



# Macintosh PowerBook 550c

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This product is for Japan only.





## Basics

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Macintosh PowerBook 550c





## General Information

The Macintosh PowerBook 550c features a built-in trackpad, intelligent batteries, two battery bays, an optional PCMCIA expansion module, a darker shade of plastics, and a 10.4" display. The computer is available in Japan only.





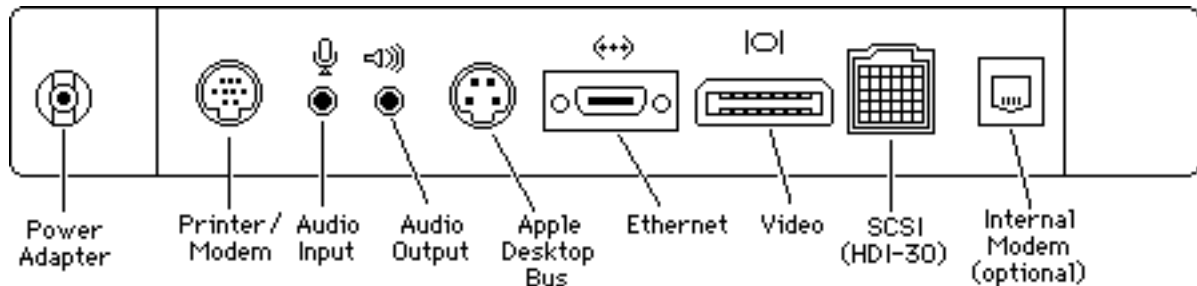
## Service Strategy

The PowerBook 550c is sold exclusively in Japan. Therefore, the full line of Apple Service and Support offerings for this product is currently available only in Japan. Customers wishing to obtain warranty service outside of Japan must deliver the PowerBook 550c, at their own expense, to an Apple Authorized Service Provider in Japan.



## Rear Panel

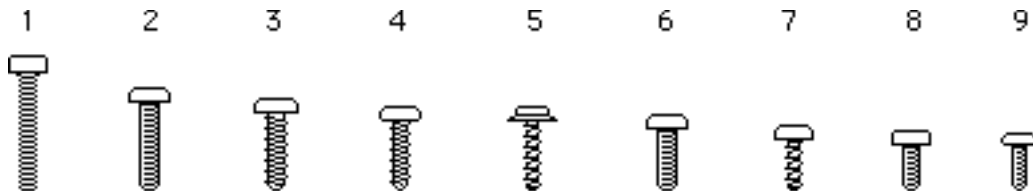
The illustration below shows the location of ports and connectors on the rear panel of the Macintosh PowerBook 550c.





## PowerBook Screw Matrix

Nine different types of screws are used in the Macintosh PowerBook 550c. All are Torx screws and require either a T-8 or T-6 Torx screwdriver.



**Note:** The legend for the screws follows on the next page.





## Legend for Macintosh PowerBook 550c Screws

- 1 Feet
- 2 Hard drive, keyboard, bottom case (middle front), display assembly, floppy drive, daughterboard EMI shield (top edge), inside edge of top case, right side panel
- 3 Display bezel, display, clutch, DAA
- 4 Trackpad cable and actuator, daughterboard EMI shield (sides), motherboard standoff
- 5 Rear panel
- 6 Hard drive bracket
- 7 Inverter board, interconnect board
- 8 Bottom case (front corners), left side panel
- 9 Floppy drive bracket





## PowerBook Cable Matrix

For a matrix of cables that work with specific models of the PowerBook family of computers, refer to the PowerBook Cable Matrix. (The Macintosh PowerBook 550c uses the same cables as the Macintosh PowerBook 520/540 Series.)







## PCMCIA Module Handling

The PCMCIA (Personal Computer Memory Card International Association) expansion module is an option for the Macintosh PowerBook 550c. The module inserts into the computer's second (left) battery bay and has two slots that accept a variety of third-party PCMCIA cards.

There are three types of PCMCIA cards: Type I (3 mm), Type II (5 mm), and Type III (10 mm). Type I and Type II cards fit in either the upper or lower slot of the expansion module. Type III cards fit in the lower slot and take up both slots.

The following are guidelines for properly handling the PCMCIA expansion module:

- Do not insert or remove the PCMCIA expansion module while the computer is on or in Sleep mode. If you do, the





computer will shut down and all RAM contents will be lost.

- Eject the PCMCIA module using the lever at the front of the module; eject a PCMCIA card using the PCMCIA Eject control panel or the PCMCIA Quick Eject module in the computer's Control Strip.
- Keep the protective cap that comes with the module and place it back on the module when it is not in use.
- Do not open the module or insert anything other than a PCMCIA card into the card slots.
- Keep the module in a safe place, away from small objects that might fall into it.
- Before ejecting a PCMCIA card, make sure nothing is blocking the card's slot. To immediately reinsert the card, pull it out an inch more and then push it back in.
- Use only cards that are compatible with the PCMCIA expansion module. Refer to the compatibility information that came with the card.





## Battery Information

The Macintosh PowerBook 550c includes two nickel-metal-hydride (NiMH) batteries. Each battery provides power for up to 3.5 hours of work time, depending on the battery conservation features employed. A smart processor included in each battery pack indicates the battery's charge status.

For instructions on how to verify the battery voltage, see the Additional Procedures chapter of this manual.

For additional information on PowerBook batteries, voltages, ampere hours, and part numbers, see the PowerBook Battery Matrix in Hardware/Compatibility Charts.



## Battery Handling

**⚠ Warning:** NiMH batteries contain toxic materials. Send undamaged, dead batteries to Apple for recycling—do not discard dead batteries with other waste. If the battery is damaged, do not return it to Apple. Dispose of damaged batteries according to local ordinances. Review battery-handling and disposal instructions in Bulletins/Safety.

The following are guidelines for properly handling the Macintosh PowerBook 550c battery:

- Handle the battery carefully. Do not drop, puncture, disassemble, mutilate, or incinerate it.
- Do not short-circuit the battery terminals.
- Do not leave a battery in the computer for longer than a week without plugging in the power adapter.
- Do not leave the battery in hot locations (such as the trunk of a car).





- Keep the battery in a cool, dark place; do not store it for longer than 6 months without recharging.
- If you are using one battery: Completely discharge and then recharge the battery once every 90 days.
- If you are using two batteries: Swap the left and right batteries every month.
- Fully charge a replacement battery before using it; Apple ships batteries in a partially charged state.





## Specifications

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Macintosh PowerBook 550c





## Introduction

You can also find specifications information for this product in the Spec Database, which you can access in one of three ways:

- Launch it directly by double-clicking the Apple Spec Database runtime alias at the top level of the Main Service Source CD.
- Select "Apple Spec Database" from the Service Source drop-down main menu.
- Click the Acrobat toolbar icon for the database, which is near the right end of the toolbar with the letters "SP."





## Processor

### **CPU**

Motorola 68040 microprocessor  
66/33 MHz

### **Addressing**

32-bit internal registers  
32-bit address bus  
32-bit data bus







## Memory

<b>RAM</b>	4 MB RAM installed on the daughterboard Expandable to 12 MB with 8 MB Apple RAM expansion card Expandable to 36 MB with third-party RAM expansion card
<b>ROM</b>	2 MB
<b>PRAM</b>	256 bytes of parameter memory
<b>VRAM</b>	512K of static video display memory
<b>Clock/Calendar</b>	CMOS custom chip with long-life lithium battery





## Disk Storage

### **Floppy Drive**

15 mm high, internal, 1.4 MB Apple SuperDrive

### **Hard Drive**

2.5 in., 750 MB hard drive





## I/O Interfaces

### **SCSI**

HDI-30 SCSI port with 1.5 MB/sec. transfer rate  
Supports up to six external SCSI devices  
Connect SCSI device to computer with HDI-30 SCSI system cable.

### **Apple Desktop Bus**

Apple Desktop Bus (ADB) port  
200 mA maximum current draw for all ADB devices

### **Serial**

RS-422 serial port; mini DIN-8 connector

### **Sound**

Stereo sound-in port  
Stereo sound-out headphone jack; standard 3.5 mm stereo  
mini-plugs





<b>Video</b>	Micro DV-14 video-out port; 8 bit, 256 color video output Supports most Macintosh, VGA, and SVGA monitors
<b>Ethernet</b>	High-speed Ethernet port; Apple AUI connector
<b>Processor-Direct Slot</b>	90-pin processor-direct slot (PDS) for PDS devices or optional Personal Computer Memory Card International Association (PCMCIA) adapter/PCMCIA expansion module (allows use of two Type II or one Type III PCMCIA-type card)
<b>Power Adapter</b>	Power adapter port
<b>Modem</b>	Slot for optional internal modem
<b>Security</b>	Slot for third-party security equipment





## I/O Devices

### **Keyboard**

Built-in keyboard with 12 function keys  
76 keys domestic, 77 keys ISO  
Two-level tilt adjustment

### **Trackpad**

Solid-state trackpad

### **Microphone**

Electret, omnidirectional  
Output voltage of 4 mV, peak to peak





## Sound and Video

### **Sound Generator**

Apple sound chip provides 16-bit sound capable of driving stereo headphones or other stereo equipment through the sound jack  
Built-in stereo speakers

### **Video Display**

10.4-in. diagonal screen  
Backlit, active-matrix color display; 640 x 400 pixels at thousands of colors; 640 x 480 pixels at 256 colors





## Electrical

### **Main Battery**

Two nickel-metal-hydride (NiMH) batteries

Up to 3.5 hours of usage per battery before recharging

Recharge time: 2 hours in shut down or sleep mode, 4 hours while computer is running

### **Power Adapter**

110–240 VAC line voltage

40 W, 50–60 Hz





# Physical

## Dimensions

<b>Height</b>	2.25 in. (5.7 cm)
<b>Width</b>	11.5 in. (29.2 cm)
<b>Depth</b>	9.65 in. (24.5 cm)

<b>Weight</b>	7.3 lb. (3.3 kg)
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## Environmental

**Operating  
Temperature**

50-104°F (10-40°C)

**Storage  
Temperature**

-13 to 140°F (-25 to 60°C)

**Relative Humidity**

20-80% noncondensing

**Operating Altitude**

0-10,000 ft. (0-3048 m)

**Storage Altitude**

0-15,000 ft. (0-4572 m)





## Other

### **Internal Modem**

Sends and receives data at 19.2 bps; sends and receives faxes at 14.4 bps

### **SCSI Adapter**

Enables connection between PowerBook computer and desktop Macintosh (PowerBook appears as a hard drive on the desktop)

### **PCMCIA Module**

Enables use of two Type I or II PCMCIA cards or one Type III card





# Troubleshooting

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Macintosh PowerBook 550c





## General

The Symptom Charts included in this chapter will help you diagnose specific symptoms related to your product. Because cures are listed on the charts in the order of most likely solution, try the first cure first. Verify whether or not the product continues to exhibit the symptom. If the symptom persists, try the next cure. (Note: If you have replaced a module, reinstall the original module before you proceed to the next cure.)

If you are not sure what the problem is, or if the Symptom Charts do not resolve the problem, refer to the Flowchart for the product family.

For additional assistance, contact Apple Technical Support.





# Symptom Charts

## Startup

RAM failure occurs  
(eight-tone error  
chord sounds after  
startup chord)

- 1 Reseat RAM expansion card and check connection.
- 2 Replace RAM expansion card.
- 3 Replace daughterboard.
- 4 Replace motherboard.

Hardware failure  
occurs (four-tone  
error chord sounds  
after startup chord)

- 1 Disconnect hard drive cable and restart computer. If startup sequence is normal, reconnect cable and retest.
- 2 Replace hard drive.
- 3 Disconnect floppy drive cable and restart computer. If startup sequence is normal, reconnect cable and retest.
- 4 Replace floppy drive.
- 5 Replace motherboard.





## Power

Screen is blank;  
computer doesn't  
respond

- 1 Restart computer.
- 2 Connect power adapter and restart computer in 3–4 minutes.
- 3 Try known-good, charged main battery.
- 4 Check all interconnect board, daughterboard, and motherboard connections.
- 5 Reset the power manager.
- 6 Replace keyboard.
- 7 Replace interconnect board.
- 8 Replace daughterboard.
- 9 Replace motherboard.





## Power (Continued)

After you remove main battery, some Control Panel settings are different

- 1 Check cables.
- 2 Replace backup battery.
- 3 Replace interconnect board.
- 4 Replace daughterboard.
- 5 Replace motherboard.

Power adapter is plugged in, but Control Strip doesn't indicate adapter is connected

- 1 Verify that power adapter is connected correctly.
- 2 Try known-good, charged main battery.
- 3 Try known-good power adapter.
- 4 Replace motherboard.





## Power (Continued)

Low-power warning appears

- 1 Recharge battery or attach power adapter.
- 2 Verify that peripherals are low-power.
- 3 Reduce use of floppy or hard drive, modem, sound, backlight, or other power-consuming devices, or connect power adapter.
- 4 Try known-good, charged main battery.
- 5 Try known-good power adapter.
- 6 Replace motherboard.

Computer runs when plugged into wall outlet but not on battery power; battery voltage is within tolerance

- 1 Reseat battery to make sure battery is mating with contacts on motherboard.
- 2 Replace motherboard.
- 3 Return computer to Apple.







## Power (Continued)

Computer won't  
power up

- 1 Restart computer.
- 2 Connect power adapter and restart computer in 3–4 minutes.
- 3 Try known-good power adapter. Verify power adapter tip is not chipped or cracked.
- 4 Try known-good, charged main battery.
- 5 Replace fuse on motherboard.
- 6 Replace motherboard.
- 7 Return computer to Apple.





## Video

Pixel never comes on or is always on

If more than five pixels do not come on or are always on, replace display.

Partial or full row of pixels is always on or never comes on

- 1 Check cables.
- 2 Replace interconnect board.
- 3 Replace motherboard.
- 4 Replace display.





## Video (Continued)

Display is very light  
or totally white

- 1 Adjust screen contrast and brightness settings.
- 2 Verify cable, inverter board, interconnect board, daughterboard, and motherboard connections.
- 3 Replace inverter board.
- 4 Replace interconnect board.
- 5 Replace interconnect-to-display cable.
- 6 Replace display.
- 7 Replace daughterboard.
- 8 Replace motherboard.

Display stopped  
working or dimmed  
but is fine now

Let screen warm up for 30 minutes.





## Video (Continued)

Backlight doesn't operate

- 1 Verify that backlight cable connection is secure.
- 2 Check cable, inverter board, interconnect board, daughterboard, and motherboard connections.
- 3 Verify that cables are not pinched or severed.
- 4 Replace inverter board.
- 5 Replace interconnect-to-inverter cable.
- 6 Replace interconnect board.
- 7 Replace interconnect-to-display cable.
- 8 Replace display.
- 9 Replace daughterboard.
- 10 Replace motherboard.





## Video (Continued)

No display, but computer appears to operate correctly

- 1 Press any key to wake computer from system sleep.
- 2 Adjust screen contrast and brightness settings.
- 3 Verify cable, inverter board, trackpad, keyboard, interconnect board, daughterboard, and motherboard connections.
- 4 Connect power adapter.
- 5 Replace inverter board.
- 6 Replace interconnect board.
- 7 Replace interconnect-to-display cable.
- 8 Replace display.
- 9 Reseat daughterboard.
- 10 Replace daughterboard.
- 11 Replace motherboard.





## Floppy Drive

Audio and video present, but internal floppy drive does not operate

- 1 Try known-good floppy disk.
- 2 Check floppy drive cable connection.
- 3 Replace floppy drive cable.
- 4 Replace floppy drive.
- 5 Replace motherboard.

Disk ejects while booting; display shows Mac icon with blinking X

- 1 Try known-good system disk.
- 2 Verify that trackpad and trackpad button are working.
- 3 Verify that keyboard is working.
- 4 Check floppy drive cable connection.
- 5 Replace floppy drive cable.
- 6 Replace floppy drive.
- 7 Replace motherboard.





## Floppy Drive (Continued)

Disk does not eject

- 1 Switch off system and hold trackpad button down while you switch system on.
- 2 Eject disk manually by carefully inserting opened paper clip into hole near floppy drive slot.
- 3 If PowerBook serial number is between FC410 and FC414 or between CD412 and CK414, replace floppy drive.
- 4 Check floppy drive cable connection.
- 5 Reinstall floppy drive brackets. (Refer to “Floppy Drive” in Take Apart.)
- 6 Replace floppy drive cable.
- 7 Replace floppy drive.
- 8 Replace motherboard.





## Floppy Drive (Continued)

Disk initialization  
fails

- 1 Try known-good floppy disk.
- 2 Check floppy drive cable connection.
- 3 Replace floppy drive cable.
- 4 Replace floppy drive.

Read/write/copy  
error

- 1 Try known-good floppy disk.
- 2 Check floppy drive cable connection.
- 3 Try application disk and data file on floppy disk.
- 4 Replace floppy drive cable.
- 5 Replace floppy drive.







## Hard Drive

Internal hard drive  
does not operate

- 1 Make sure power adapter is connected.
- 2 Disconnect external SCSI devices.
- 3 Check hard drive cable connection.
- 4 Use HD SC Setup to reinitialize drive.
- 5 Replace hard drive cable.
- 6 Replace hard drive.
- 7 Replace motherboard.





## Peripheral

After you connect external SCSI device, computer does not boot

- 1 Switch on external SCSI device before starting computer.
- 2 Check cable connections.
- 3 Verify that SCSI chain is terminated correctly.
- 4 Verify that SCSI select switch setting on external device is unique.
- 5 Verify operation of internal hard drive.
- 6 Try known-good external SCSI device.
- 7 Replace motherboard.





## Peripheral (Continued)

Cursor does not move when you are using trackpad

- 1 Reset the power manager.
- 2 Check trackpad connections.
- 3 Check interconnect board, keyboard, and motherboard connections.
- 4 Connect low-power mouse and try to move cursor. If cursor moves, try using trackpad and keyboard. If trackpad does not move cursor, replace trackpad. If keyboard does not move cursor, replace keyboard.
- 5 Replace interconnect board.
- 6 Replace motherboard.





## Peripheral (Continued)

Cursor intermittently does not move or moves erratically

- 1 Reset the power manager.
- 2 Clean trackpad surface.
- 3 Check trackpad connections.
- 4 Replace trackpad.
- 5 Replace keyboard.
- 6 Replace interconnect board.
- 7 Replace motherboard.

Cursor does not move when you are using mouse

- 1 Check mouse connection to ADB port.
- 2 Reset the power manager.
- 3 Clean mouse ball and inside mouse.
- 4 Replace mouse.
- 5 Replace motherboard.





## Peripheral (Continued)

Cursor moves, but clicking trackpad button has no effect

- 1 Reset the power manager.
- 2 Check trackpad connections.
- 3 Check interconnect board, keyboard, and motherboard connections.
- 4 Replace trackpad.
- 5 Replace keyboard.
- 6 Replace interconnect board.
- 7 Replace motherboard.

No response to any key on keyboard

- 1 Verify that computer is on.
- 2 Reset the power manager.
- 3 Check keyboard and interconnect board connections.
- 4 Replace keyboard.
- 5 Replace interconnect board.
- 6 Replace motherboard.





## Peripheral (Continued)

Known-good direct-connect printer does not print

- 1 Verify that System is 7.1.1 or later.
- 2 Verify that Chooser and Control Panel settings are correct.
- 3 Check cables.
- 4 Replace printer cable.
- 5 Try known-good printer.
- 6 Replace daughterboard.
- 7 Replace motherboard.





## Peripheral (Continued)

Known-good network printer does not print

- 1 Verify that System is 7.1.1 or later.
- 2 Verify that Chooser and Control Panel settings are correct.
- 3 Check cables.
- 4 Replace printer cable.
- 5 Try known-good printer. If printer works, troubleshoot network.
- 6 Replace daughterboard.
- 7 Replace motherboard.

In disk mode, computer does not display SCSI icon until host is booted, or computer crashes when host is shut down

Replace motherboard.





## Peripheral (Continued)

Device connected to external modem port doesn't work

- 1 Verify that External Modem is selected in CDEV.
- 2 Verify that System is 7.1.1 or later.
- 3 Check cables.
- 4 Test device with known-good computer.
- 5 Replace daughterboard.
- 6 Replace motherboard.

I/O devices are unrecognized or garbage is transmitted or received

- 1 Verify that System is 7.1.1 or later.
- 2 Check cables.
- 3 Verify that SCSI device is correctly terminated.
- 4 Verify that SCSI select switch setting on external device is unique.
- 5 Test device with known-good computer.
- 6 Replace daughterboard.
- 7 Replace motherboard.







## Internal Modem

Internal modem options do not appear in CDEV

- 1 Verify that System is 7.1.1 or later.
- 2 Reseat modem card.
- 3 Replace modem card.
- 4 Replace motherboard.

Modem does not respond properly to AT command set instructions

- 1 Verify that baud rate and data format settings of communications application are compatible with internal modem and remote modem.
- 2 Check phone cord connection and operation.
- 3 Verify that System is 7.1.1 or later.
- 4 Reseat modem card.
- 5 Replace modem card.





## Internal Modem (Continued)

Strange mix of characters appears on screen

- 1 Verify that baud rate and data format settings of communications application are compatible with internal modem and remote modem.
- 2 Check phone cord connection and operation.
- 3 Verify that System is 7.1.1 or later.
- 4 Reseat modem card.
- 5 Replace modem card.
- 6 Replace daughterboard.
- 7 Replace motherboard.

Modem interferes with system sound

- 1 Reseat modem card.
- 2 Replace modem card.
- 3 Replace interconnect board.
- 4 Replace motherboard.





## Internal Modem (Continued)

Modem does not respond to incoming call

- 1 If computer is in sleep mode, verify that Wake On Ring option in CDEV is selected.
- 2 Check phone cord connection and operation.
- 3 Replace modem card.
- 4 Replace motherboard.

Modem has no sound output

- 1 Verify that Control Panel volume setting is above 0.
- 2 Replace modem card.
- 3 Replace interconnect board.
- 4 Replace motherboard.





## Internal Modem (Continued)

Modem connects but does not communicate with remote modem

- 1 Verify that remote modem needs error correction (error correction is internal modem default).
- 2 If remote modem does not need error correction, type `AT &Q0` to disable error correction.





## Internal Modem (Continued)

You are using System 7.5 and two messages appear: “This Macintosh may not have been shut down properly” and “Incoming fax cannot be received because internal modem could not be identified...” Following the messages, the system “hangs.”

- 1 Restart while holding down the Space bar. (This procedure will open Extensions Manager.)
  - Disable the PowerPort 500 control panel by removing the check mark.
  - Close the Extensions Manager window to complete startup.
  - Open the General Controls control panel and turn off the shutdown warning.
  - Open the Extensions Manager control panel and turn on the PowerPort 500 control panel.
  - Restart.
- 2 Restart with extensions off and remove the GlobalFax files, GlobalFax Personal folders, and PowerPort 500 from the System folder.
  - Reinstall the Global Village software.
  - Move the GlobalFax addresses into a new folder.





## PCMCIA Module

PCMCIA card won't eject

- 1 Make sure PCMCIA slot is not blocked.
- 2 Insert straightened paper clip into hole next to slot.

PCMCIA card is inserted but doesn't appear on desktop

If “defective card” or “unrecognizable card” appears in place of card name in PCMCIA Eject control panel, card is damaged or computer does not have software required to support it. Eject card.





## Miscellaneous

Screen goes blank and computer shuts down every few minutes

Computer is going into system sleep to conserve battery power. Adjust sleep delays in Control Panel or connect power adapter.

Application seems to run slower after a few seconds

Computer is switching to system rest. If system rest is interfering with operation of application, connect power adapter.

Hard drive is slow to respond, or screen goes blank too often

Adjust sleep delays in Control Panel or connect power adapter.





## Miscellaneous (Continued)

No sound from speaker

- 1 Verify that volume setting in Control Panel is above 0.
- 2 Verify that no external speaker is plugged in.
- 3 Check connections of speaker to interconnect board and interconnect board to motherboard.
- 4 Replace interconnect board.
- 5 Replace motherboard.

PowerBook clicks when closed

Reinstall center base cover, making sure screw nearest SCSI port is installed first. (See Take Apart.)







Take Apart

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Macintosh PowerBook 550c





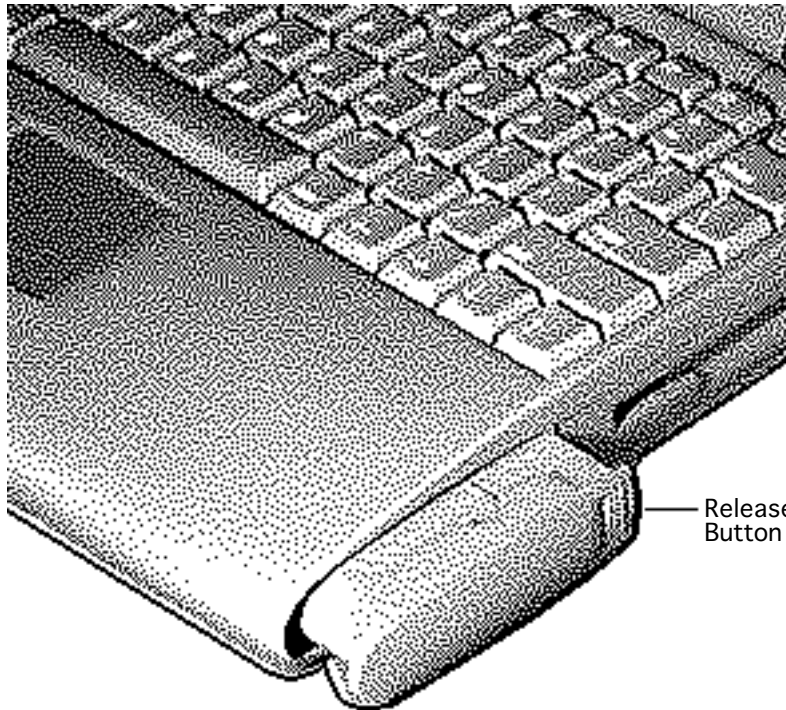
## Battery/PCMCIA Module

Before you begin, disconnect the power adapter.

**Note:** This procedure covers removal of the main battery, second battery or PCMCIA expansion module, and battery contact cover.

**Important:** Before removing the battery, use the Macintosh Shut Down command. Otherwise, all RAM contents will be lost.



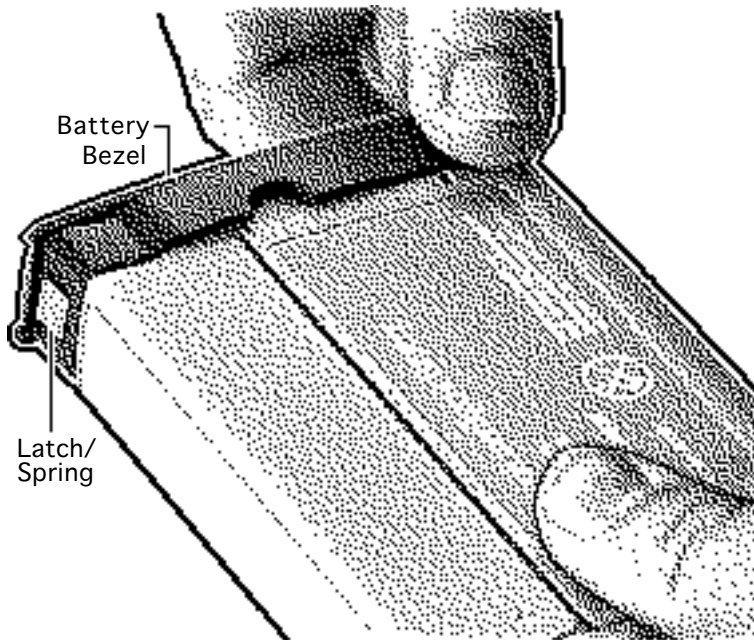


Release Button

**Caution:** The Macintosh PowerBook 550c contains devices that are very susceptible to ESD damage. To prevent damage, wear a grounding wriststrap. Review the ESD precautions in Bulletins/Safety.

- 1 Slide the release button toward you and pull out the main battery on the right side of the computer.
- 2 Repeat the procedure for the second battery, if installed, on the left side of the computer.





- Note:** The battery bezel includes a separate latch and latch spring. Remove the bezel carefully so these parts do not fall out.

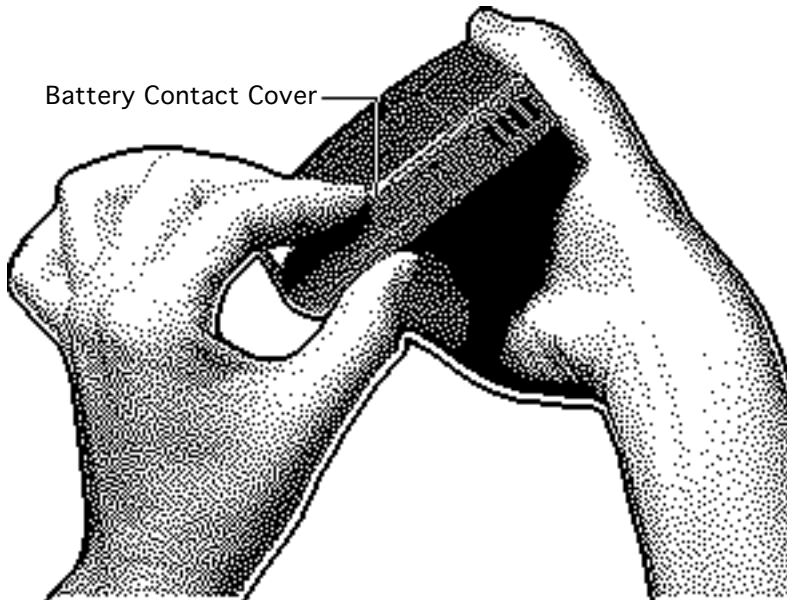
If you are replacing the battery bezel, pry up both ends of the bezel and lift it off the main battery.

**Replacement Note:** Make sure the battery bezel latch spring is compressed against the end of the battery before replacing the bezel.



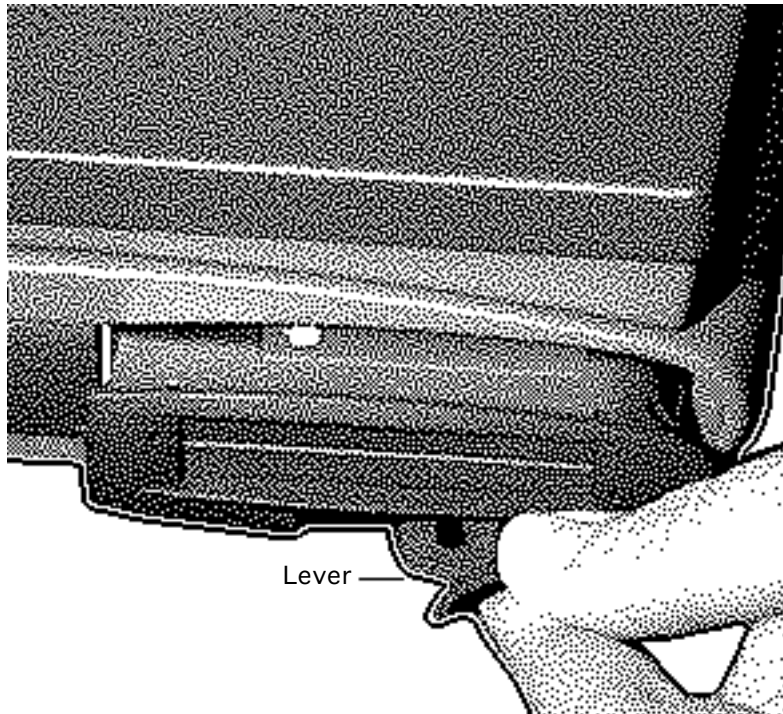


Battery Contact Cover



- 4 If you are replacing the battery contact cover, press in on the sides of the cover and slide it off the main battery.





- 5 **Note:** Complete the following step if a PCMCIA expansion module is installed in the computer.

Using the tip of your finger, rotate the lever at the front of the PCMCIA module toward you.

- 6 **Note:** You may have to use some force when pulling the module out of the computer.

Holding onto the lever, pull the PCMCIA module out of the computer.

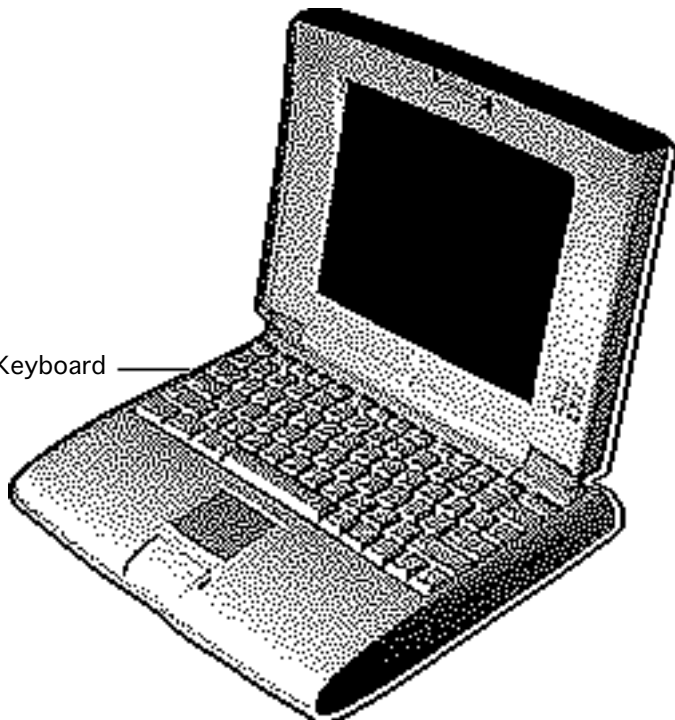




## Keyboard

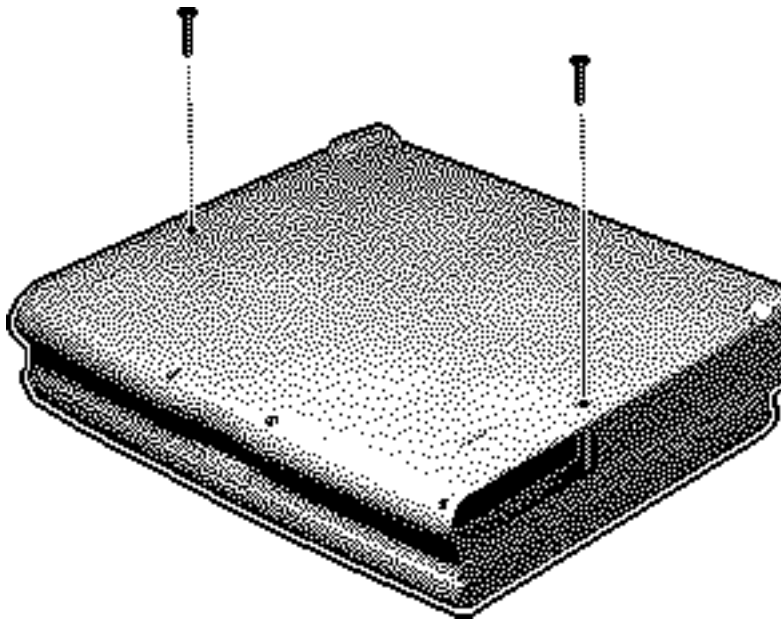
Before you begin, remove the battery/PCMCIA module.

Keyboard

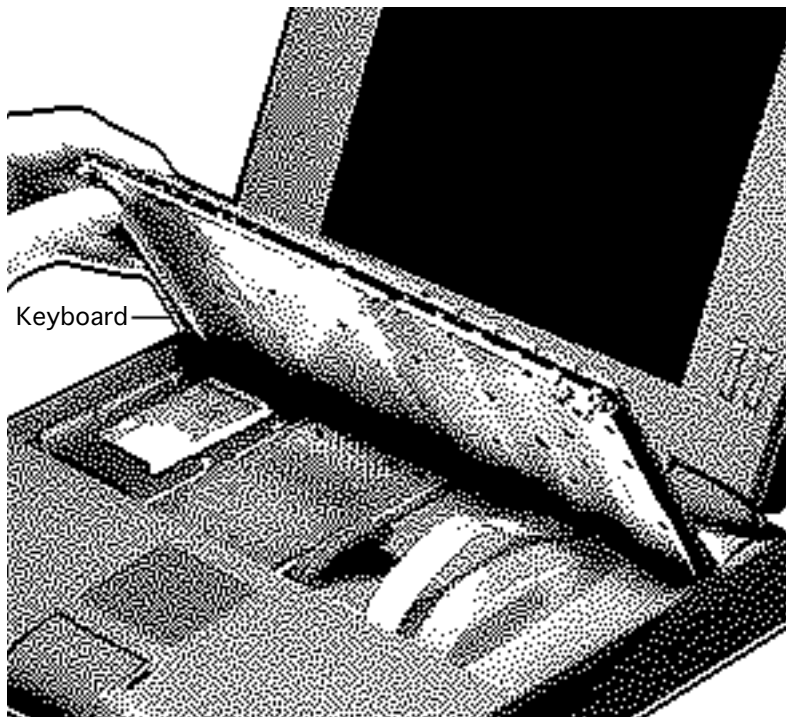




- 1 Using a T-8 torx driver, remove the middle two bottom housing screws.

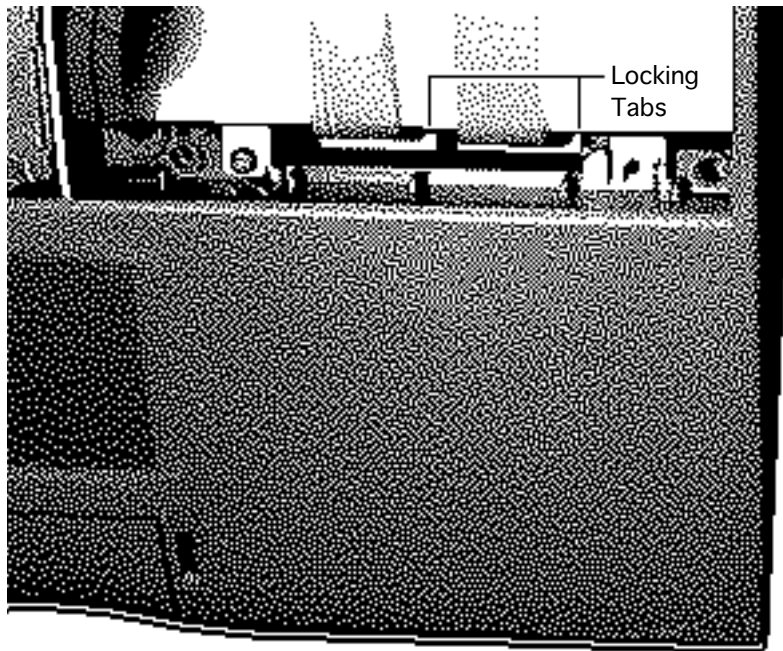






- 2 Using a small flat-blade screwdriver, lift the front of the keyboard and pull it forward slightly.
- 3 Rotate the keyboard so that it is perpendicular to the top cover.





- 4 Release the locking tabs on the two keyboard cable connectors and disconnect the cables from the motherboard.
- 5 Lift off the keyboard.

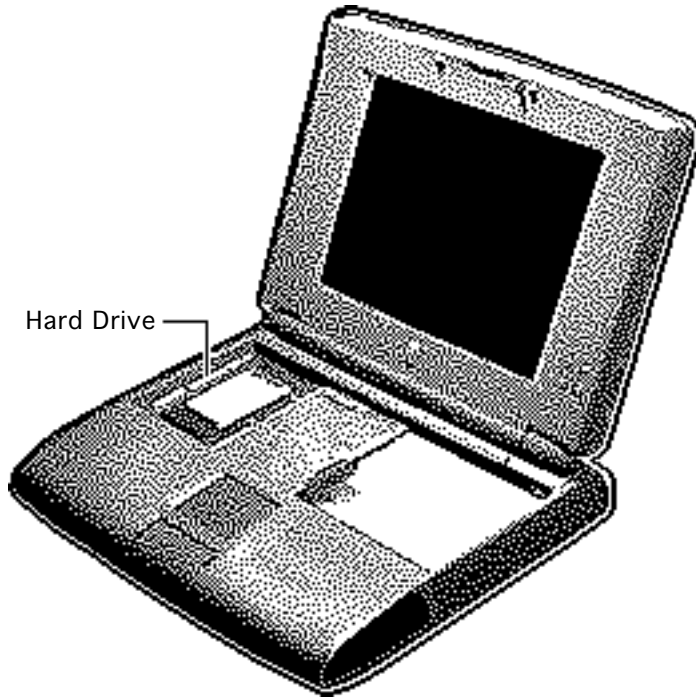




## Hard Drive

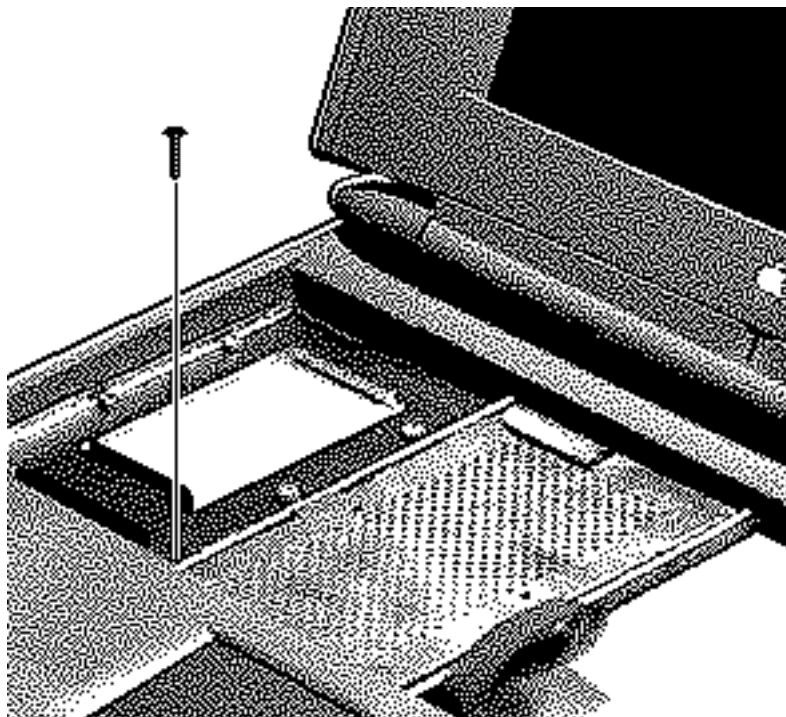
Before you begin, remove the following:

- Battery/PCMCIA module
- Keyboard



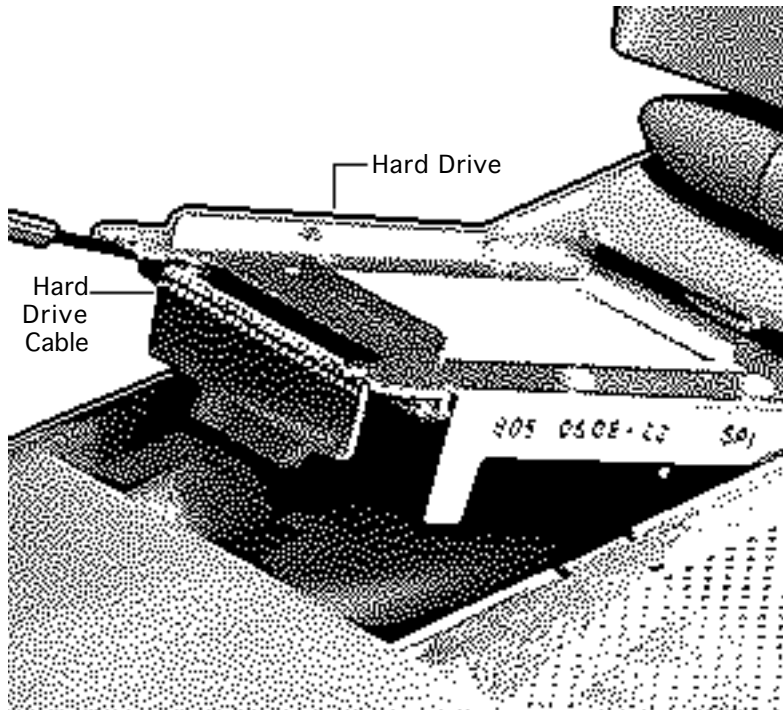
Hard Drive





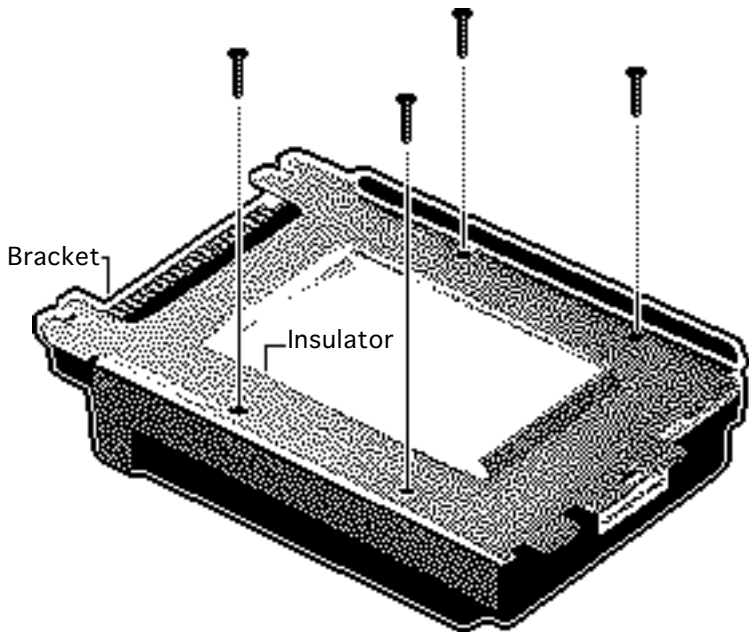
- 1 Using a T-8 torx driver, remove the hard drive mounting screw.





- 2 Using a small flat-blade screwdriver, pry up the front of the hard drive and slide it forward 1/2 inch.
- 3 **Note:** Use a rocking motion to disconnect the hard drive cable from the hard drive.  
  
Lift the drive partway out of the unit and disconnect the hard drive cable.
- 4 Remove the hard drive.





- 5 If you are replacing the hard drive, remove the four screws and remove the hard drive bracket and insulator.

**Replacement Note:**

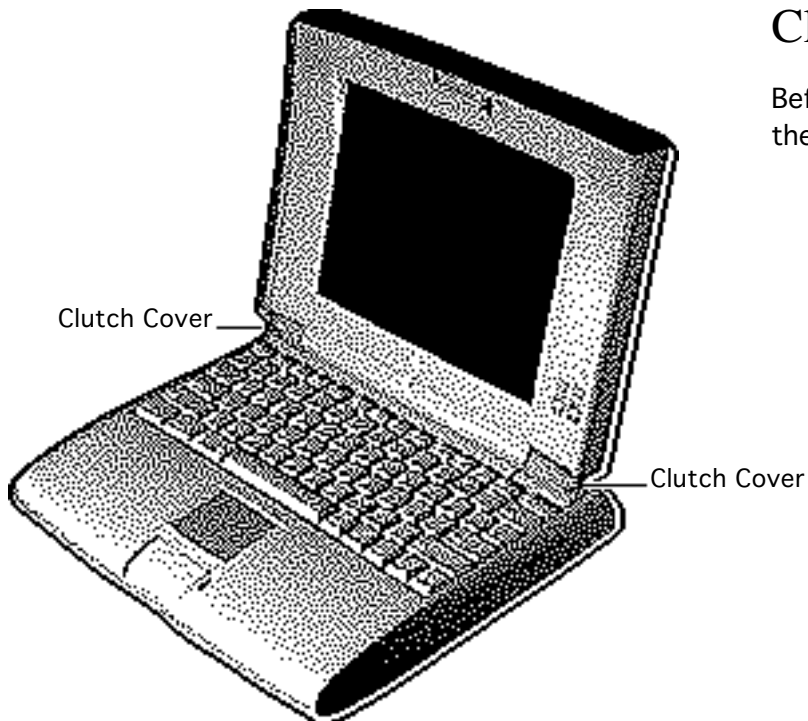
Reinstall the hard drive bracket and insulator on the replacement hard drive.

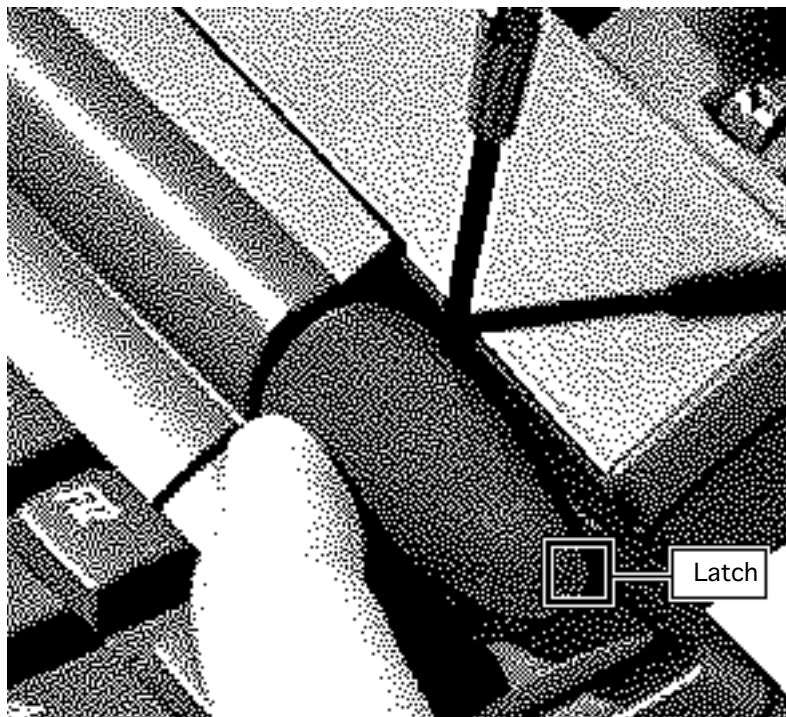




## Clutch Covers

Before you begin, remove the battery/PCMCIA module.





- 1 Open the unit and rotate the display assembly as far back as it will go.
- 2 Using a flat-blade screwdriver and your fingers, press in on both sides of the wide end of the right clutch cover and release the two front latches.
- 3 Rotate the clutch cover up, release the third latch, and remove the cover.
- 4 Repeat for the left clutch cover.







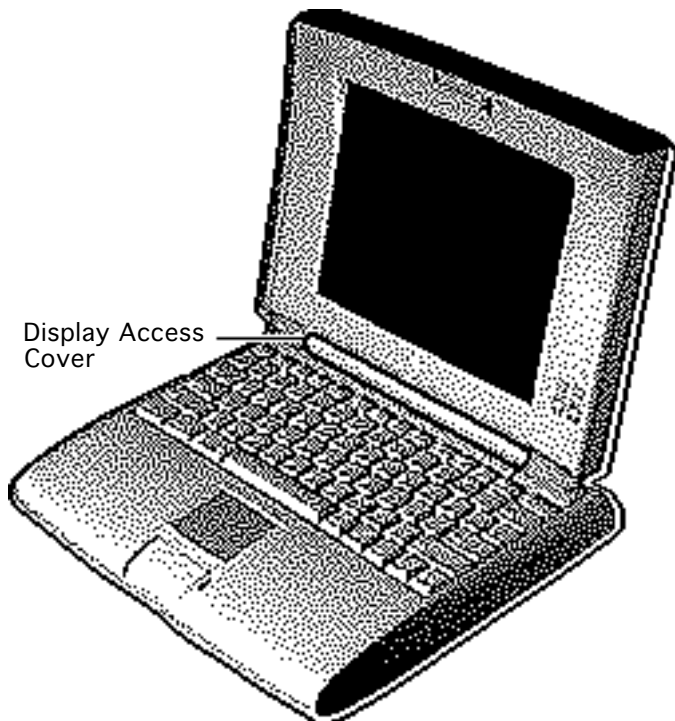
**Replacement Caution:** Be careful not to pinch or rip the display cable when you replace the right clutch cover.





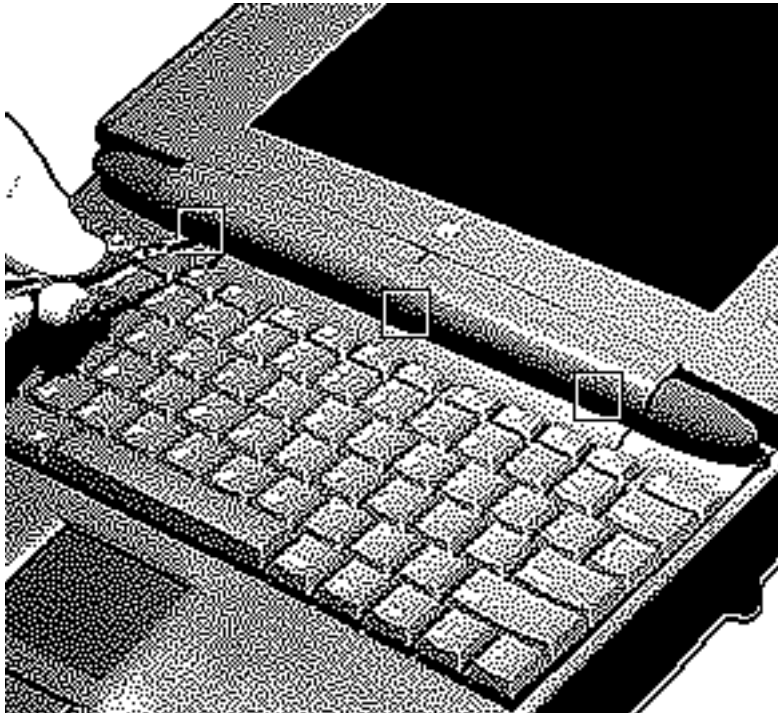
## Display Access Cover

Before you begin, remove the battery/PCMCIA module.



Display Access  
Cover





- 1 Open the unit and rotate the display assembly as far back as it will go.
- 2 Using a small flat-blade screwdriver, pry up the display access cover at the three slots in the front of the cover.
- 3 Remove the display access cover.

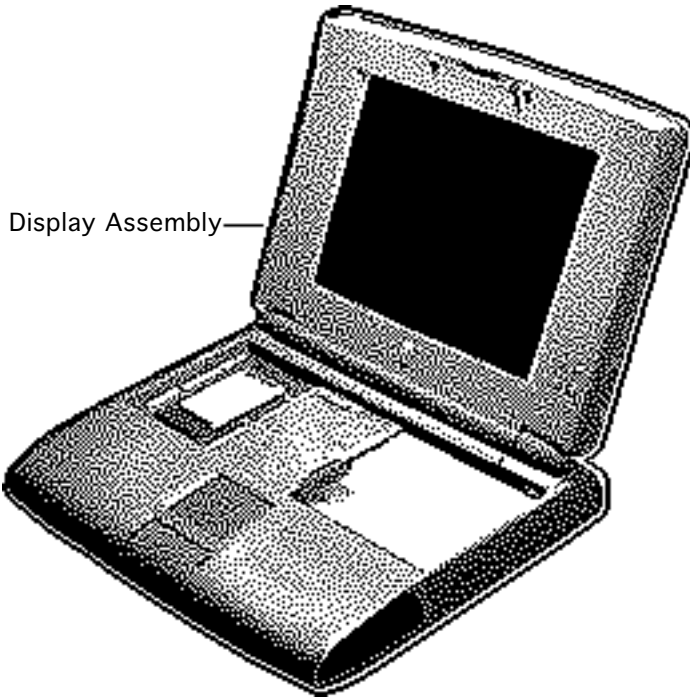




## Display Assembly

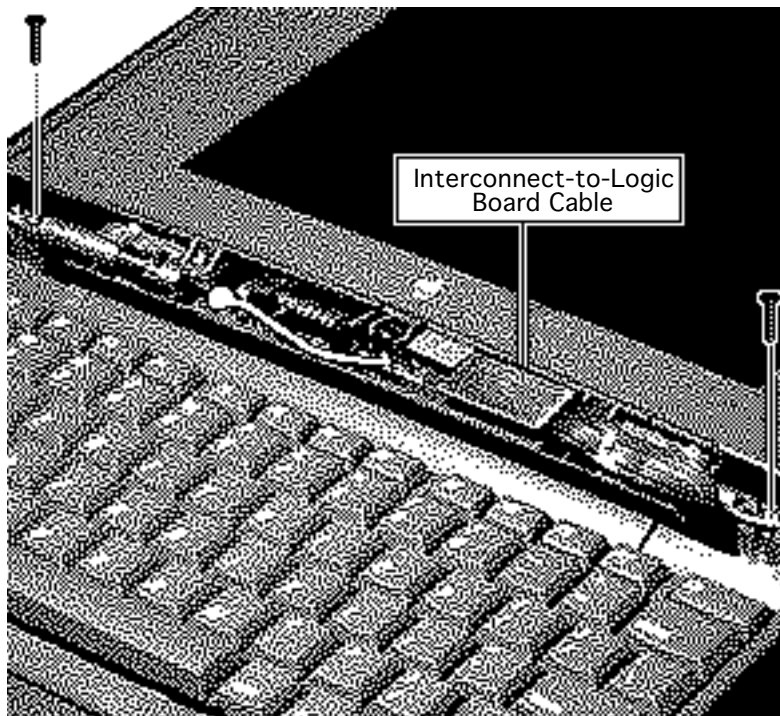
Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover



Display Assembly





**Caution:** Support the display assembly from beneath before removing it.

- 1 Open the unit and rotate the display assembly as far back as it will go.
- 2 Disconnect the interconnect-to-logic-board cable.
- 3 Using a T-8 torx driver, remove the two display mounting screws.
- 4 Slide the display assembly to the left so that the right clutch clears the loop of the





interconnect-to-logic-board cable.

- 5 Remove the display assembly.

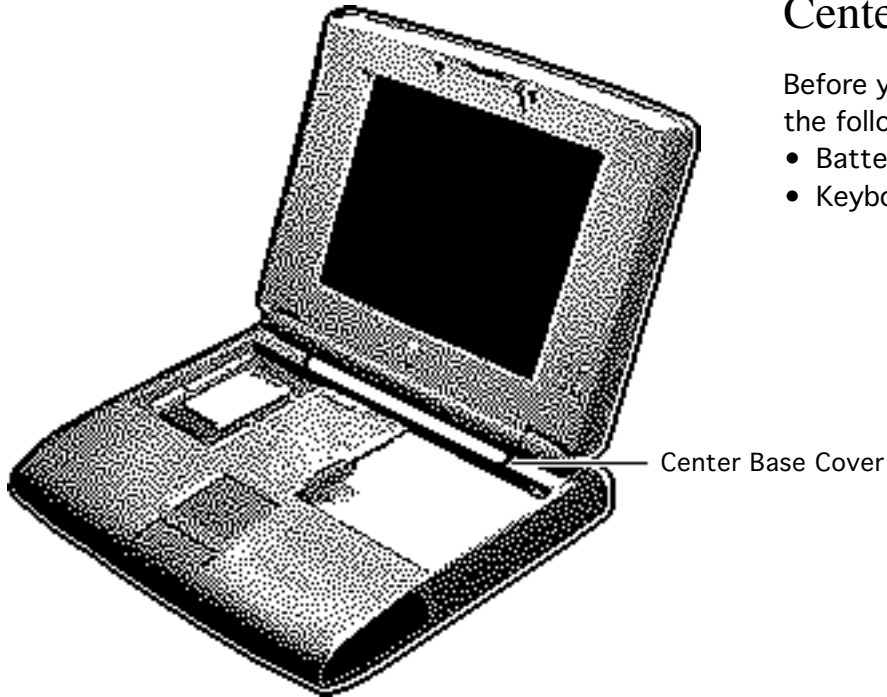




## Center Base Cover

Before you begin, remove the following:

- Battery/PCMCIA module
- Keyboard

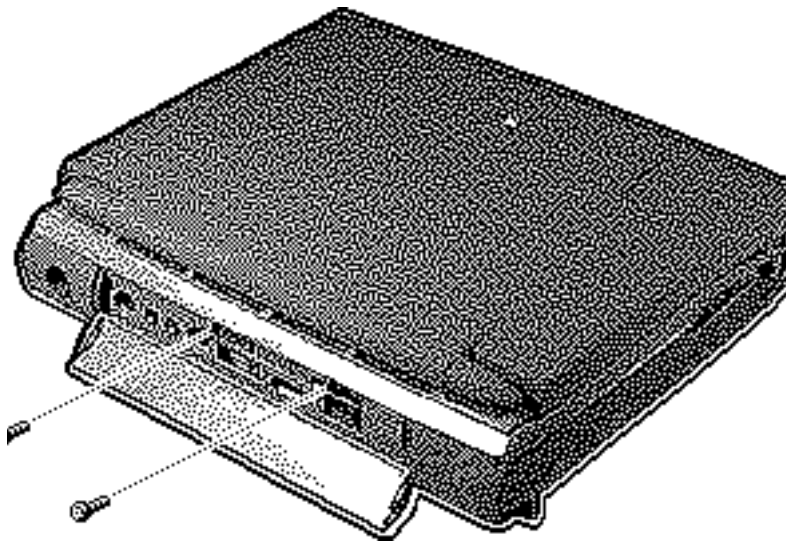




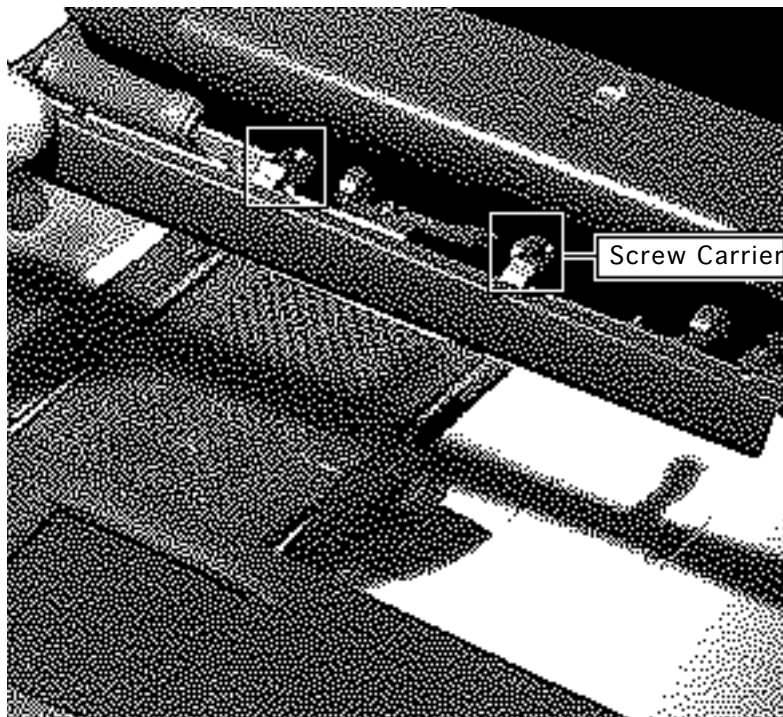
- 1 Using a T-8 torx driver, remove the two rear panel screws.

**Replacement Caution:**

When replacing the rear panel screws, be sure to install the right screw first (the screw nearest the SCSI port).







- 2 Pull the center base cover forward slightly and slide it 1/2 inch to the right to release the two screw carriers.
- 3 Remove the center base cover.



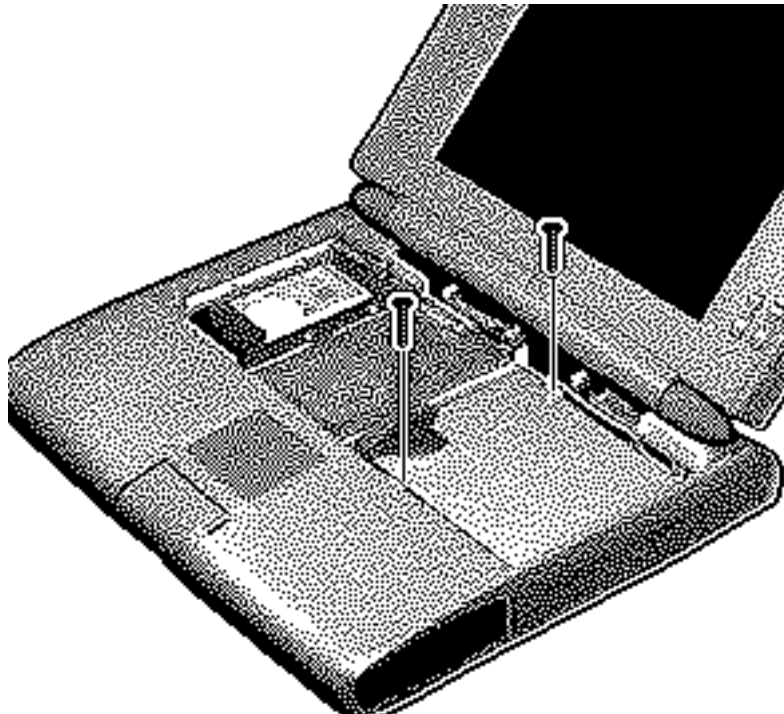


## Floppy Drive

Before you begin, remove the following:

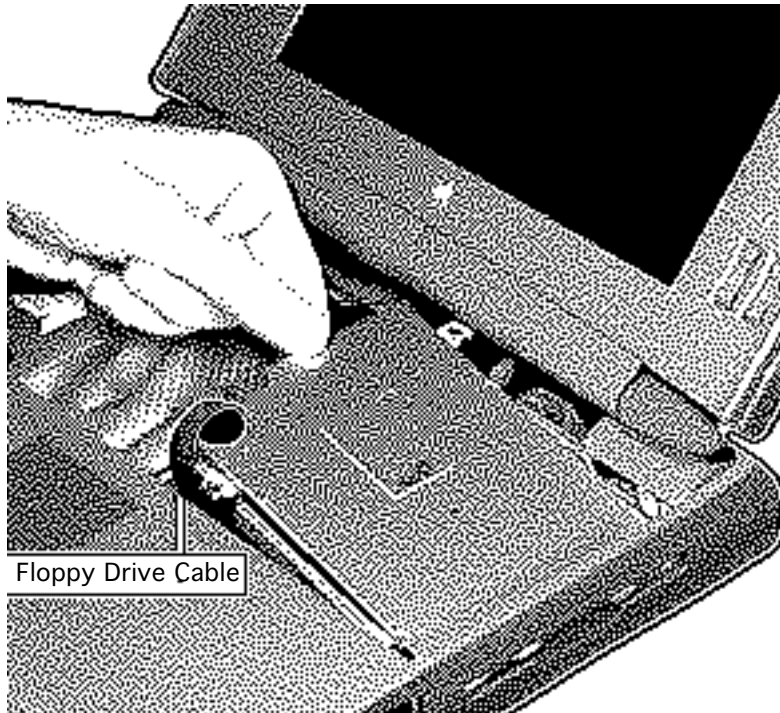
- Battery/PCMCIA module
- Keyboard
- Center base cover





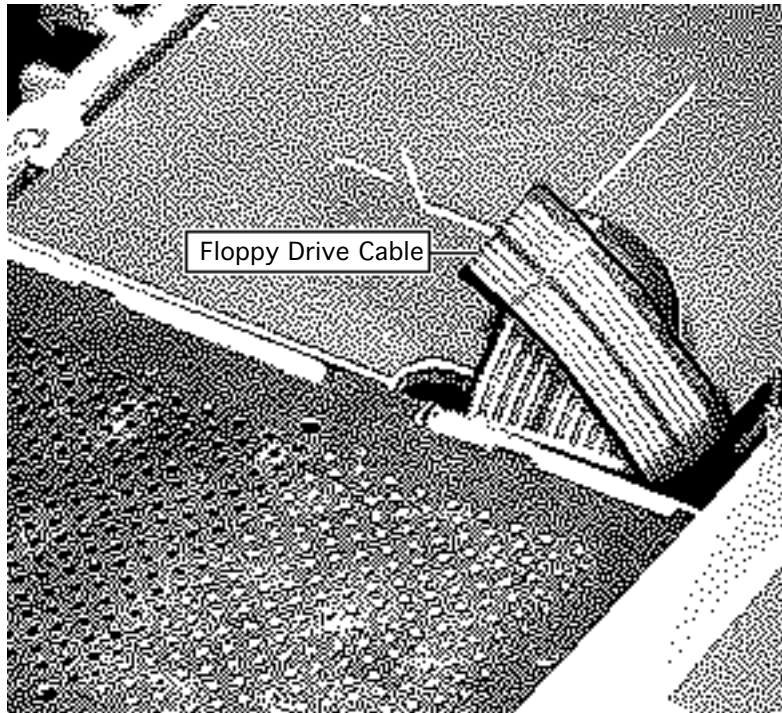
- 1 Using a T-8 torx driver, remove the two floppy drive screws.





- 2 Using a small flat-blade screwdriver, pry up the cable end of the floppy drive and slide the drive 1/2 inch to the left.
- 3 Slide the drive forward slightly and lift it partway out of the unit.
- 4 Disconnect the floppy drive cable from the motherboard and remove the drive.



**Replacement Caution:**

Before disconnecting the floppy drive cable from the drive, note the cable folds and the correct orientation of the cable connection. Because the cable connector is not keyed, the floppy drive cable could be reinserted upside down.

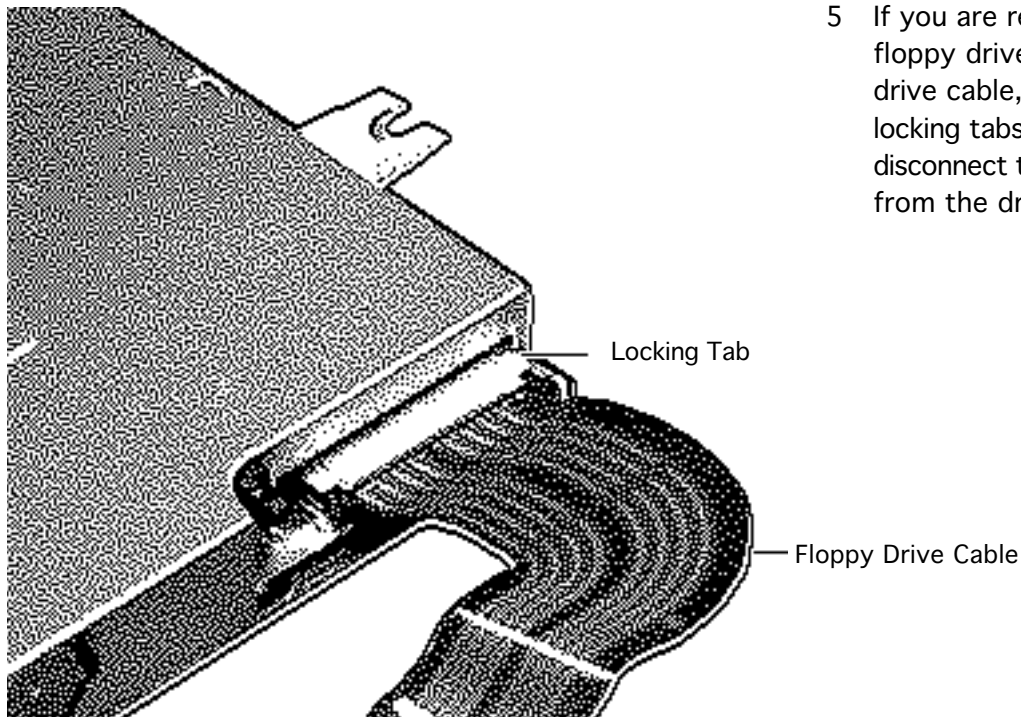
**Replacement Caution:**

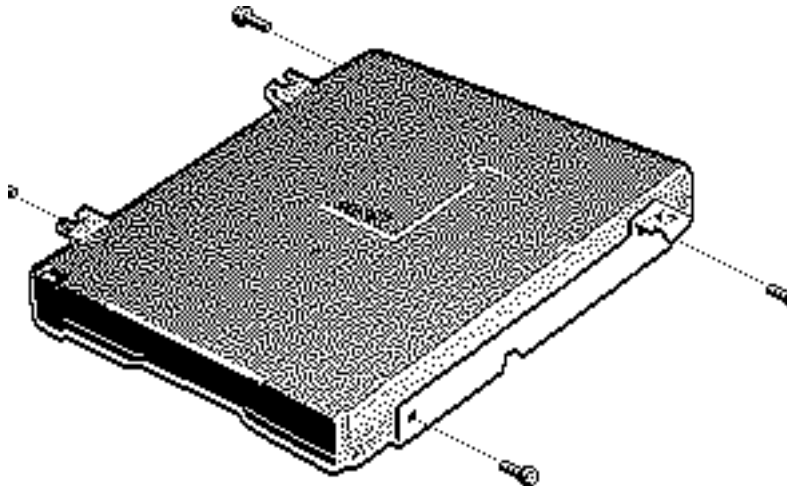
When you reinstall the floppy drive, make sure the floppy drive cable folds on top of the drive, not below it.





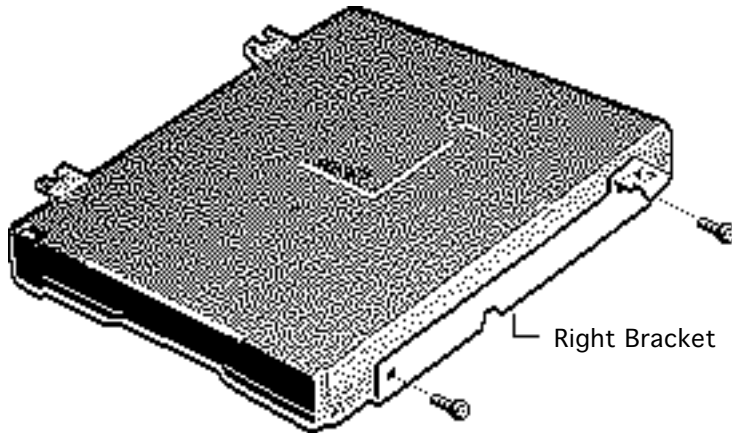
- 5 If you are replacing the floppy drive or floppy drive cable, release the locking tabs and disconnect the cable from the drive.





- 6 If you are replacing the floppy drive, remove the two right bracket screws and remove the right bracket.
- 7 Remove the two left bracket screws and remove the left bracket.





**Replacement Note:**

Reinstall the floppy drive brackets and floppy drive cable on the replacement floppy drive. Use the following procedure for the brackets:

- Start the screws in the right bracket.
- Push the front of the bracket toward the top of the floppy drive.
- Hold the bracket in this position and retighten the screws.
- Repeat for the left bracket.







**Replacement Caution:**

If the brackets are not pushed toward the top of the floppy drive, the floppy disk may not eject properly.



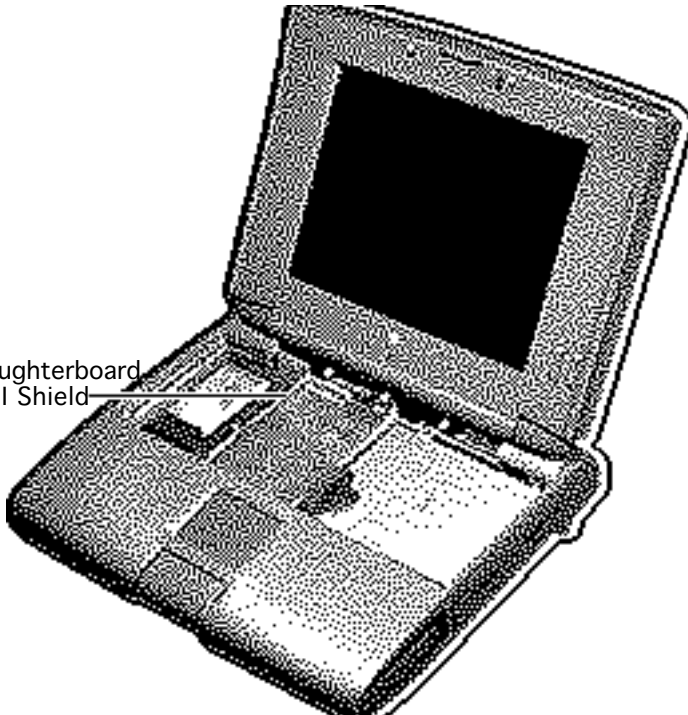


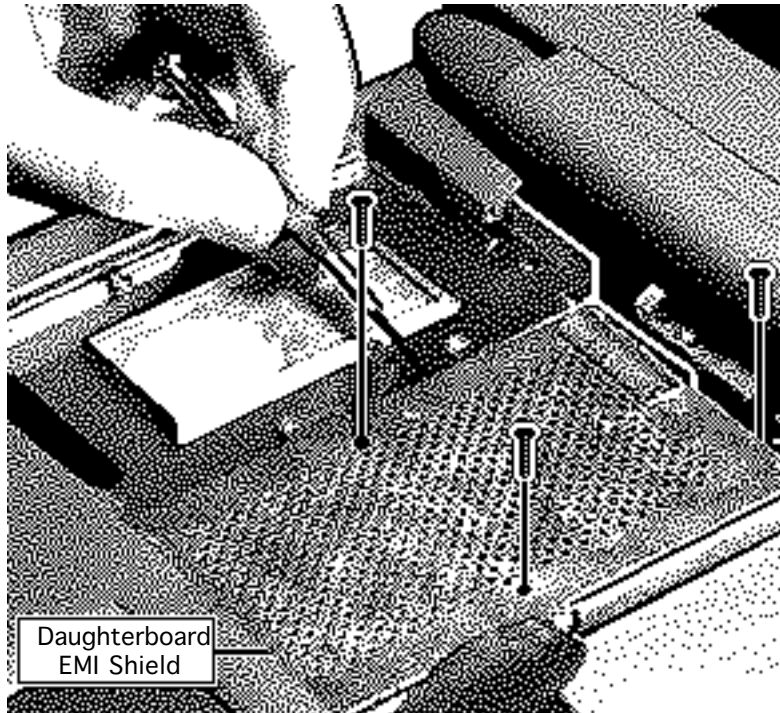
## Daughterboard EMI Shield

Before you begin, remove the following:

- Battery/PCMCIA module
- Keyboard
- Center base cover

Daughterboard  
EMI Shield

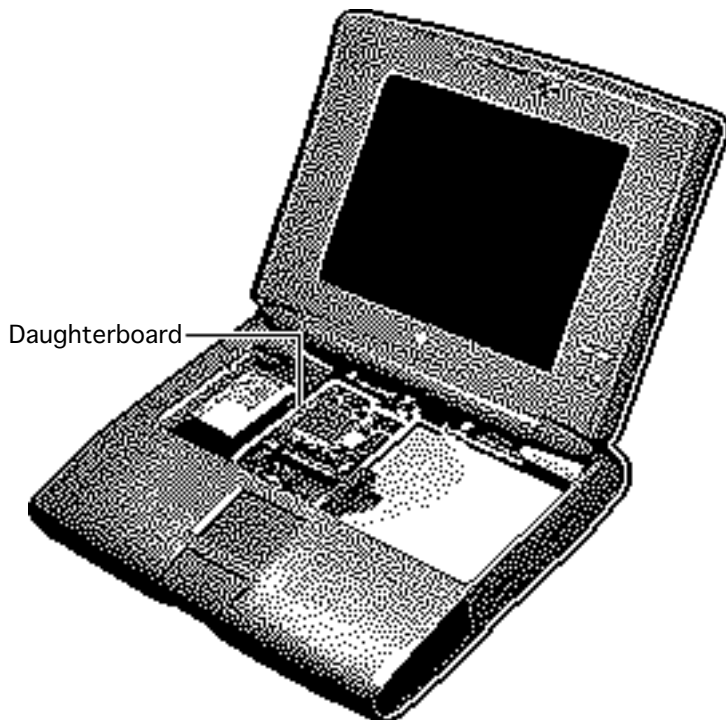




- 1 Remove the three mounting screws.
- 2 Using a small flat-blade screwdriver, pry up and remove the daughterboard EMI shield.

**Replacement Caution:** Make sure all the tabs on the sides of the shield fit inside the daughterboard guide.



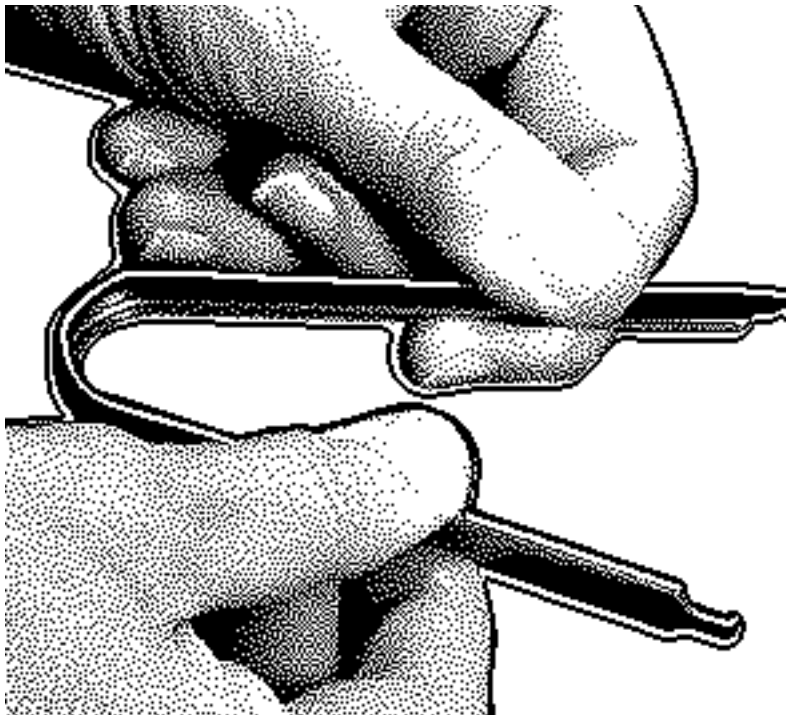


## Daughterboard

Before you begin, remove the following:

- Battery/PCMCIA module
- Keyboard
- Center base cover
- Daughterboard EMI shield
- RAM card (if installed)
- Modem card (if installed)

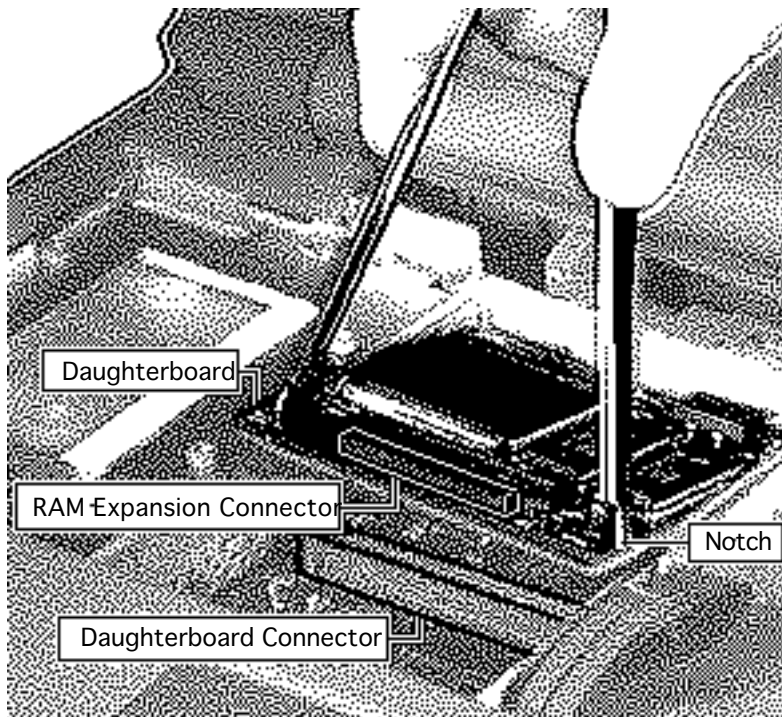




**Note:** To remove the daughterboard, you will need to adapt an IC extractor so that it has a wide grip.

- 1 Grasp an IC extractor by the legs and pull outward.





- 2 Remove the plastic retainer bar.
- 3 **Note:** The daughterboard is connected to the motherboard below the RAM card connector.

**Caution:** You may have to use some force to disconnect the daughterboard. Use an IC extractor, as illustrated. Do not pry up the board with a screwdriver.

Place the legs of the IC extractor in the notches at the end of the daughterboard and pull up.



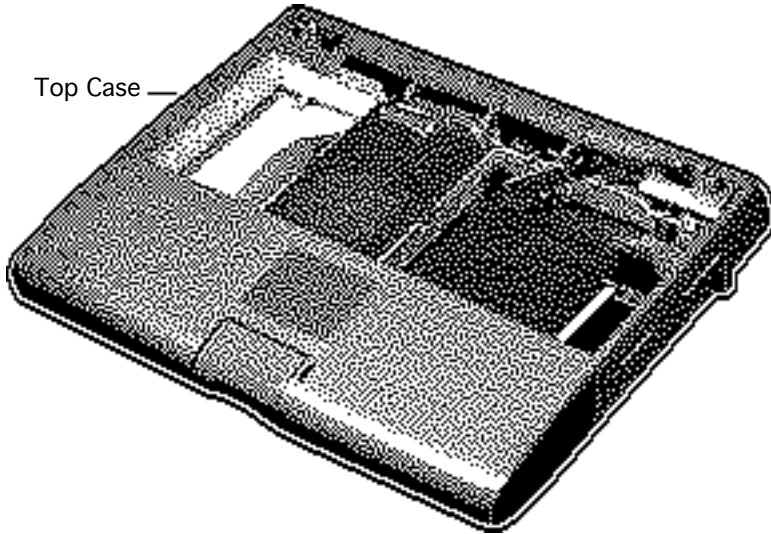


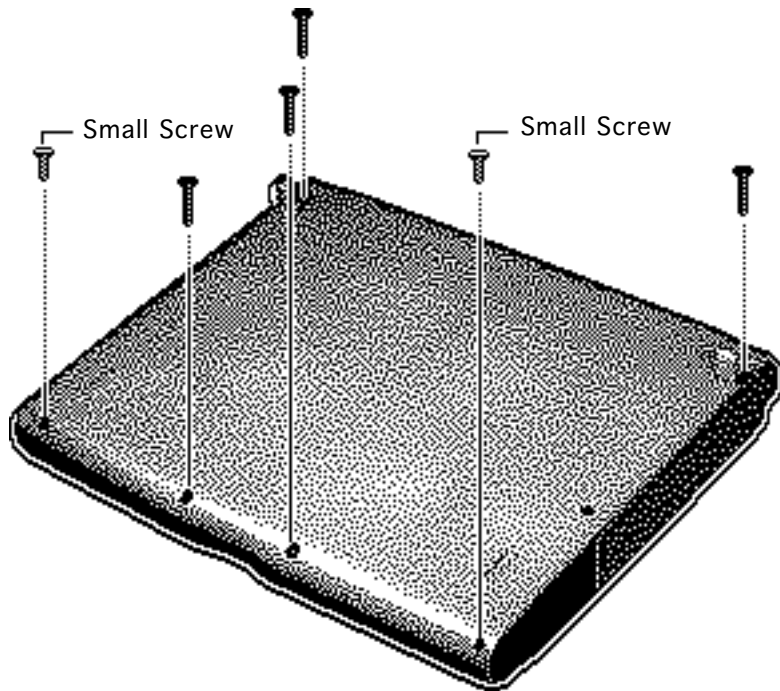
## Top Case

Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive

Top Case —





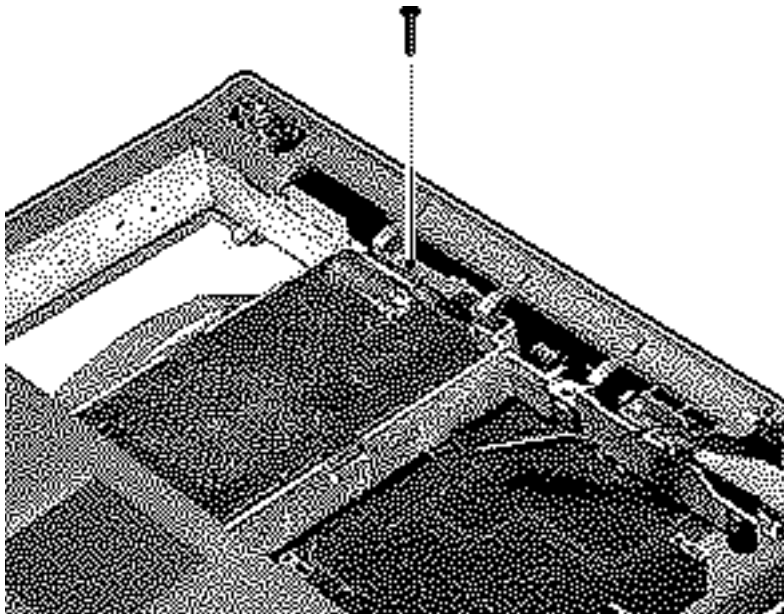
- 1 Rotate the feet to the up position.
- 2 Using a T-8 torx driver, remove the screw located under each foot.
- 3 Remove the four screws at the front edge of the bottom case.

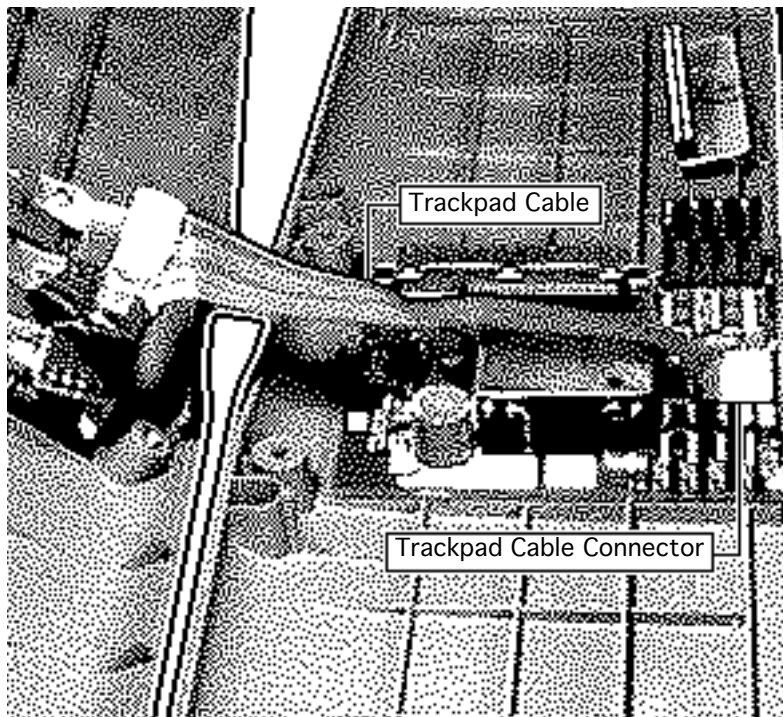






- 4 Remove the remaining screw on the inside top edge of the case.

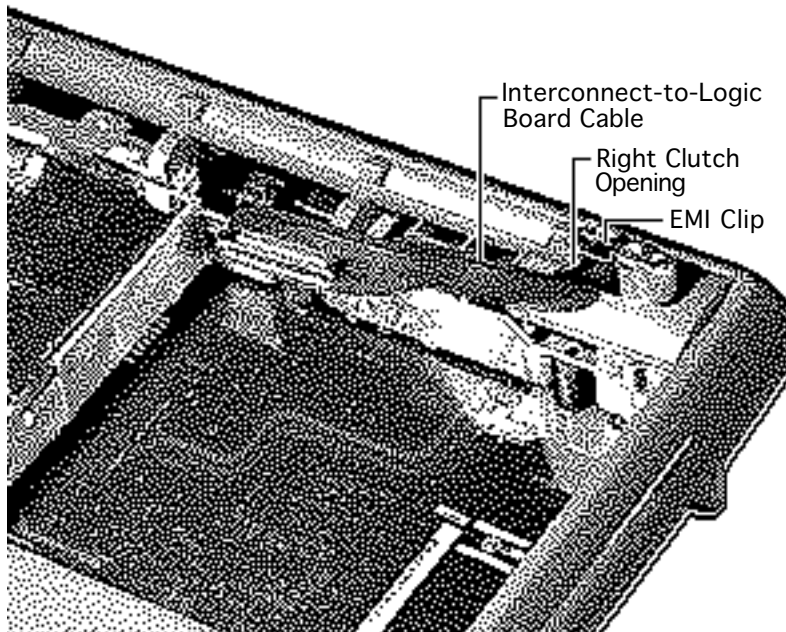




- 5 **Caution:** The top case is connected to the motherboard by the trackpad cable. Be careful not to lift the top case too far off the unit or you may damage the cable.

Carefully lift and rotate the top case toward you and disconnect the trackpad cable from the motherboard.





6 Remove the interconnect-to-logic board cable from the opening for the right clutch.

7 Remove the top case.

**Replacement Note:** Before securing the top case to the bottom case, thread the interconnect-to-logic board cable through the opening for the right clutch. Form a loop around the EMI clip by wrapping the cable from behind and then over and under the clip.

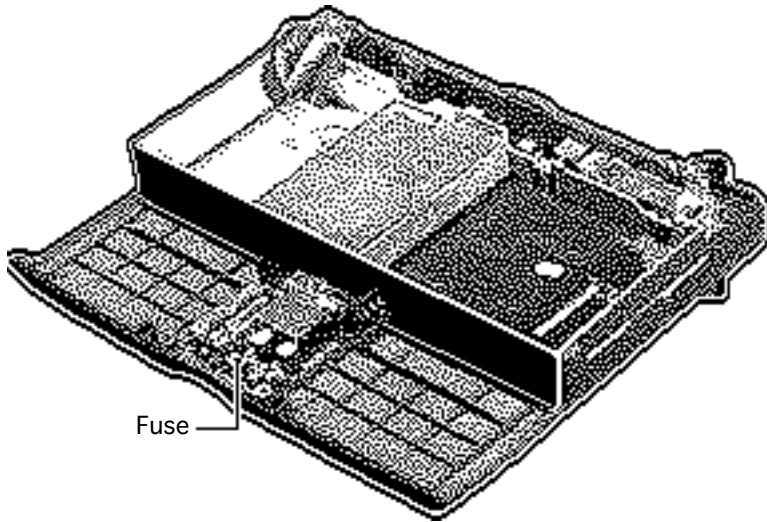


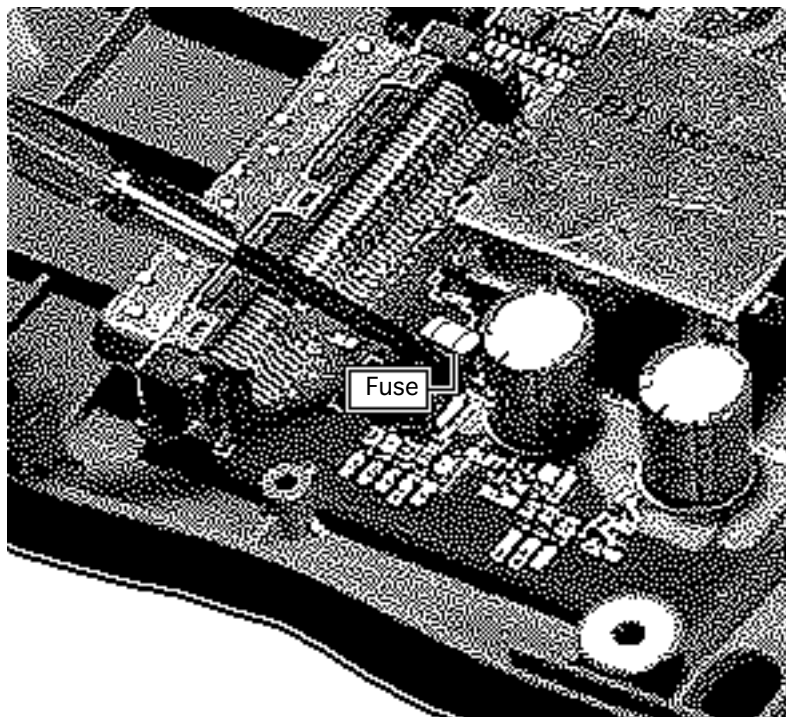


## Fuse

Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Top case





Using a small flat-blade screwdriver, pry up and remove the fuse.

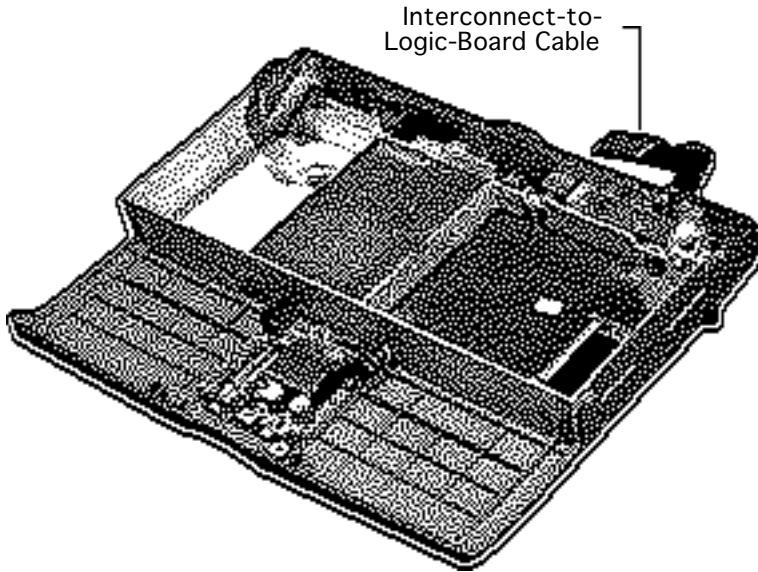


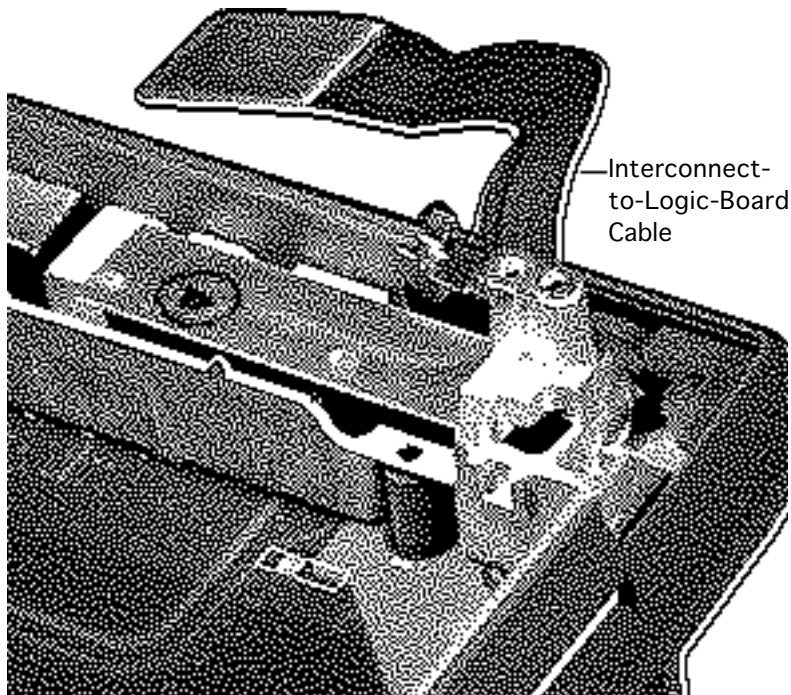


## Interconnect-to-Logic-Bd. Cable

Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Top case





**Caution:** Before disconnecting the interconnect-to-logic-board cable, note the correct orientation of the cable connection. Because the connector is not keyed, the cable could be reinserted upside down.

Disconnect the interconnect-to-logic-board cable from the motherboard and remove the cable.

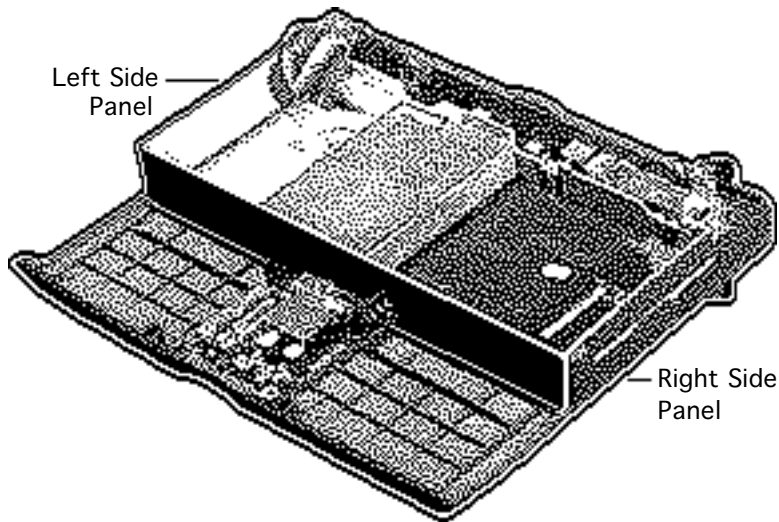




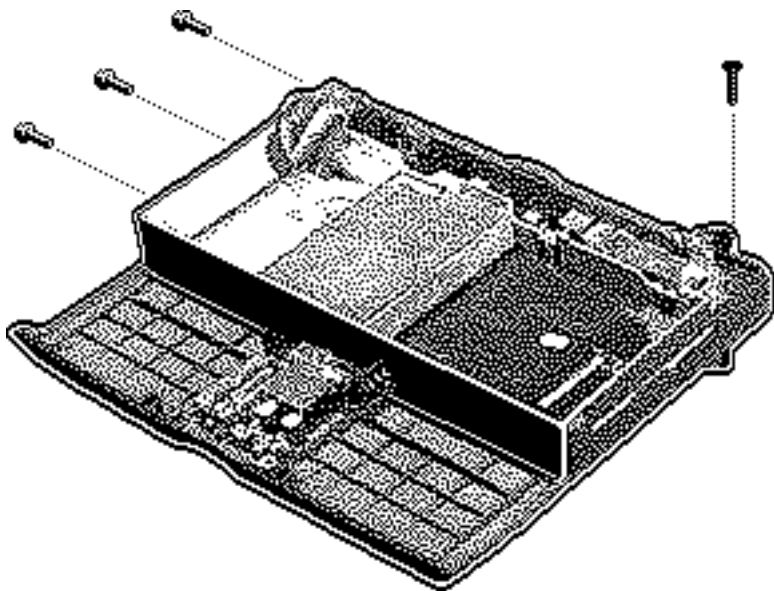
## Side Panels

Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Top case







- 1 Using a T-8 torx driver, remove the right side-panel mounting screw.
- 2 Lift the panel slightly, slide it back, and remove it from the CPU stiffener.
- 3 Using a T-8 torx driver, remove the three left side-panel mounting screws.
- 4 Slide the panel to the left and remove it from the CPU stiffener.

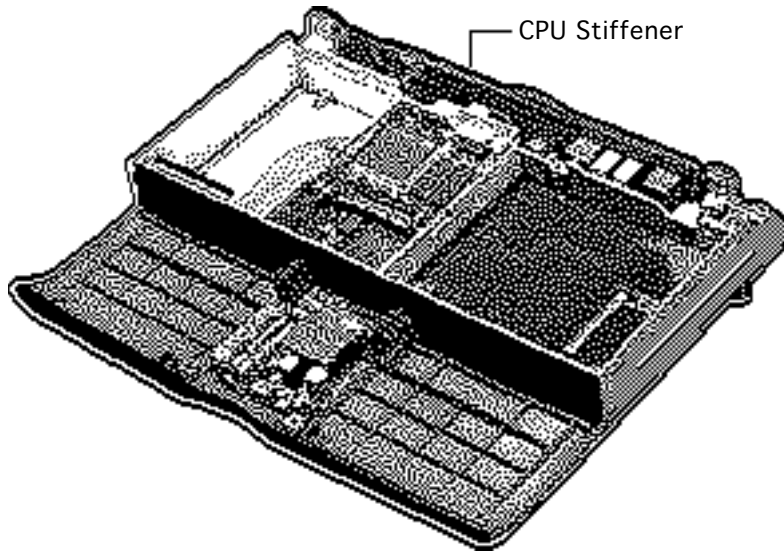


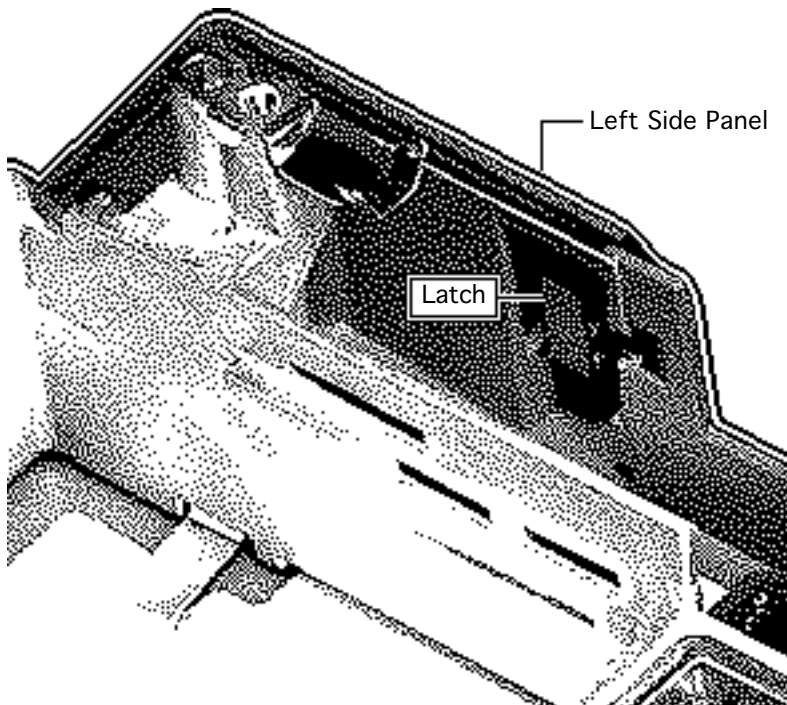


## CPU Stiffener

Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Daughterboard EMI shield
- Top case
- Interconnect-to-logic-bd. cable

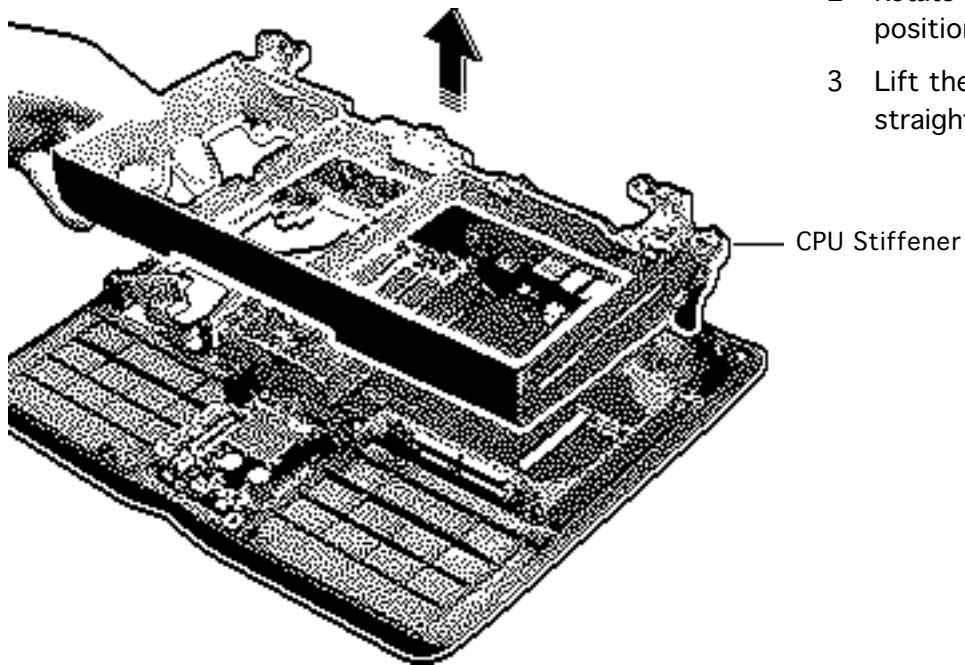




**Note:** In this take-apart procedure, the CPU stiffener is removed with the side panels attached. This procedure also explains how to remove the panels from the stiffener.

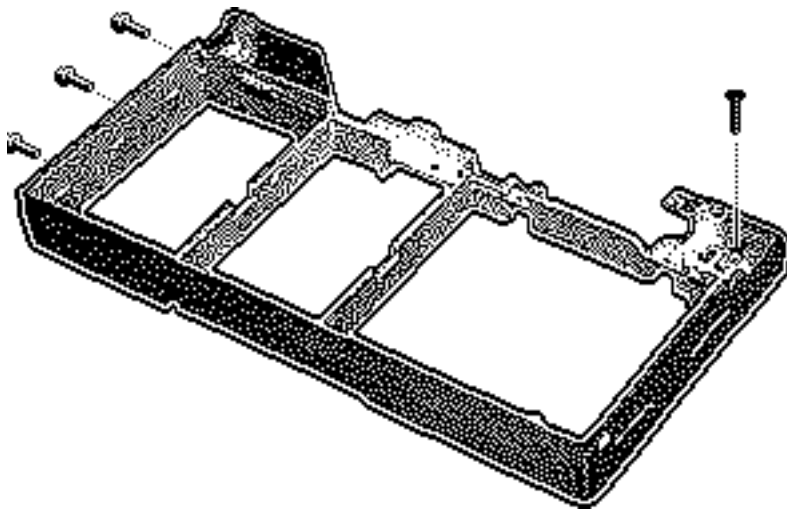
- 1 Unlatch the left side panel from the back panel.





- 2 Rotate the feet to the up position.
- 3 Lift the CPU stiffener straight off the unit.

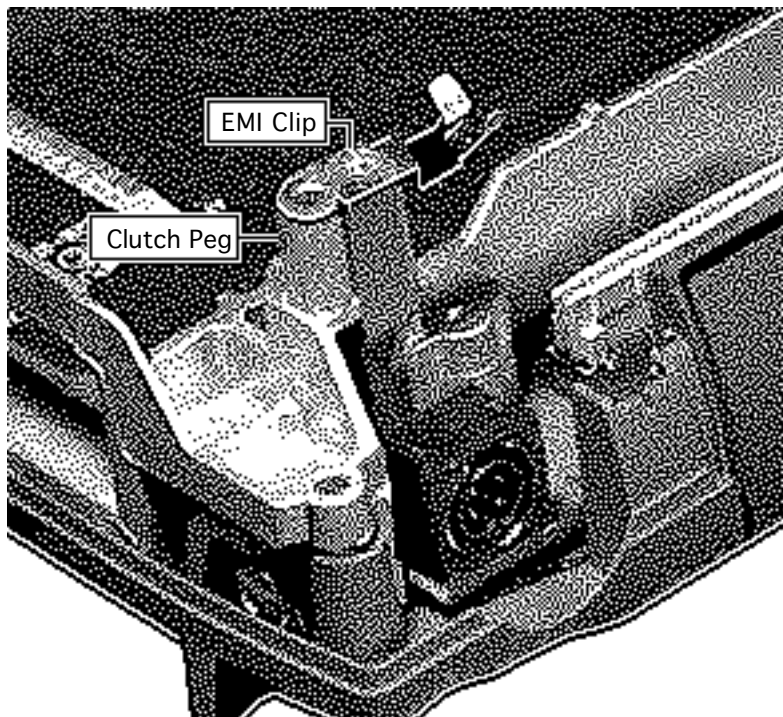




**Note:** If you are replacing the CPU stiffener, remove the side panels.

- 4 Using a T-8 torx driver, remove the right side-panel screw.
- 5 Lift the panel slightly, slide it back, and remove it from the CPU stiffener.
- 6 Using a T-8 torx driver, remove the three left side-panel screws.
- 7 Slide the panel to the left and remove it from the CPU stiffener.





**Replacement Caution:** Make sure both EMI clips fold on top of the clutch pegs. If the right clip accidentally folds backward and touches the pins for the power connector, the contact could short out the motherboard.

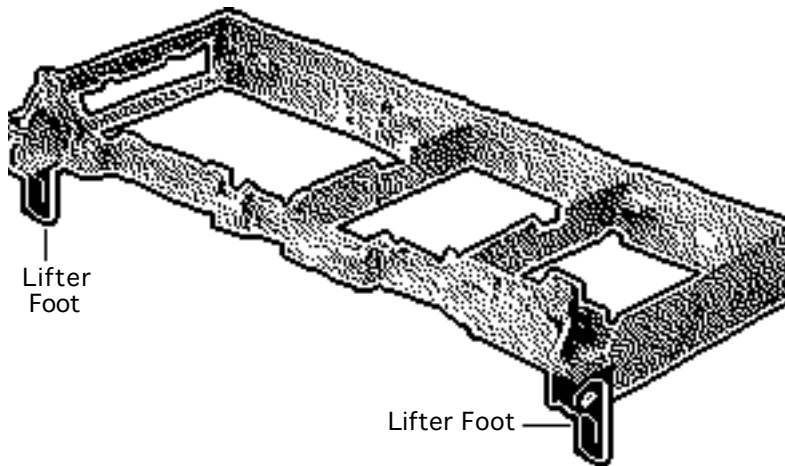




## Lifter Feet

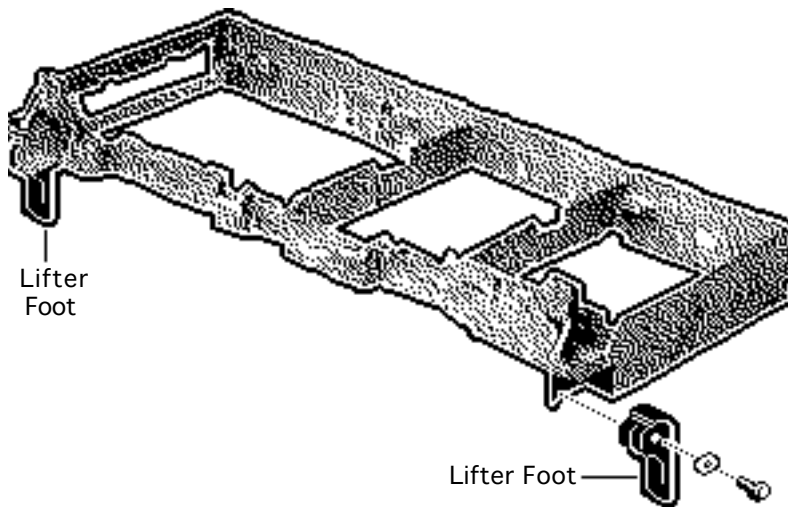
Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Daughterboard EMI shield
- Top case
- Interconnect-to-logic-bd. cable
- CPU stiffener





- 1 Remove the mounting screw and washer for the right lifter foot, and remove the foot.
- 2 Repeat for the left lifter foot.



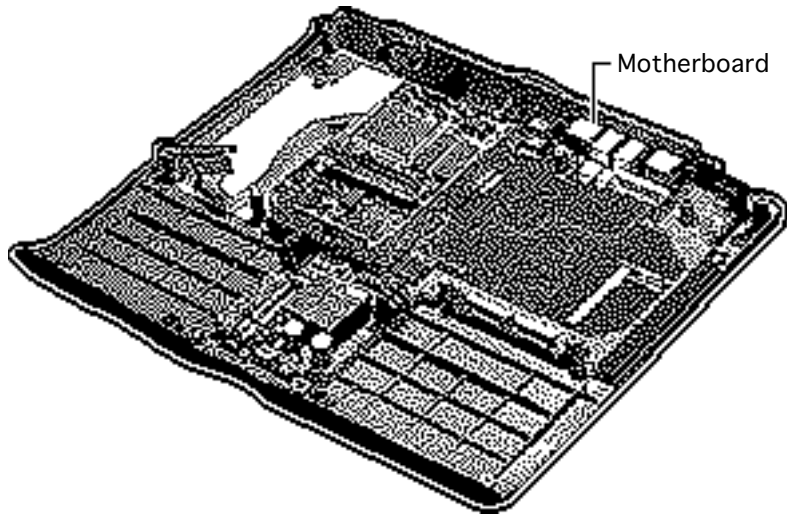


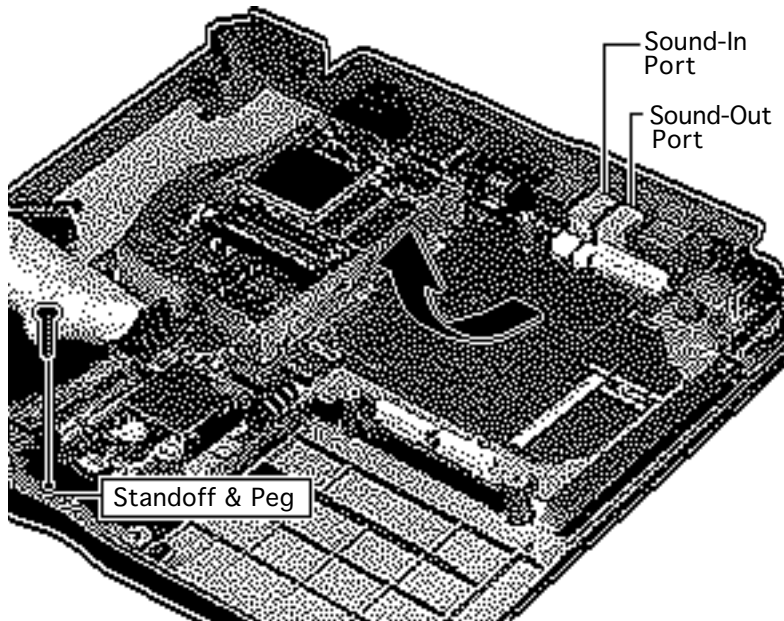


# Motherboard

Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Daughterboard EMI shield
- Top case
- Interconnect-to-logic-bd. cable
- CPU stiffener
- DAA card (if installed)

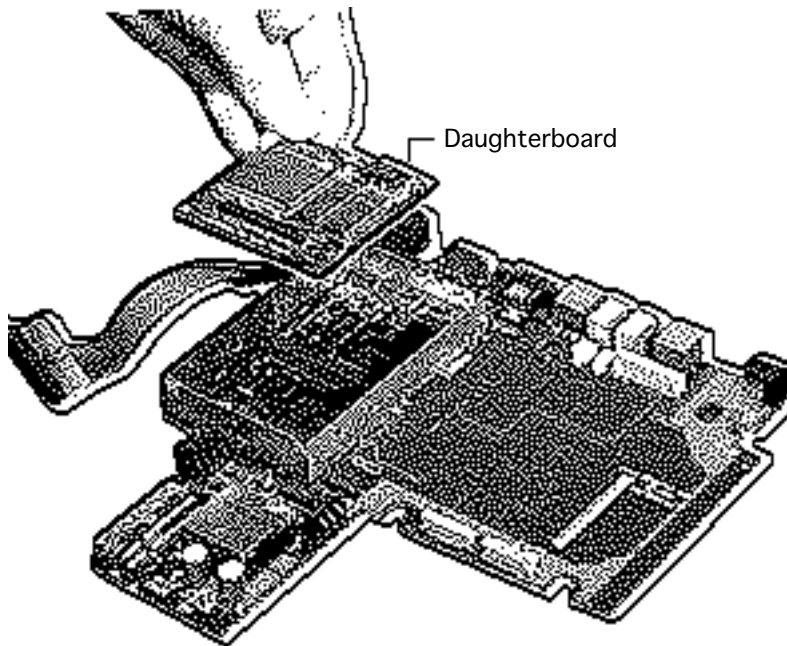




- 1 Remove the motherboard mounting screw and standoff.
- 2 Carefully pry the motherboard from the positioning peg located below the standoff.
- 3 Slide the board forward 1/4 inch.
- 4 **Caution:** In lifting the motherboard, be careful that the sound-in and sound-out ports clear the openings in the rear panel.

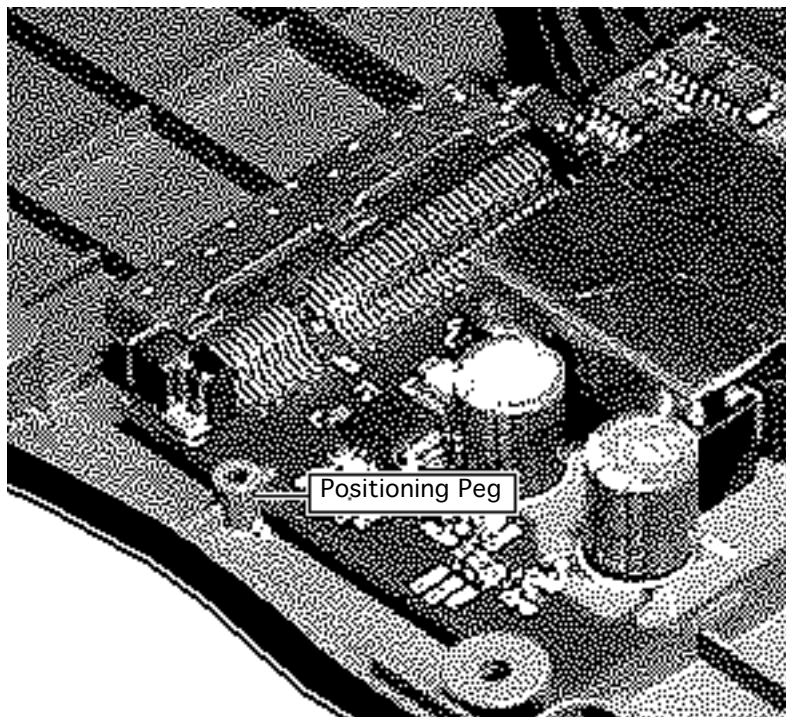
Lift off the motherboard.





- 5 If you are replacing the motherboard, disconnect the RAM card (if installed), daughterboard, and modem card (if installed).



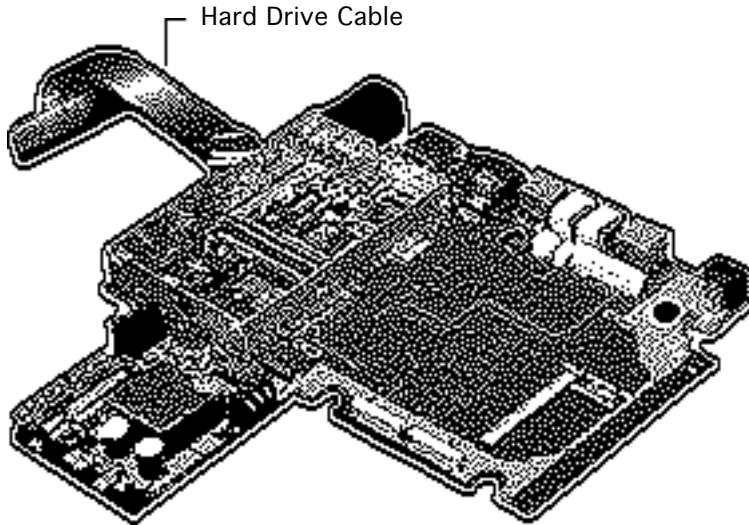


**Replacement Note:** Make sure the front of the motherboard fits securely below the positioning peg on the bottom case.





## Hard Drive Cable



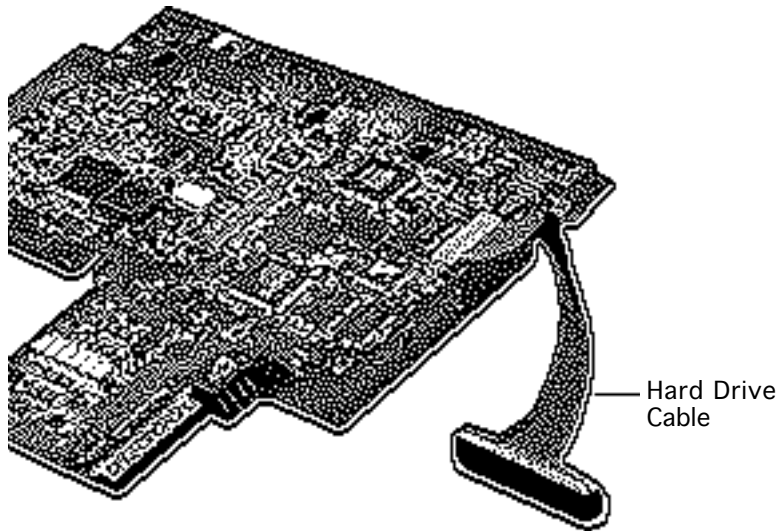
Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Daughterboard EMI shield
- Top case
- Interconnect-to-logic-bd. cable
- CPU stiffener
- Motherboard





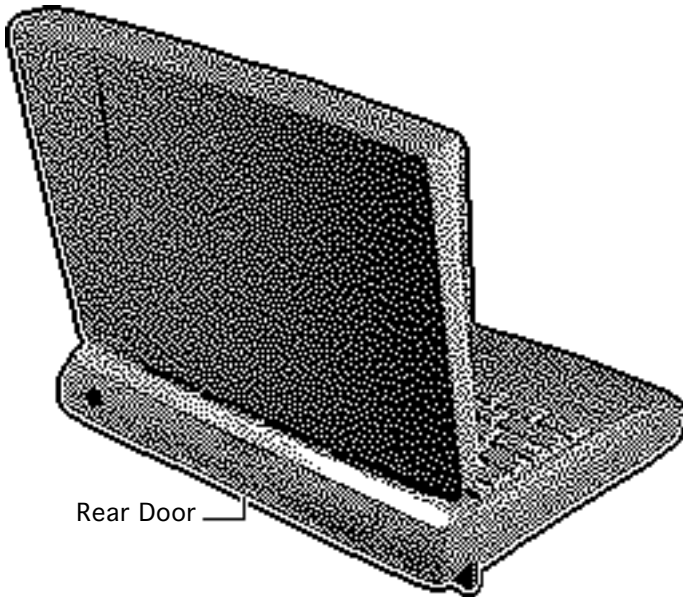
- 1 Turn over the motherboard.
- 2 Disconnect the hard drive cable from the motherboard.





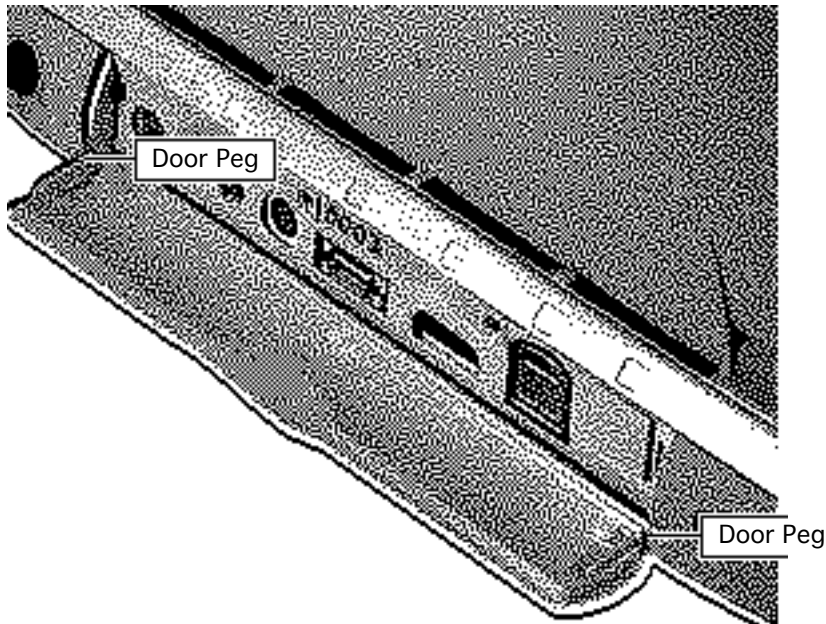
## Rear Door

No preliminary steps are required.



Rear Door





- 1 Open the rear door.
- 2 Carefully bend the door so that the middle bows downward.
- 3 Unhinge the bottom door pegs and remove the rear door.



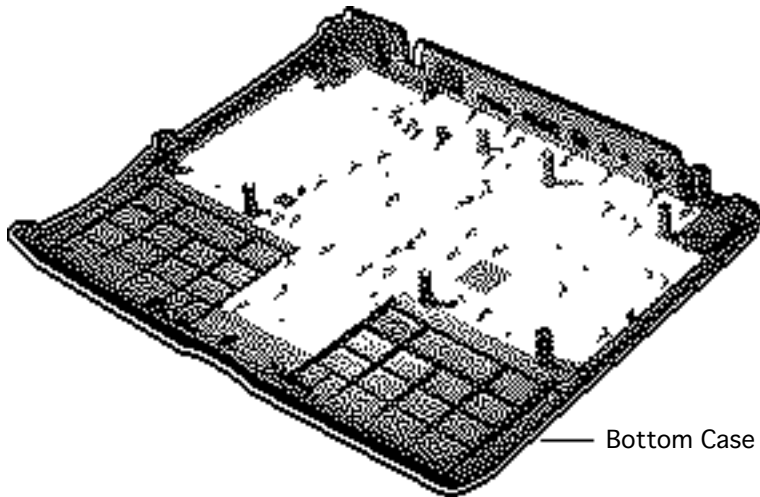




## Bottom Case

To remove the bottom case, remove the following:

- Battery/PCMCIA module
- Rear door
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Daughterboard EMI shield
- Top case
- Interconnect-to-logic-bd. cable
- Side panels





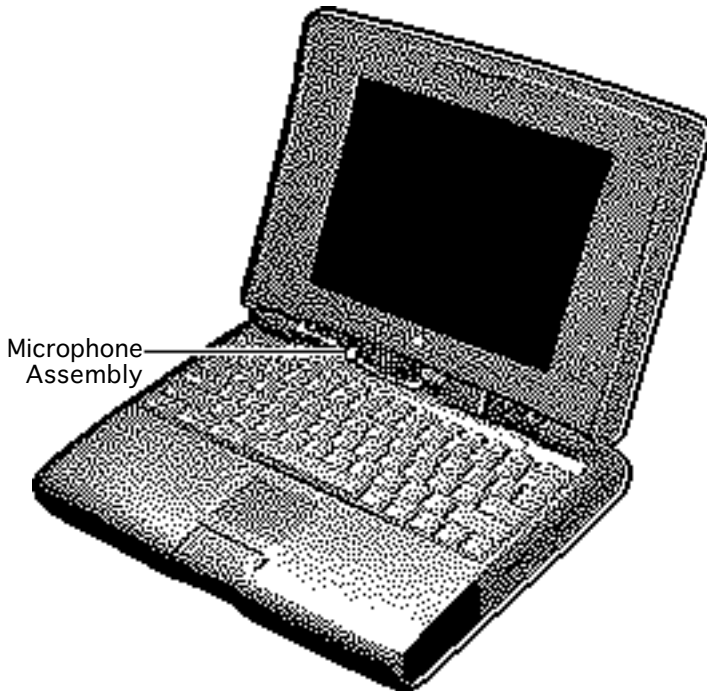
- CPU stiffener
- Motherboard

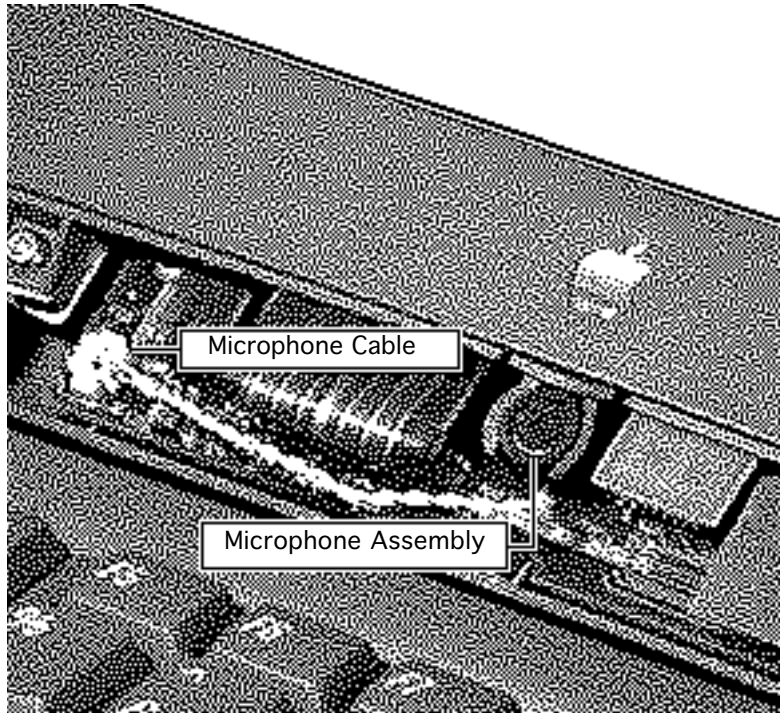


## Microphone Assembly

Before you begin, remove the following:

- Battery/PCMCIA module
- Display access cover





- 1 Carefully disconnect the microphone cable from the interconnect board.
- 2 Using a small flat-blade screwdriver, pry up and remove the microphone assembly.

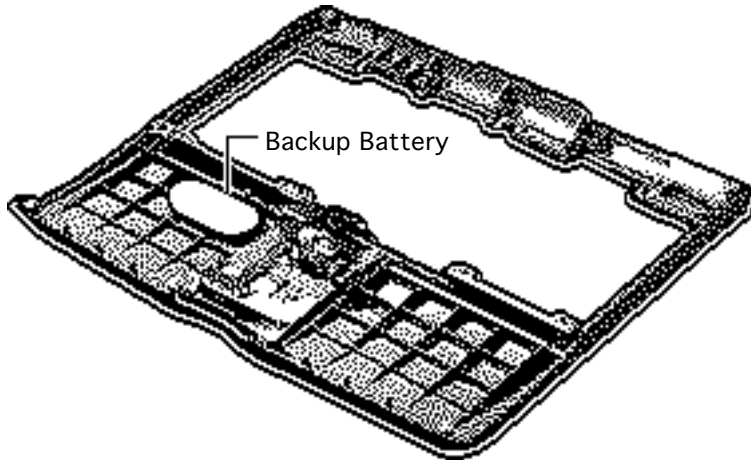


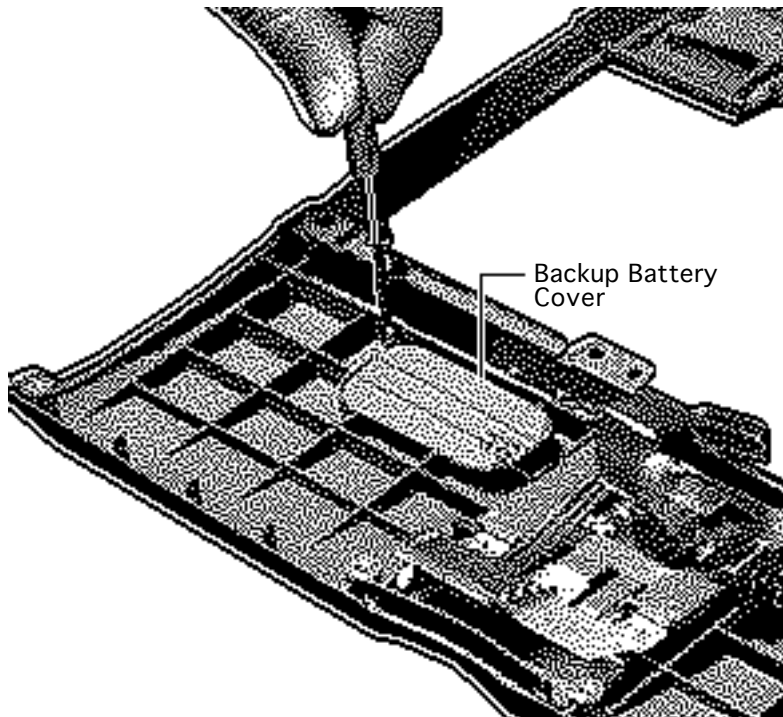


## Backup Battery

Before you begin, remove the following:

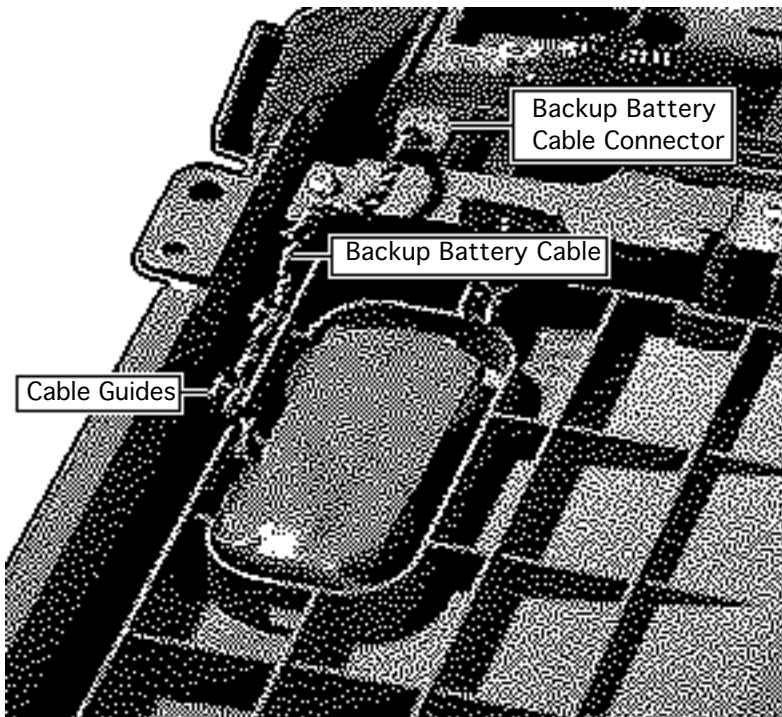
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Top case





- 1 Using a small flat-blade screwdriver, pry up and remove the backup battery cover.





- 2 Carefully disconnect the backup battery cable.
- 3 Remove the cable from the cable guides.
- 4 Pry up and remove the backup battery and cable.

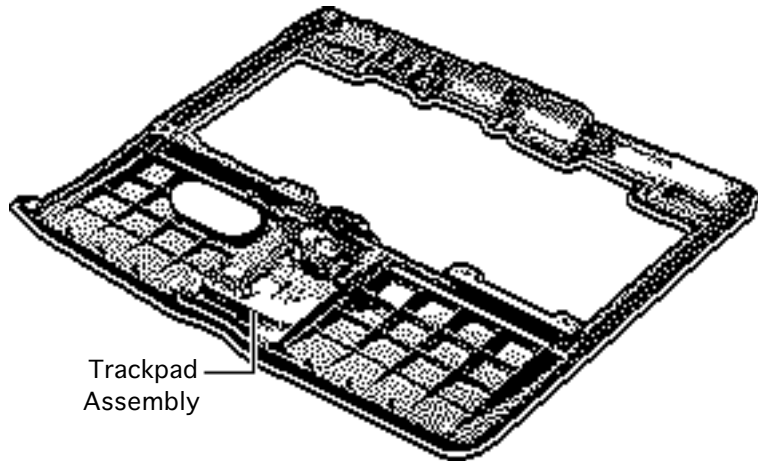




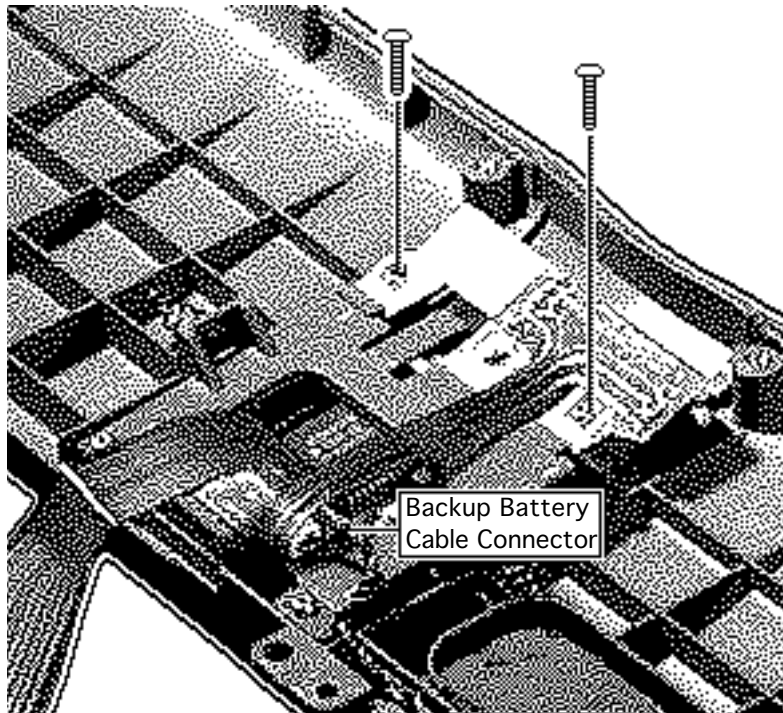
## Trackpad Assembly

Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Top case

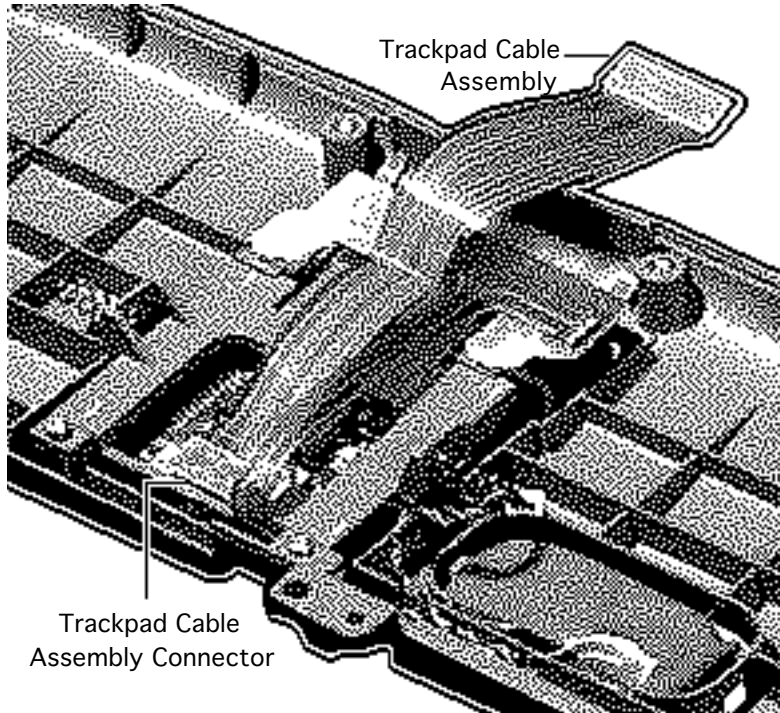






- 1 Disconnect the backup battery cable.
- 2 Using a T-8 torx driver, remove the front two mounting screws.





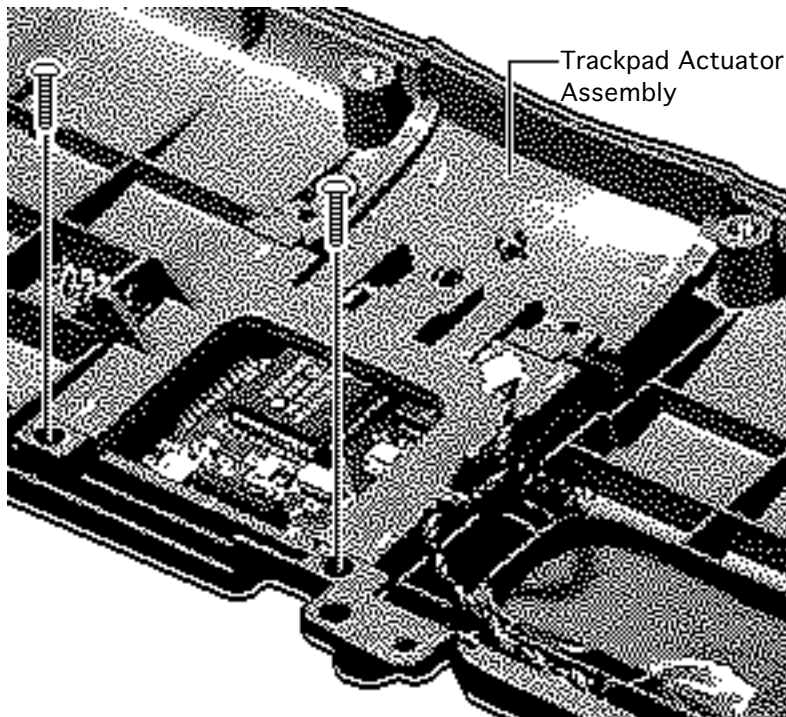
- 3 **Note:** The trackpad cable assembly includes the display actuator switch and the trackpad button.

Disconnect the trackpad cable assembly and remove it from the unit.

**Replacement Note:** Reconnect the backup battery cable before reconnecting the trackpad cable assembly.

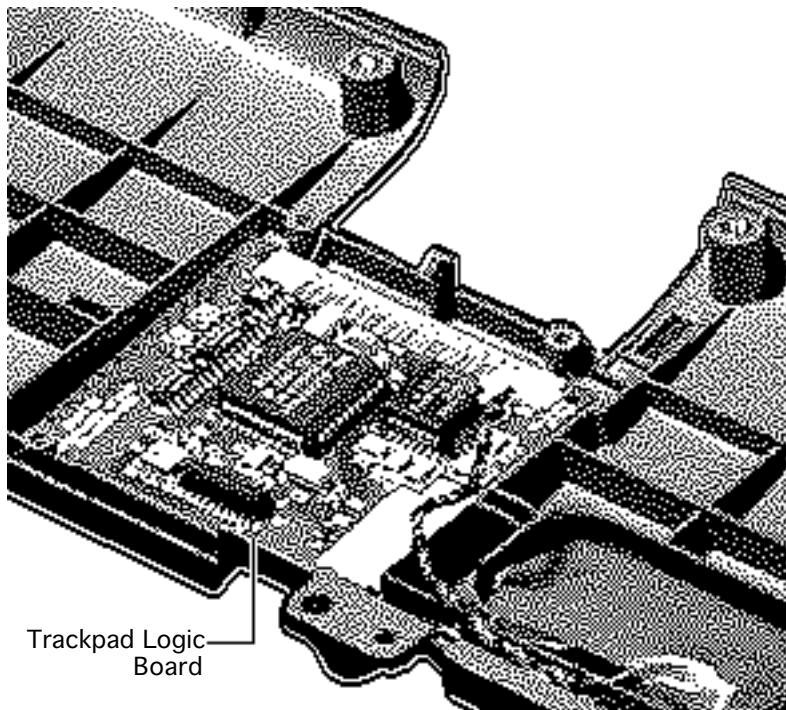
**Replacement Note:** Before securing the two screws, make sure the flex cable routes on top of the assembly.





- 4 Using a T-8 torx driver, remove the remaining two mounting screws.
- 5 Pry up and remove the trackpad actuator assembly.





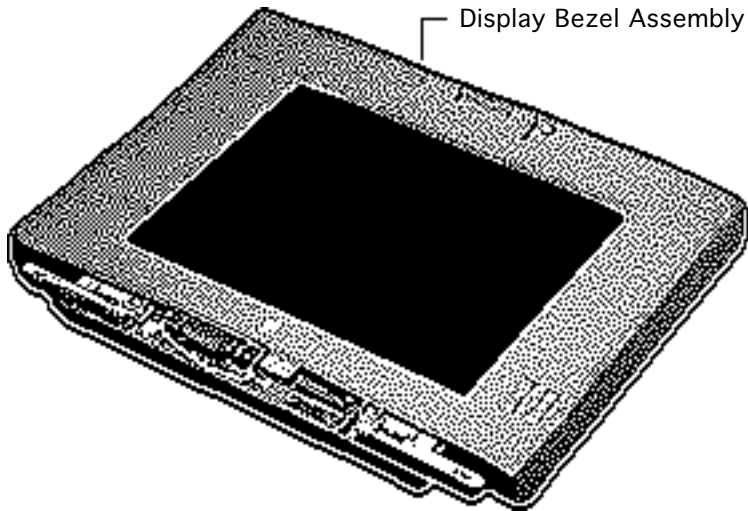
Trackpad Logic Board

- 6 With your fingers, push up from underneath the trackpad logic board and remove it from the top case.





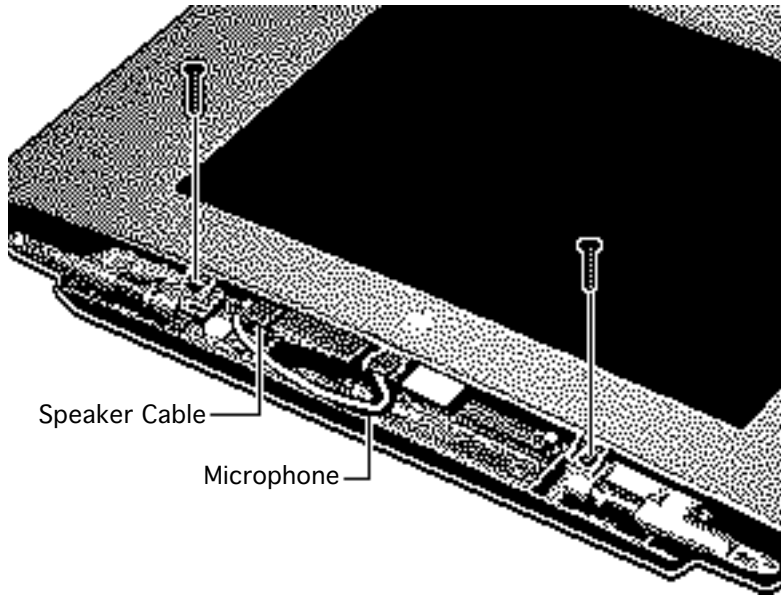
## Display Bezel Assembly



Before you begin, remove the following:

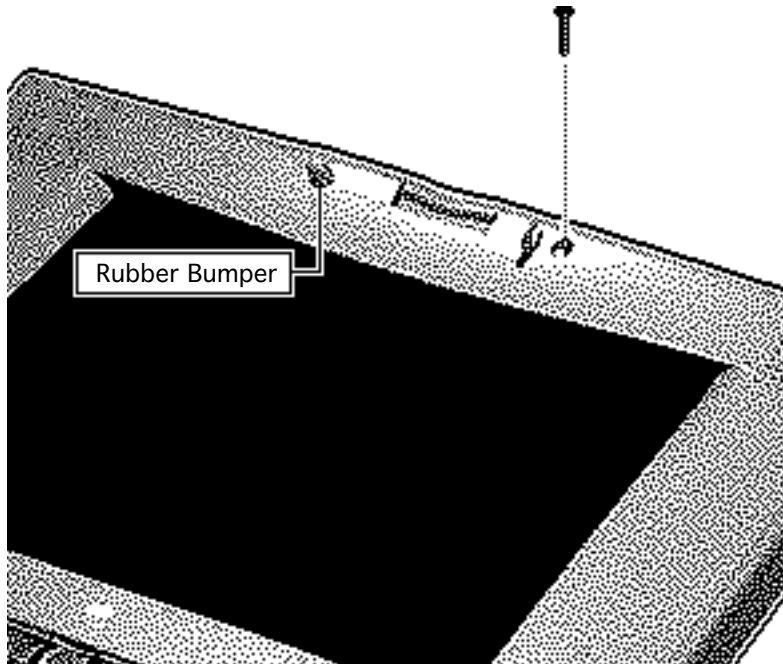
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly





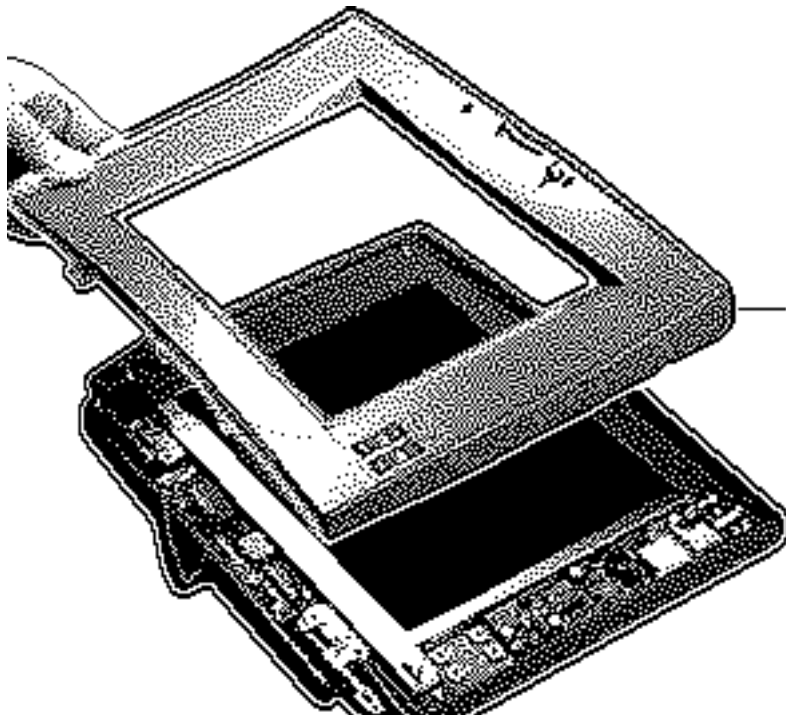
- 1 Remove the microphone from the plastic retainer.
- 2 Disconnect the speaker cable from the interconnect board.
- 3 Remove the bottom two bezel mounting screws.





- 4 Pry off the two rubber bumpers.
- 5 Remove the top two bezel mounting screws.





- 6 **Note:** Two hooks on each side of the bezel secure it to the rear housing.

Pull the display bezel forward and lift it off the rear housing.

— Display Bezel





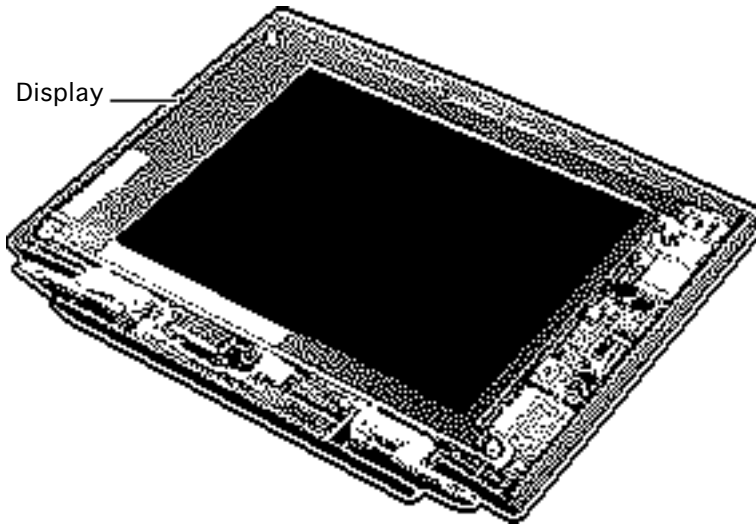


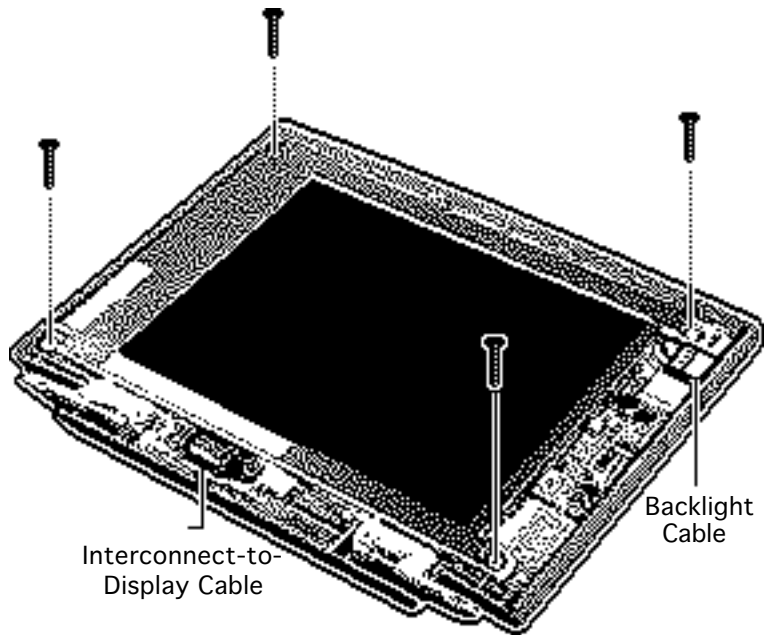
## Display

Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly

**Note:** The display EMI shield is attached to the display with adhesive. Pry up the shield carefully when removing it from the display.



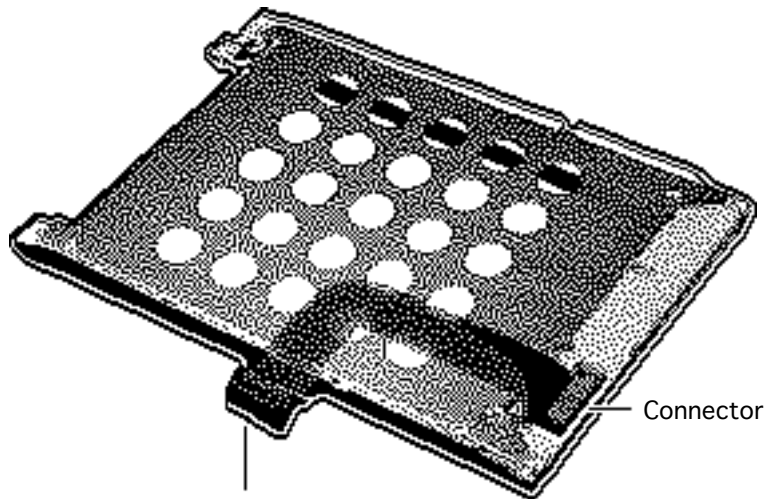


- 1 Fold back the display EMI shield from the top and side edges of the display.
- 2 Remove the four mounting screws.
- 3 Disconnect the backlight cable from the inverter board.
- 4 Disconnect the interconnect-to-display cable from the interconnect board.
- 5 Lift the display from the rear housing.





- 6 If you are replacing the display, disconnect and remove the interconnect-to-display cable from the back of the display.



Interconnect-to-Display Cable

Connector

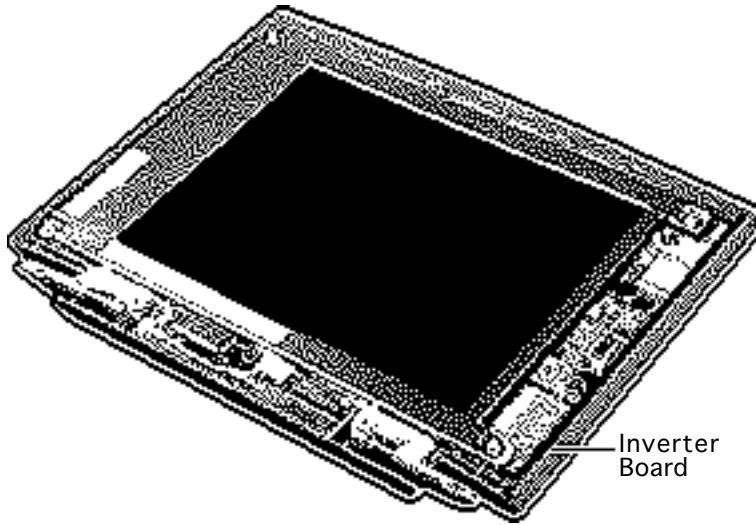




## Inverter Board

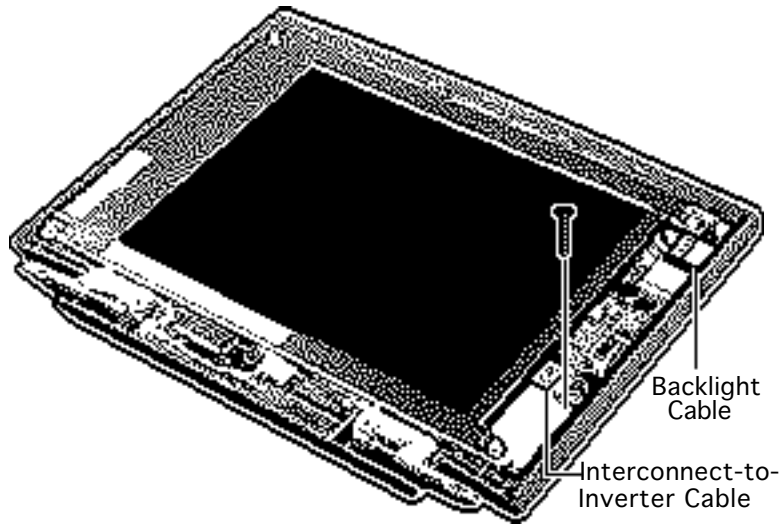
Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly



**Note:** The display EMI shield covers the inverter board and attaches to the display with adhesive. Pry up the shield carefully before removing the inverter board.





- 1 Fold back the display EMI shield from the right edge of the display.
- 2 Remove the inverter board mounting screw.
- 3 Disconnect the interconnect-to-inverter cable and the backlight cable.
- 4 Remove the inverter board.

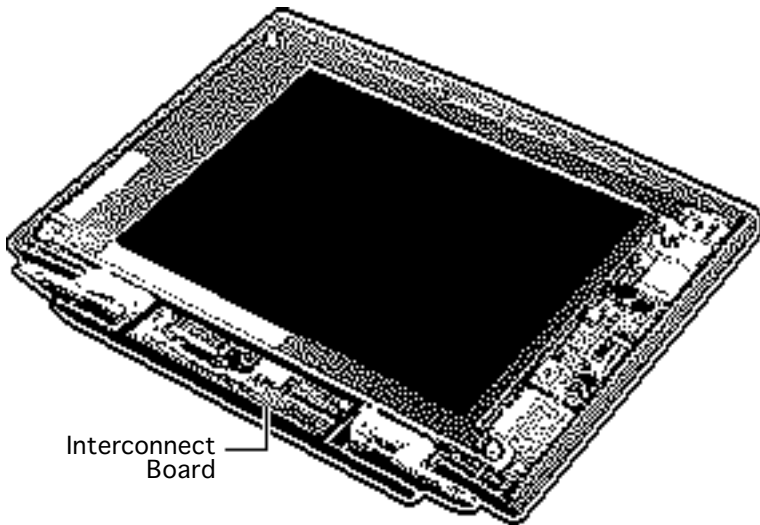




## Interconnect Board

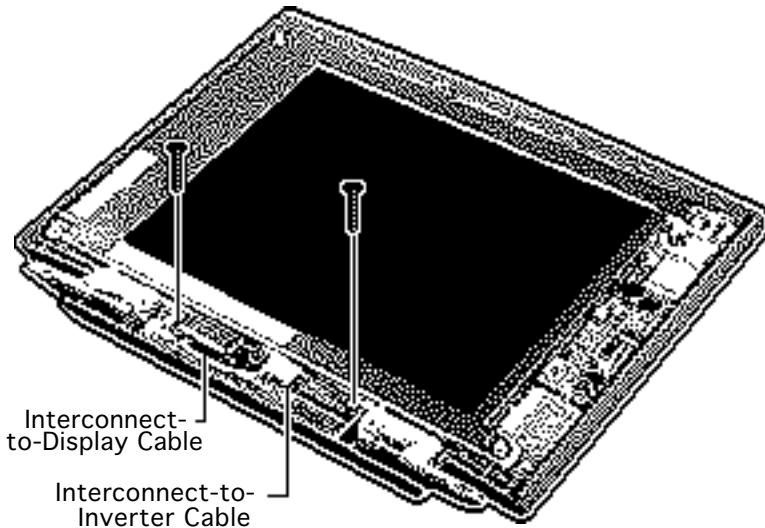
Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly



Interconnect Board





- 1 Disconnect the interconnect-to-display cable and the interconnect-to-inverter cable.
- 2 Remove the two mounting screws.
- 3 Remove the interconnect board.

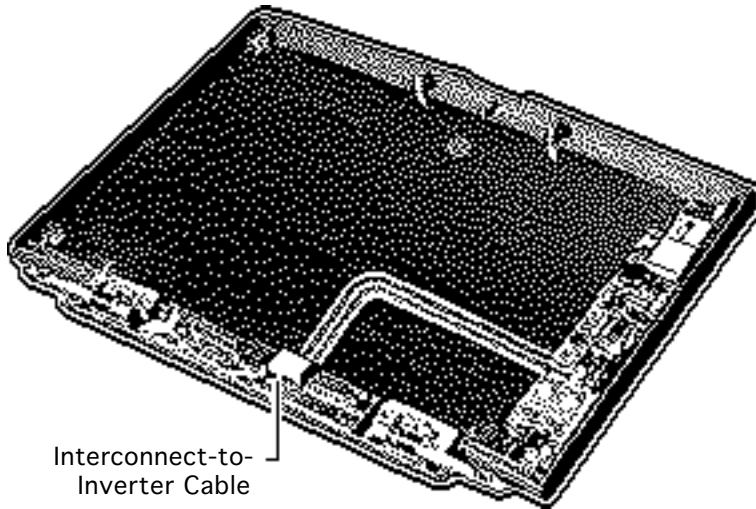




## Interconnect-to-Inverter Cable

Before you begin, remove the following:

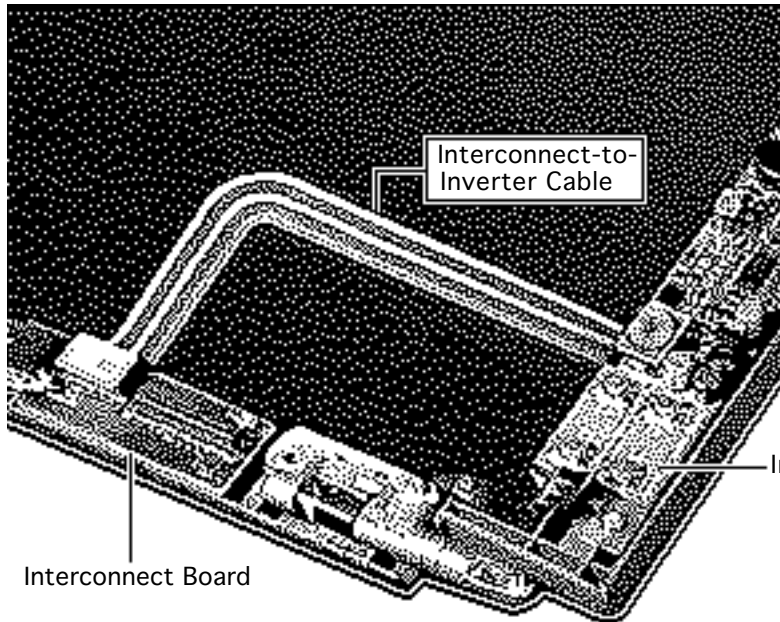
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly
- Display



Interconnect-to-Inverter Cable







- 1 Disconnect the interconnect-to-inverter cable from the interconnect and inverter boards.
- 2 Remove the cable.

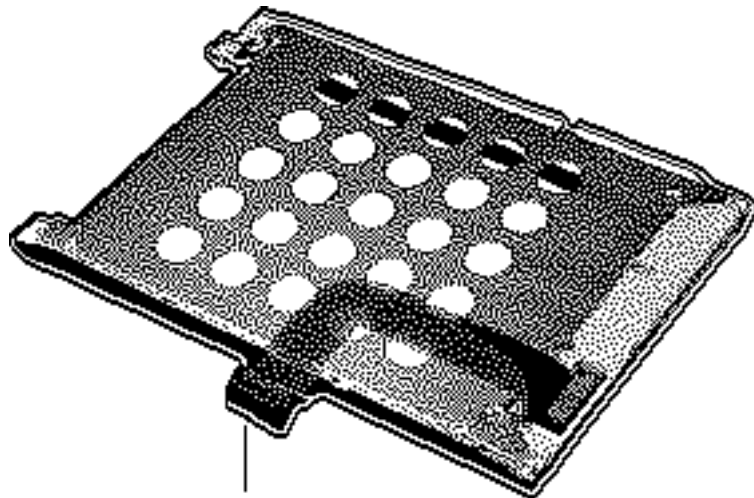




## Interconnect-to-Display Cable

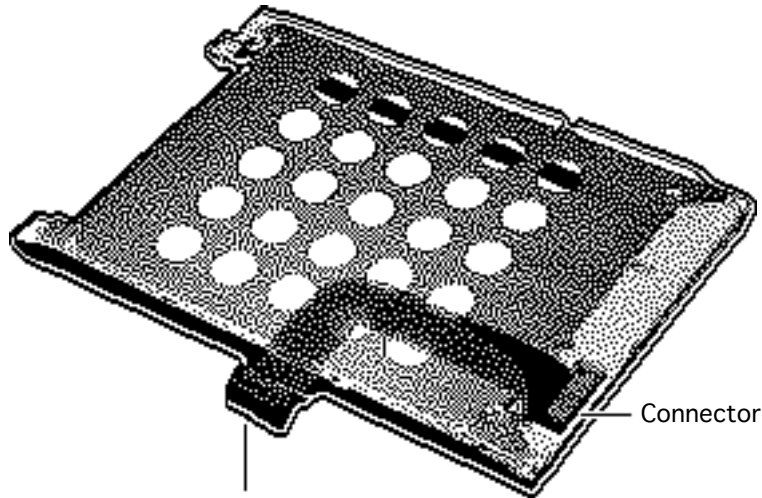
Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly
- Display



Interconnect-to-Display Cable





Interconnect-to-Display Cable

Connector

- 1 Disconnect the interconnect-to-display cable from the back of the display.
- 2 Remove the cable.

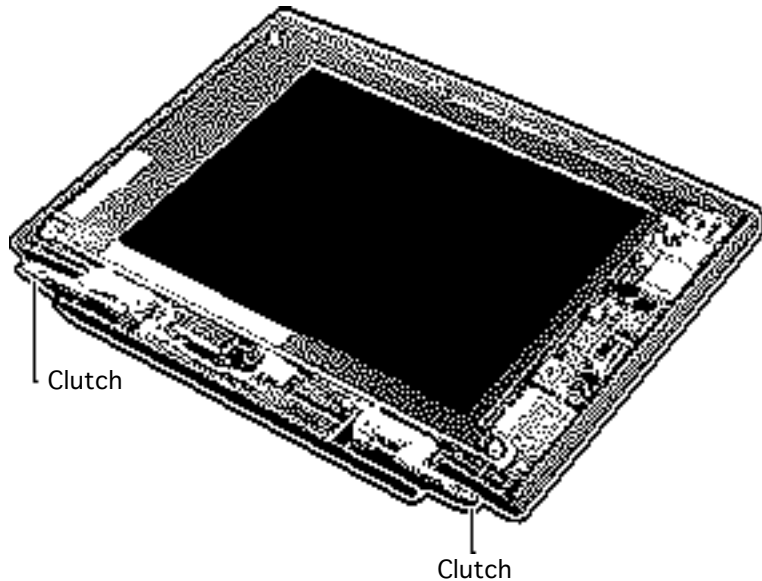


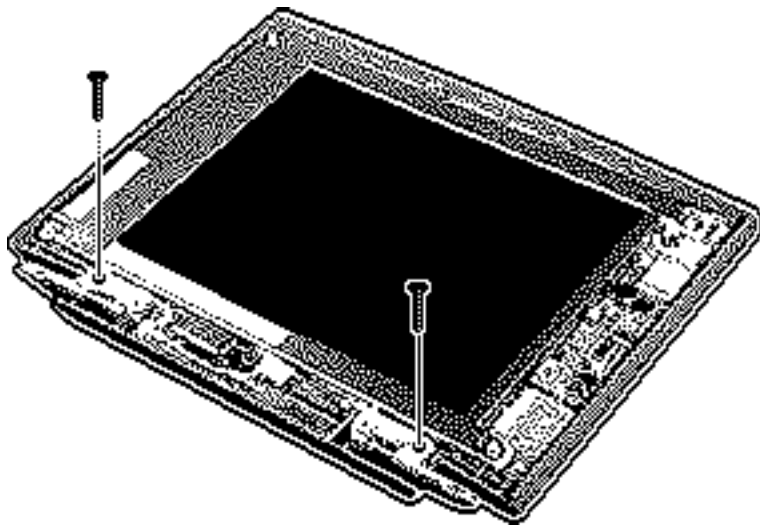


## Clutches

Before you begin, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly





- 1 Remove the mounting screw for the right clutch and remove the clutch.
- 2 Repeat for the left clutch.



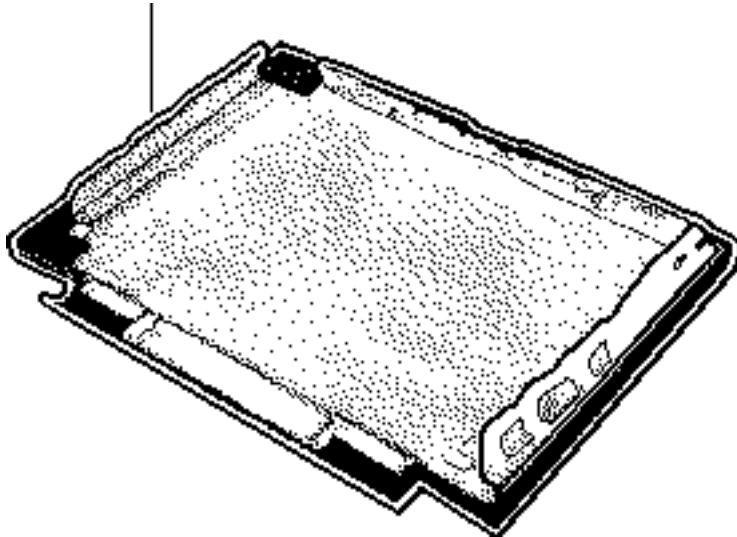


## Display EMI Shield

Before you begin, remove the following:

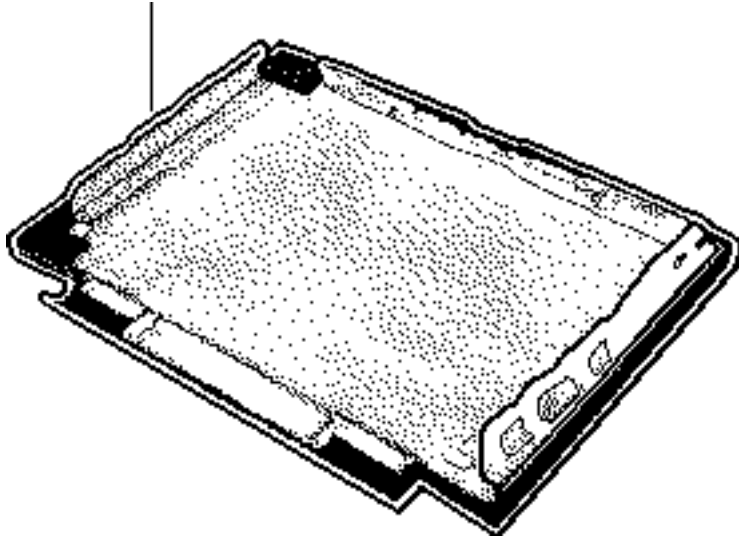
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly
- Display
- Inverter board
- Interconnect board
- Interconnect-to-inverter cable
- Clutches

Display EMI Shield





Display EMI Shield



Remove the display EMI shield from the display rear housing.

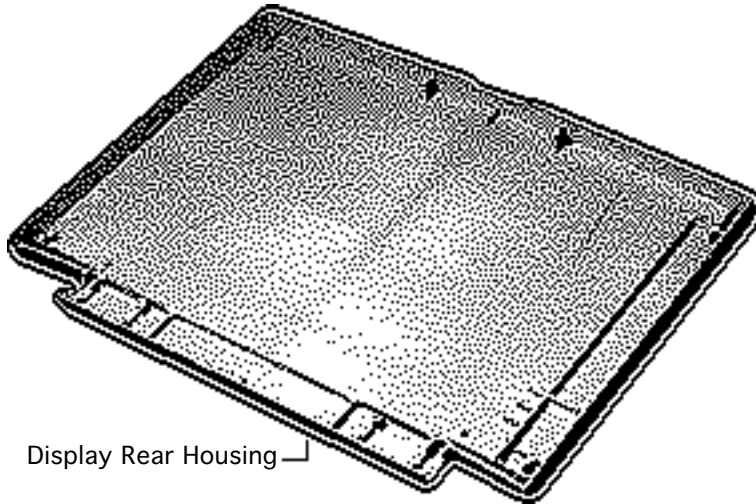




## Display Rear Housing

To remove the rear housing, remove the following:

- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Display bezel assembly
- Display
- Inverter board
- Interconnect board
- Interconnect-to-inverter cable
- Clutches
- Display EMI shield



Display Rear Housing





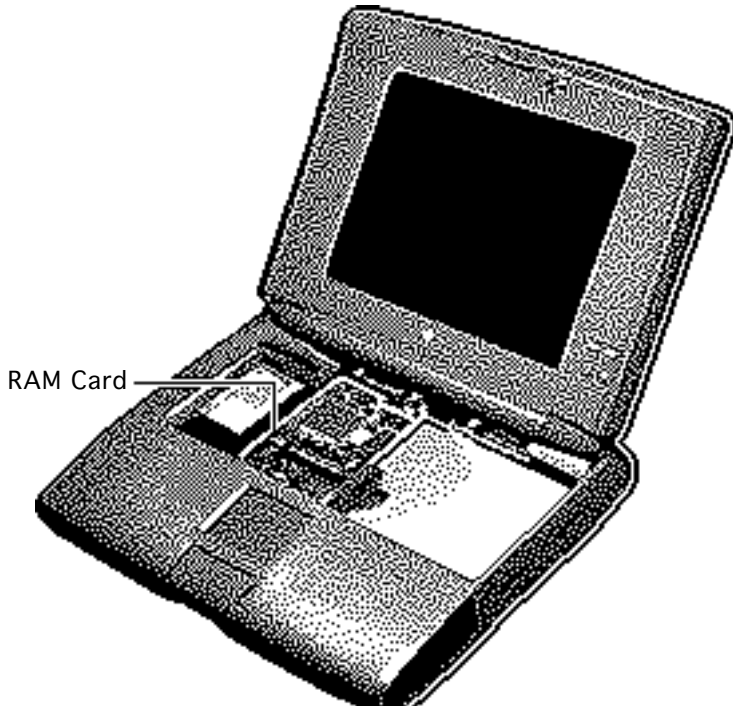


## Upgrades

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Macintosh PowerBook 550c





## RAM Card

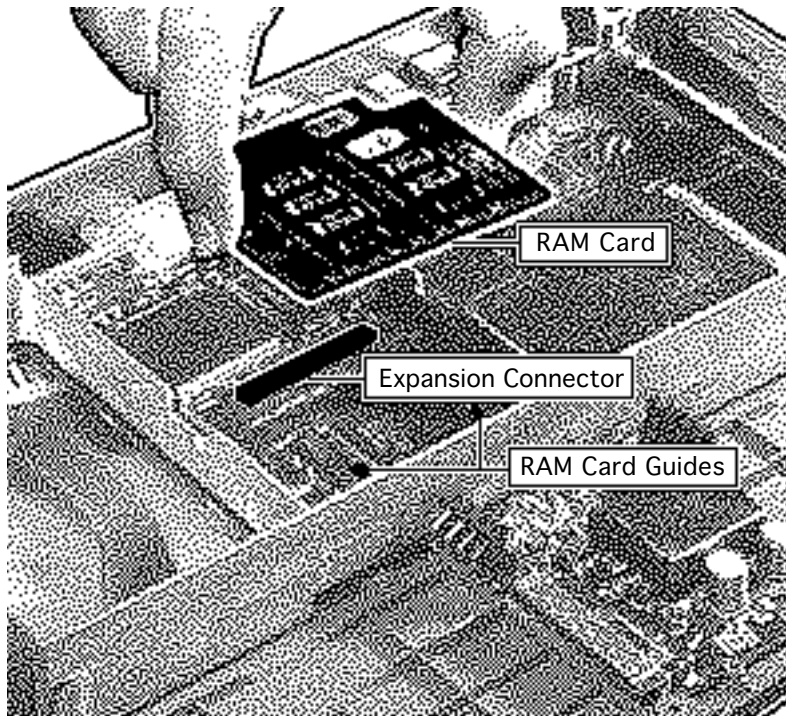
Before you begin, remove the following:

- Battery/PCMCIA module
- Keyboard
- Center base cover
- Daughterboard EMI shield

**Caution:** Handle the RAM expansion card by the edges only. Do not touch any components on the card.

**Note:** The RAM card is a PowerBook 550c option. This procedure explains how to install the card.

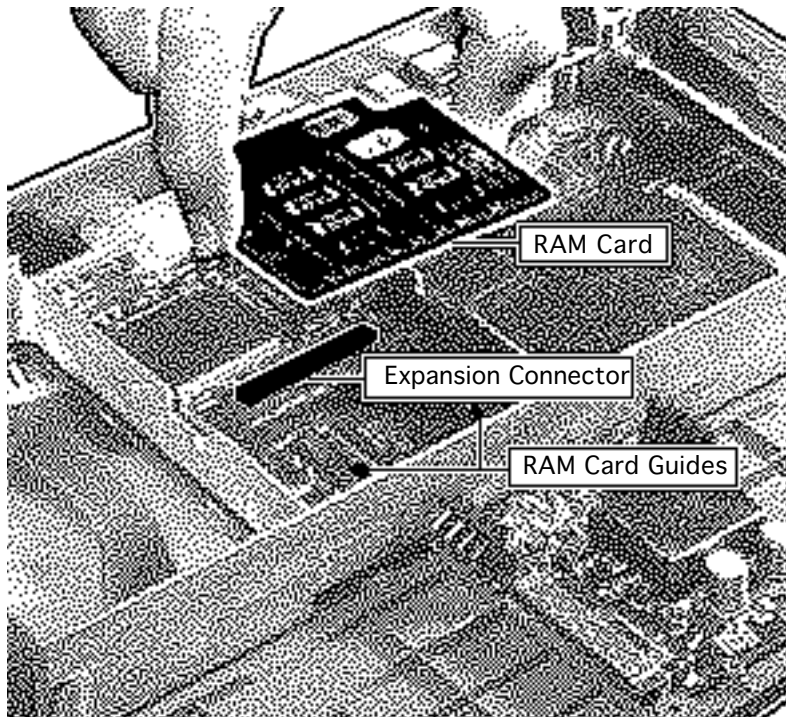




- 1 Remove the plastic retainer bar.
- 2 **Caution:** An incorrectly installed RAM card could damage the daughter-board. Note that the expansion connector and the RAM card are keyed for proper installation. Do not defeat the key by forcing the card into the connector.

**Caution:** When installing the card, press down on the edge directly above the connector. Be careful





not to apply pressure to any components or you may permanently damage the card.

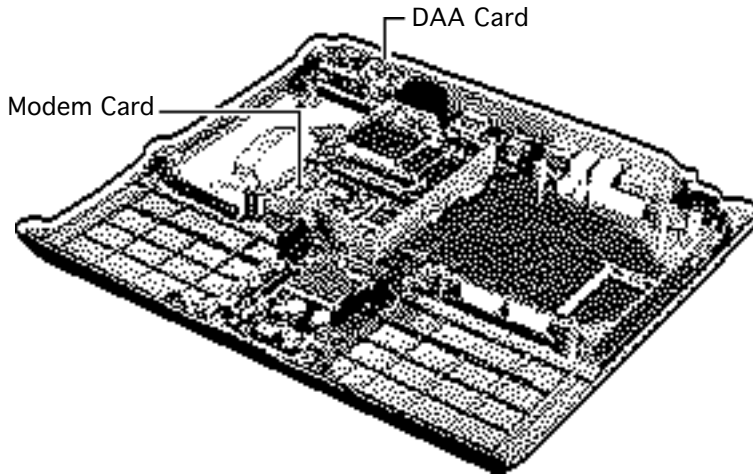
Place the edge of the RAM card in the two guides. Using the RAM card alignment tool for correct positioning, connect the card to the expansion connector on the daughterboard.



**Note:** To verify that the upgrade is successful, check the Total Memory message (for systems with virtual memory switched off) or the Built-in Memory message (for systems with virtual memory switched on). The memory size should be 4 MB of soldered RAM plus the RAM on the expansion card. If the memory size is incorrect, replace the expansion card. If the memory size is still incorrect, send the computer to Apple.



## Modem and DAA Cards



Before you begin, remove the following:

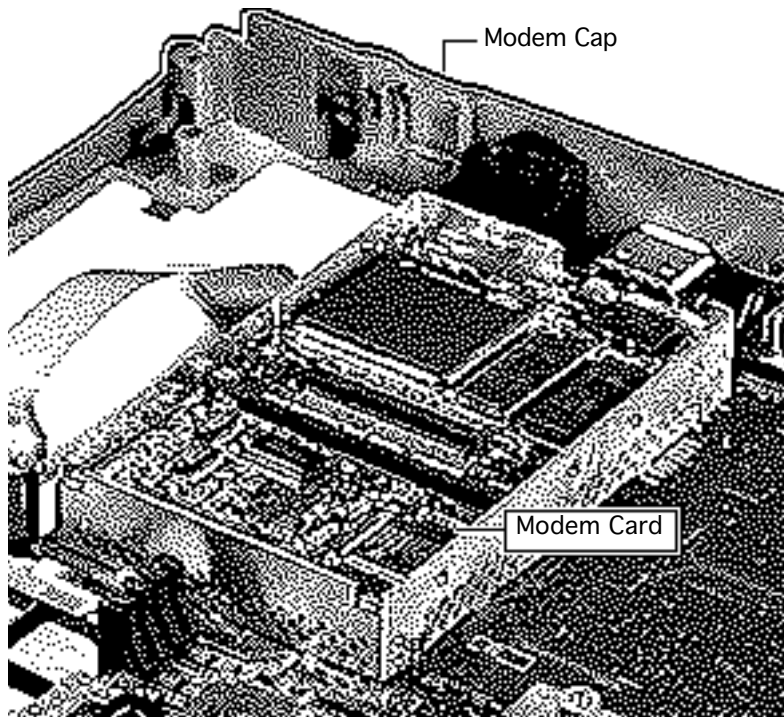
- Battery/PCMCIA module
- Clutch covers
- Display access cover
- Display assembly
- Keyboard
- Hard drive
- Center base cover
- Floppy drive
- Daughterboard EMI shield
- Top case
- Interconnect-to-logic-board cable



- CPU stiffener
- RAM card (if installed)

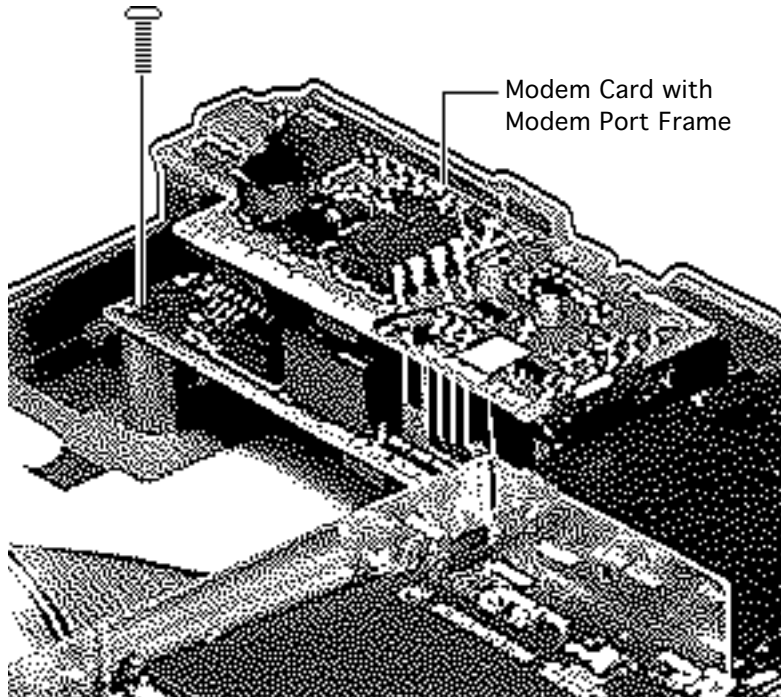
**Note:** The modem is a Macintosh PowerBook 550c option. This procedure explains how to install the modem and DAA cards and also includes special instructions on how to remove the modem.





- 1 Slide the modem card under the RAM card guides and connect the modem card to the motherboard.
- 2 Pull up and remove the modem cap.



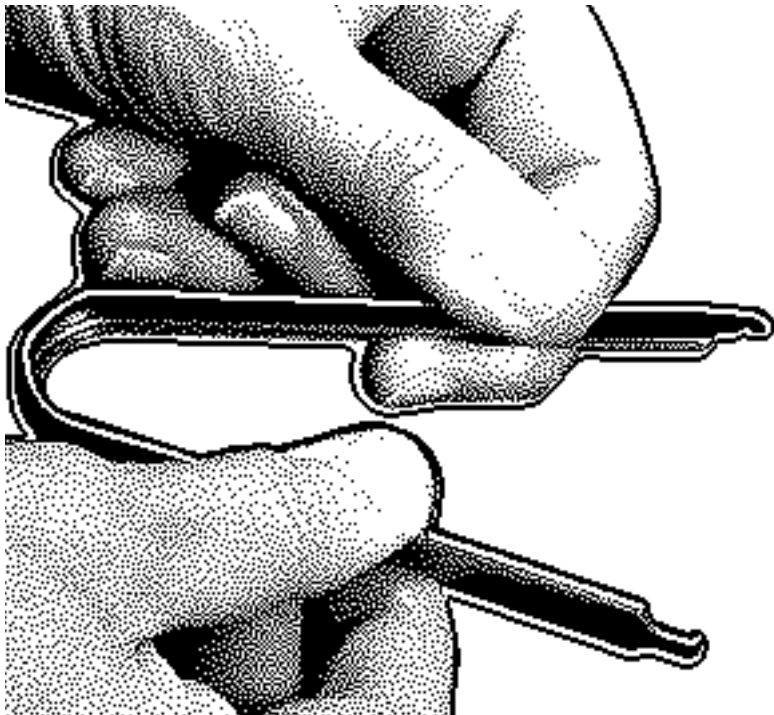


- 3 Install the modem port frame on the DAA card.
- 4 Note: The connector for the DAA card is on the underside of the right end of the card.

Connect the DAA card to the motherboard.

- 5 Install the DAA mounting screw.

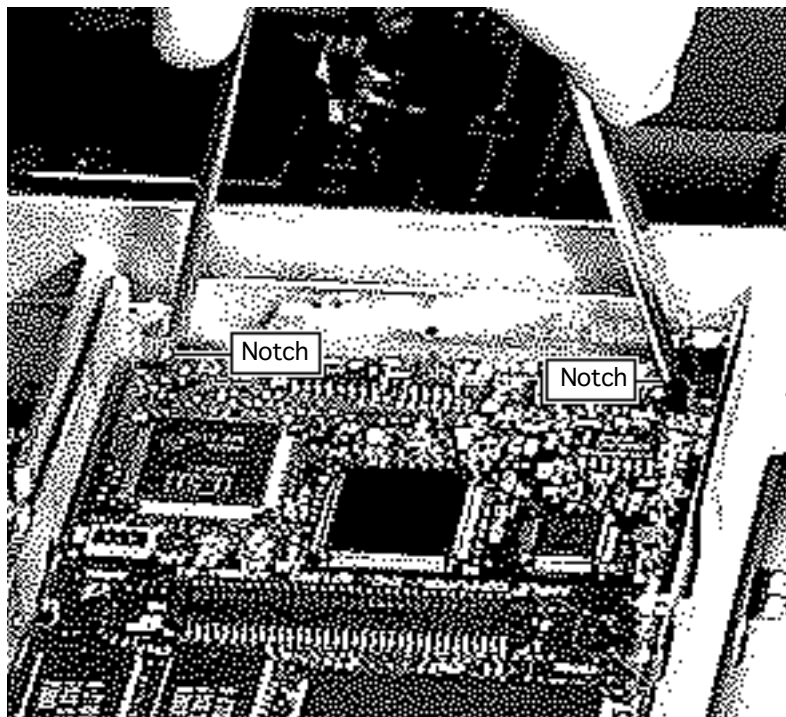




- 6 **Note:** The following page explains how to remove the modem card. To remove the card, you will need to adapt an IC extractor so that it has a wide grip.

Grasp an IC extractor by the legs and pull outward.





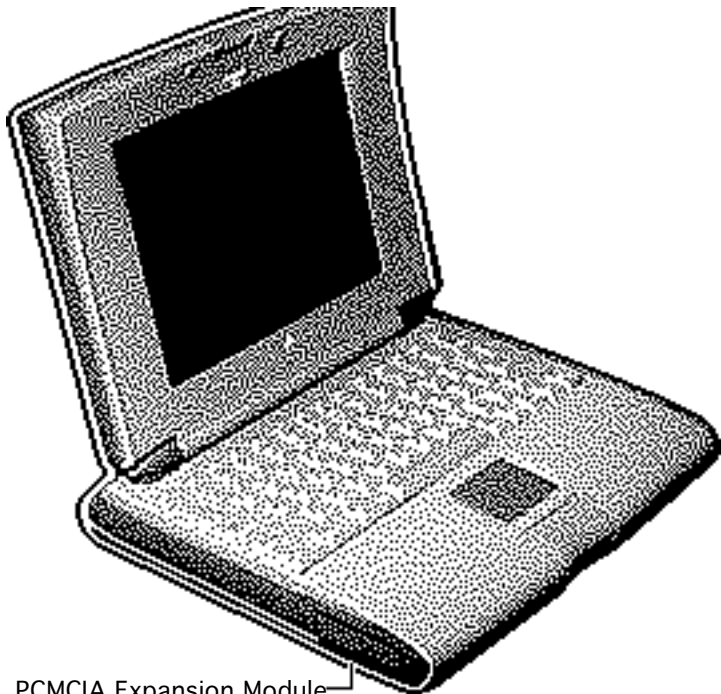
- 7 To remove the modem card, place the legs of the IC extractor in the notches at the end of the board and pull up.

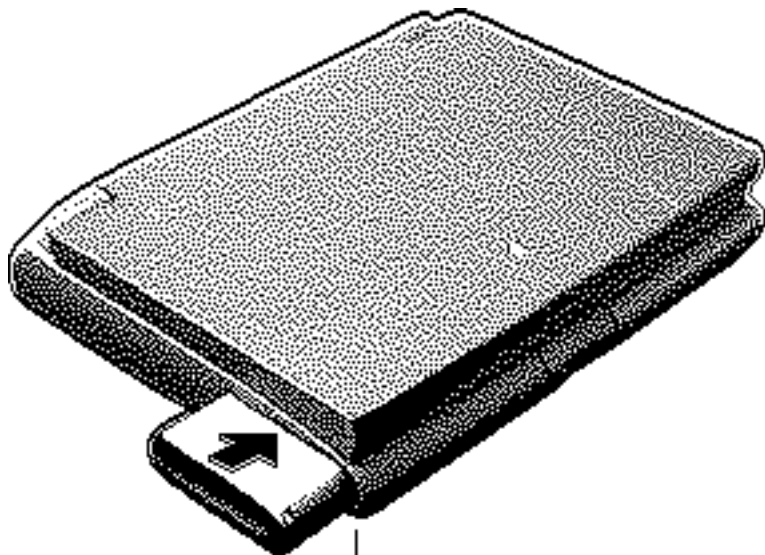
## PCMCIA Module Upgrade

Before you begin, remove the second (left) battery.

**Important:** Before removing the battery or inserting the PCMCIA expansion module into the computer, use the Macintosh Shut Down command. Otherwise, the computer will shut down automatically and all RAM contents will be lost.

**Note:** The PCMCIA expansion module is a





Left Battery Bay

Macintosh PowerBook 550c option. The module comes with a protective cap and PCMCIA driver software.

- 1 **Note:** You will feel some resistance when you insert the PCMCIA expansion module into the computer. Continue to press the module in until it is firmly seated.

Insert the PCMCIA expansion module into the left battery bay.





- 2 **Note:** Refer to the “PCMCIA Expansion Module User’s Guide” for directions on how to install the module software.

Install the PCMCIA expansion module software.

**Note:** Refer to “Battery/PCMCIA Module” in Take Apart for directions on how to eject the module from the computer.





## Additional Procedures

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PowerBook 550c





## Power Manager Reset

Reset the power manager if

- the battery and power adapter are proven good, but the computer will not power on.
- The computer will not reset after a system crash.

To reset the power manager in the PowerBook 550c,

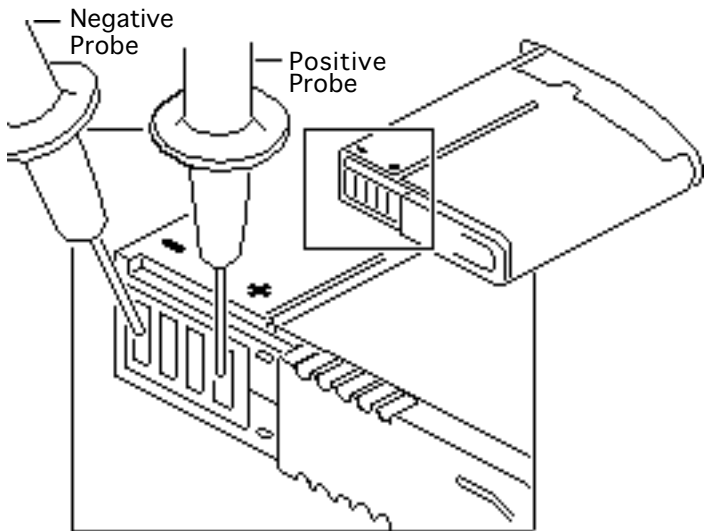
- 1 Remove the AC adapter and the battery.
- 2 Let the unit sit without power hooked up for 3–5 minutes.
- 3 Simultaneously hold down the Control, Command, Option, and Power On keys for 5–10 seconds.
- 4 Reinstall the battery and, if necessary, reconnect the AC adapter.
- 5 Turn on the computer.







## Battery Verification



The Control Strip on the PowerBook 500 Series desktop shows the battery charge and the rate at which the battery is being used. Use a voltmeter to measure the actual battery charge:

- 1 Set the voltmeter to the 10 volts DC scale.
- 2 Hold the positive probe of the voltmeter to the positive battery terminal and the





negative probe to the negative terminal.

- 3 A fully charged battery measures approximately 10.8 volts; a fully discharged battery measures 7.8 volts.

**Note:** If a battery is stored outside the computer for extended periods, its voltage may drop to 5.0.





## Backup Battery Verification

The backup battery saves the PRAM and power management information on the logic board when the computer is shut down. To check that the backup battery is working, follow the procedures below.

- 1 Set the date and time.
- 2 Perform a Shut Down from the Apple Menu or Special menu.
- 3 Remove the main battery and disconnect the power adaptor for 10 minutes.
- 4 Connect the power adaptor, insert the battery, and power on the computer.
- 5 If the date and time were lost, the backup battery may be dead or discharged.





- 6 To recharge the backup battery, leave the PowerBook plugged in for 48 hours. It is ok to use it while it is charging.
- 7 If the backup battery appears dead or will not charge, replace the backup battery.





## AC Adapter Voltage Test

To test the AC adapter voltage:

- Use narrow test probes for the leads on your voltmeter.
- Make all measurements with the negative or common lead touching the outer shield of the connector (ground).
- Use the following table to identify the connector pin number, signal name, and DC voltage present.



Connector Pin	Signal	DC Voltage
1	VBATT	16.4-16.6V
2	VMAIN	16.4-16.6V
3	GND	0V
4	GND Sense	0V





Exploded View

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PowerBook 550c





# PowerBook 550c

