



## Hot Issues

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iMac





## **Introduction**

This chapter is designed to highlight unique or high-priority product issues that you should be aware of before servicing the iMac computer.

This chapter alerts you to important issues and provides pointers to other areas in the manual where more complete information can be found. This chapter is not intended to replace other parts of this manual; it merely provides a pointer to pertinent information in those chapters.

To familiarize yourself with a new product family, always read the Basics chapter in its entirety. You should also refer to the Troubleshooting chapter for basic theory of operations information.





## Mixed Memory Types

The iMac computer uses SDRAM SO-DIMMs only; EDO memory will not work in the iMac computer. System problems will result if EDO memory is installed. (See “SDRAM DIMMs” in the Basics chapter and refer to the iMac section of the Memory Guide.)

**Note:** Customers are allowed to upgrade the memory in iMac computers and may inadvertently mix EDO and SDRAM memory. If incompatible memory types are installed, you will hear two beeps upon startup. (See “Power-On Self Test” in Troubleshooting for more information.)





## **SGRAM Video Memory**

The iMac computers use SGRAM video memory. Use only SGRAM SO-DIMMs in these machines. Never install the 256K or 512K video memory DIMMs used in older Macintosh computers. (See “SGRAM Video Memory” in the Basics chapter.)

## **Error Beeps**

If problems are detected upon startup, the iMac system will sound one or more error beeps. (See “Error Beeps” in the Troubleshooting chapter.)





## **HFS Plus Formatted Drives**

The iMac hard drive is formatted from the factory with Mac OS Extended format, also referred to as HFS Plus. Norton Utilities version 3.5 is not compatible with HFS Plus and version 3.5.1 and earlier can result in hard drive corruption and loss of all data on the hard drive. (See “HFS Plus Formatted Drives” in the Troubleshooting chapter.)





## Forcing a Restart

If holding down the Command, Control, and Power keys fails to restart the iMac computer after a system hang, you can force a restart in one of two ways:

First, try inserting a straightened paper clip in the reset button hole. (Open the I/O door on the side of the iMac. The reset button hole is the top hole located between the Ethernet and modem ports and marked with a triangle symbol.)

If the reset button method doesn't work, try the following:

1. Unplug the power cord.
2. Wait at least 30 seconds and then reconnect the power cord.
3. Restart the iMac by pressing the power button on either the keyboard or the front of the computer.





## External Displays Not Supported

Connecting an external display to the iMac is not supported by Apple. The db-15 port on the iMac was not designed to support an external monitor. Apple designed iMac with a very sharp, 15-inch internal display and no video-out port to connect a second display.

Refer to Tech Info Library (TIL) article #43016, “iMac: Can I Attach an External Display?” for more information.





## iMac Updates

Apple has released a number of updates for the iMac. Refer to TIL article #58174, iMac: When to Install Available Updaters. This TIL article will clarify when to use the available updates depending upon which version of iMac you have.

Additional iMac Update articles:

- TIL article # 26115, CD Firmware Update 1.0  
The CD Firmware Update reduces the amount of vibration caused by certain CDs in the internal CD-ROM drive.
- TIL article #44005, iMac Update 1.0 Software  
Apple made improvements to its Universal Serial Bus (USB) software.
- TIL article # 58178, About iMac Update 1.1  
Apple made additional improvements to its USB software. The iMac Update 1.1 includes these new improvements







and those previously released in iMac Update 1.0. This update improves the ability of iMac to identify USB devices when starting up, improves the startup time when many USB devices are connected, and enables new USB solutions. You do not have to install iMac Update 1.0 before you install iMac Update 1.1.

- TIL article # 58370, iMac: How to Ensure Firmware Update is Successful

If you performed the iMac firmware update and it was not successful, this article provides some additional assistance ensuring the update is successful.





## **CD-ROM Door Not Latching Closed**

After manually ejecting CDs from the iMac CD-ROM tray (of both /A and /B models), the eject mechanism sometimes does not reset into a position that allows the tray door to close properly.

Instead of replacing the CD-ROM assembly, the eject mechanism can be manually reset with a paperclip to correct the problem. Refer to “Resetting CD-ROM Eject Mechanism” in Additional Procedures.





## Revision vs. Version Part Numbers

Moving forward, the Service Parts database will identify service parts (upgrades, changes, or variations) with the word Rev. (Revision) or Ver. (Version) appended to the part name.

For example:

661-2193 Card, Processor, 333 MHz, Rev. 3

661-2113 Board, Logic, iMac, Ver. 2

- Revision (Rev.)= A change or upgrade to the part. The new Rev. is backward compatible and will eventually replace the earlier part number.
- Version (Ver.)= A different variation of a similarly functional part. The versions are not interchangeable.





## Version 2 Service Parts

Listed below are the Ver. 2 iMac service parts. Exchange or replace the Ver. 2 parts like-for-like, they are not backward compatible. Identify the part correctly before replacing a module or replacement part. Refer to the Service Parts database for additional information.

- 661-2166 Analog/Video Board, Ver. 2
- 661-2167 Power Supply Board, Ver. 2
- 922-3835 Grounding Wire, CRT, Ver. 2
- 922-3836 Audio Cable, Ver. 2
- 922-3842 Video Cable, RGB, Ver. 2
- 922-3837 CRT Bottom Frame, Ver. 2
- 922-3838 CRT, Northern Hemisphere, Ver. 2
- 922-3839 CRT, Southern Hemisphere, Ver. 2
- 922-3840 CRT, Equatorial, Ver. 2
- 922-3841 Fan, 92mm, Ver. 2





## **New CD-ROM Drive Released (7/99)**

Apple recently released a new 24x CD-ROM drive service part for five-color iMacs with 266MHz processors or faster only. Please note that this new 24x CD-ROM, called the Version 2, is not compatible with the 24x CD-ROM drive in the 233MHz Bondi Blue iMacs.

Although the two iMac CD-ROM drives are identical in fit and performance, the drives are not interchangeable. The 24X CD-ROM, Version 2, may cause data loss if used in the 233MHz Bondi Blue iMac. To ensure proper compatibility, please order the correct CD-ROM drive when servicing an iMac.





### Ordering Parts

- If you are replacing a 24x CD-ROM drive in a Bondi Blue iMac (233MHz), order the 661-2076 CD-ROM drive.
- If you are replacing a 24x CD-ROM drive in a five-color iMac (266MHz or greater), order 661-2207, CD-ROM drive, 24X, Ver. 2.

Refer to the Service Parts database for additional information.

