800-538-9696.

For further information on the PlainTalk microphone, consult the online Apple
Technical Info Library on the Internet at <http://til.info.apple.com/>. Use the
search string "plaintalk microphone" to locate the article "Macintosh: PlainTalk
Audio Port Microphone Support".

2) Question: Can I upgrade my Performa 575, 577, 578, or 580 to the PowerPC?

Answer: The Macintosh Processor Upgrade Card (M3397LL/A) upgrades Macintosh 570
and 580 series computers to Power Macintosh performance by replacing the 68LC040
processor with a PowerPC 601 processor.

The Macintosh Processor Upgrade Card, part number M3397LL/A, must be installed
by an Apple-authorized service provider, who can also tell you the current
price. To locate an Apple-authorized service provider in your area, please call
1-800-538-9696.

For more information on the upgrade, use the Tech Info Library on the Internet
at <http://til.info.apple.com/> Use the search string "upgrade and kppc and
575" to locate related articles.

3) Question: Can I upgrade my Performa 550 to the PowerPC?

Answer: No, the Macintosh LC/Performa 520/550 series PowerPC Upgrade (M3395LL/A)
is no longer available. The upgrade was available for several months, but has
since been removed from the Apple price list.

4) Question: Can I add a floating-point unit to my computer?

Answer: A floating point unit (FPU) or math coprocessor does not always give
you a speed increase. An FPU is useful only when running programs that do
extensive mathematical calculations that call for an FPU to be used.

If you have a Performa 550 or 560 computer, you may have a math coprocessor or
floating point unit (FPU), Apple Service p/n 922-0107, installed in a special
socket on the logic board. If you own a Performa 57x, the only way to add an
FPU is to completely remove and replace the 68LC040 chip on the logic board.
This upgrade is not available from Apple but may be available from a third party
vendor. Apple does not recommend or support replacing the CPU chip.

From the online Apple Technical Info Library on the Internet at
<http://til.info.apple.com/> - use the search string "FPU Upgrade" to locate the
article "Macintosh Performa: FPU Upgrade Options."

5) Question: Can my Performa 580 support an Apple IIe card? Can the other 500 series computers?

Answer: The Apple IIe card is only compatible with computers that have the LC style processor direct slot (PDS). This includes the Macintosh Color Classic, Performa 400 series, LC/Performa 500 series computers (except the Macintosh LC 580 and Performa 580), and all Macintosh LC series computers except the Macintosh 630 family and Power Macintosh 5200 LC and 5300 LC computers.

The Macintosh LC 580, Macintosh 630 Family, and Power Macintosh 5200 LC and 5300 LC only operate in 32-bit addressing mode. Since the Apple IIe card is not compatible with 32-bit addressing, the Apple IIe Card is not compatible with these computers.

From the online Apple Technical Info Library (go shortcut "TIL") - use the search string "Apple IIe card and compatibility" to locate the article "Apple IIe Card: Macintosh Compatibility."

6) Question: Can I install the Apple TV/Video System on my Performa 500 series computer?

Answer: The Apple TV/Video System requires a special connection on the logic board. This connection is available only in the Macintosh 630 series and Power Macintosh or Performa 5200, 5300, 6200, and 6300 series of computers.

7) Question: I accidentally lost a program that came with my Macintosh Performa. How do I get it back?

Answer: If you have lost or removed a program that originally shipped on your Macintosh Performa, you can restore it with the program Apple Restore. This will copy files back to your computer's hard drive. To copy the files back, you will need backup disks. You were instructed to make a backup copy of your programs on floppy disks when you first purchased your computer. You will need these disks.

Using the Utilities disk which came with your computer, you can run Apple Restore in order to restore the data. This process is described in detail in Chapter 11 of your Macintosh User's Guide.

If your computer came with a built-in CD-ROM drive, you may not need to use the above process. The Macintosh Performa CD contains a complete backup of all the software which originally came with the computer. To restore this software, use the instructions included in the small pamphlet which accompanied the CD-ROM disc.

8) Where can I get the latest Apple software updates?

• On the Internet at the following sites:
  - Worldwide Web: <http://www.info.apple.com/swupdates>
  - ftp: <ftp://ftp.info.apple.com/>

- On America Online, use keyword: applecomputer

- On CompuServe, use GO: APLSUP

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Support Information Services

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