Troubleshooting Step Sheet 1

This document can be found online at:
http://til.info.apple.com/techinfo.nsf/artnum/n43046?OpenDocument&imac
http://til.info.apple.com/techinfo.nsf/artnum/n43048

Problems Starting Up

Computer won't start up

- Make sure your computer is getting power.
- Make sure the monitor is properly connected and adjusted.
- Make sure external equipment is properly connected and turned on.
- Increase the memory available for system software.
- Make sure you're using the correct disk as a startup disk.
- Resolve system extension conflicts.
- Reset the PRAM.
- Make sure memory is installed correctly.
- Replace the computer's backup battery.

Unusual sound occurs when you try to start up the computer

- Make sure external equipment is properly connected and turned on.
- Make sure memory & expansion cards are installed correctly.
- Quit open applications.
- Force your computer to restart.
- Restart.

Computer won't shut down

- Force your computer to shut down.

You hear tones when starting up

If you hear one or more tones when you attempt to start up your computer, this typically indicates a problem with the computer's hardware.

- One tone: Your computer doesn't detect any memory in your system.

- Two tones: Your computer detects incompatible memory.

- Three or more tones: contact an Apple-authorized service provider. See the service and support information that came with your computer.

Screen shows single folder with blinking question mark

- Make sure external equipment is properly connected and turned on.

- Resolve SCSI ID Conflicts.

- Re-bless the System Folder.

- Make sure you're using the correct disk as a startup disk.

- Resolve system extension conflicts.

- Reset the PRAM.

Computer freezes or a system error message appears

- Take notes.

- Quit open applications.

- Make sure external equipment is properly connected and turned on.

- Make sure you're using the correct disk as a startup disk.

- Resolve system extension conflicts.

Keyboard or mouse doesn't work

- Take notes.

- Make sure external equipment is properly connected and turned on.

- Resolve system extension conflicts.

Sometimes a message appears on the screen telling you that a problem occurred.

Message says there's not enough memory

Note: These solutions are for system software memory problems. For problems with application memory, see Mac OS Help (available in the Help menu).

- Increase the memory available for system software.

- Check RAM disk settings in the Memory control panel.

- Resolve system extension conflicts.

Message appears about disk corruption

- Take notes.

- Check RAM disk settings in the Memory control panel.

Message appears about the LocalTalk port

- Make sure external equipment is properly connected and turned on.

Message about system software appears

- Take notes.
- Make sure you're using the correct disk as a startup disk.
- Reinstall your system software.

Normal desktop doesn't appear; screen is dark

- Wake up your computer.
- Make sure your computer is getting power.
- Make sure the monitor is properly connected and adjusted.
- Reset the PRAM.

Screen is gray or blank

- Reset the PRAM.

Empty flashing box appears

- Re-bless the System Folder.

Large folder-shaped areas containing pictorial buttons appear

- Make sure you're using the correct disk as a startup disk.

Hard disk icon doesn't appear on desktop

- Quit open applications.
- Restart the computer.
- Make sure external equipment is properly connected and turned on.
- Resolve SCSI ID conflicts.

Computer starts up from wrong disk

- Make sure external equipment is properly connected and turned on.
- Resolve SCSI ID conflicts.
- Make sure you're using the correct disk as a startup disk.
- Reset the PRAM.

Sleep indicator light glows steady green

- Quit open applications.
- Make sure your computer is getting power.
- Restart the computer.