



Macintosh HDI-20 1.4 MB
Drive





Troubleshooting

Macintosh HDI-20 1.4 MB Drive





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

Drive does not appear on display

- 1 Attach drive while computer is in Shut Down (not Sleep) mode.
- 2 Replace drive mechanism.
- 3 Replace external drive cable.

Drive reads but does not write

- 1 Replace drive mechanism.
- 2 Replace external drive cable.

Drive does not read

- 1 Verify that software is known-good.
- 2 Replace drive mechanism.

Drive does not eject disk

Replace drive mechanism.





Drive does not read, write, or format MS-DOS disk

To read and write files with either MS-DOS or HDI-20 1.4 MB drive, format all disks with MS-DOS drive first.

Drive does not read correctly; many file transfer errors occur

- 1 Clean floppy drive.
- 2 Replace drive mechanism.

Drive fails to format

- 1 Clean floppy drive.
- 2 Replace drive mechanism.





Take Apart

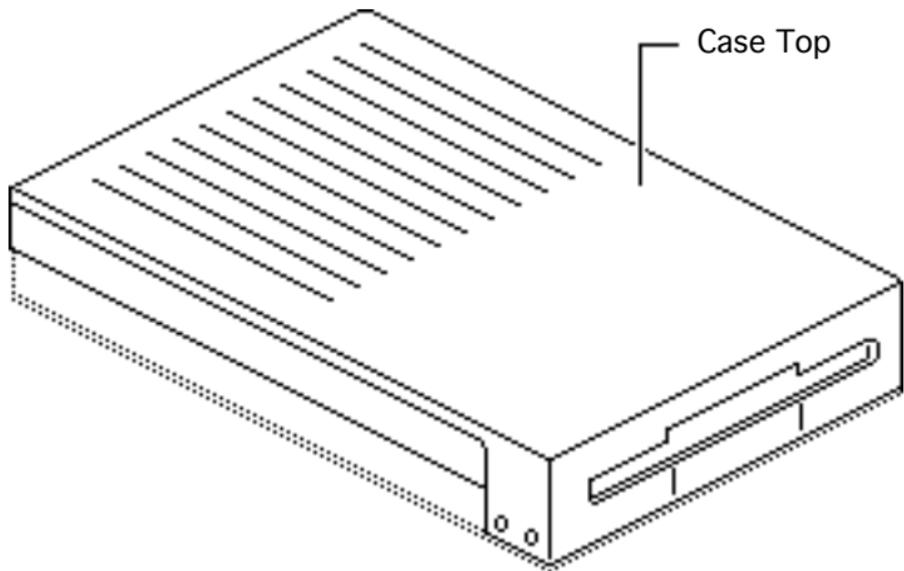
Macintosh HDI-20 1.4 MB Drive

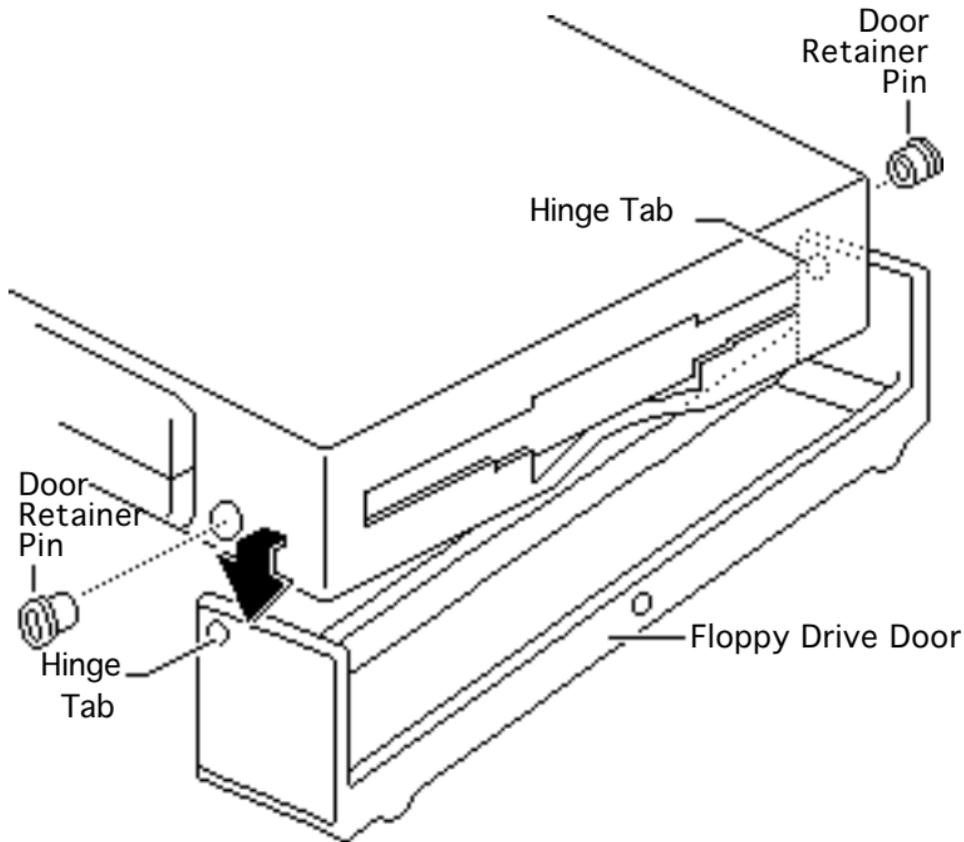




Case Top

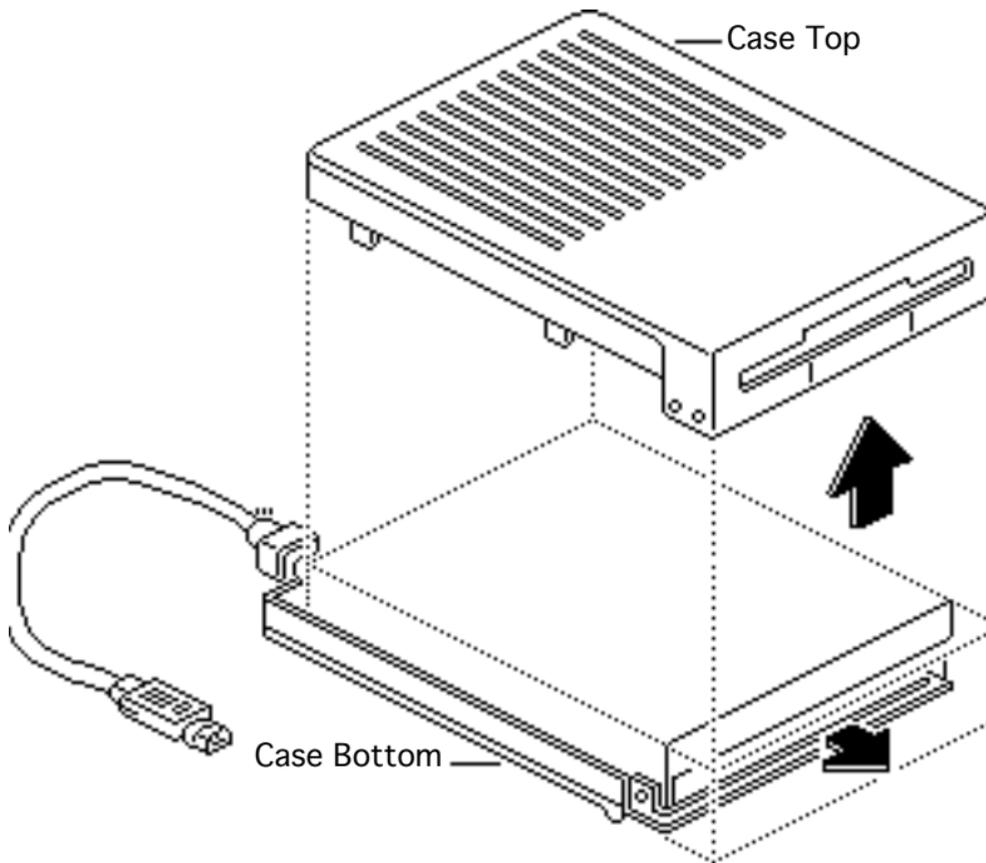
No preliminary steps are required before you begin this procedure.





- 1 Open the floppy drive door.
- 2 Pry one side of the door away from the case and remove the door.
- 3 Using a jeweler's screwdriver, pry the door retainer pins from the hinge openings.





- 4 Press down firmly on the top of the case and slide the case top forward about 1/4 inch.
- 5 Remove the case top.

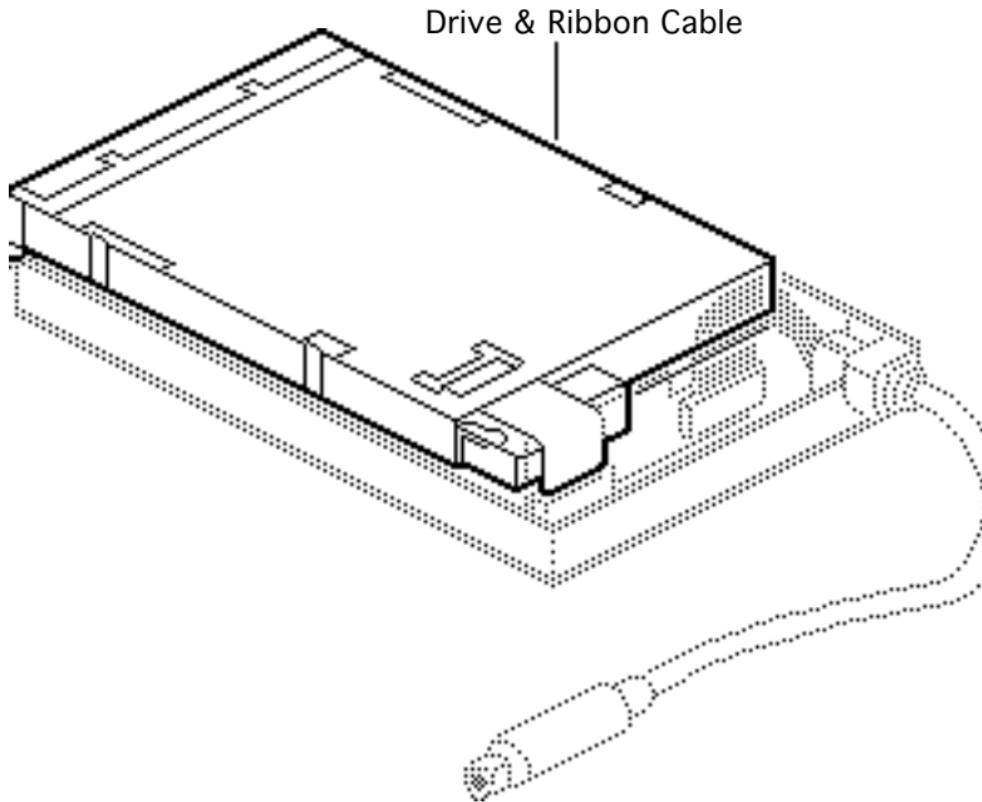


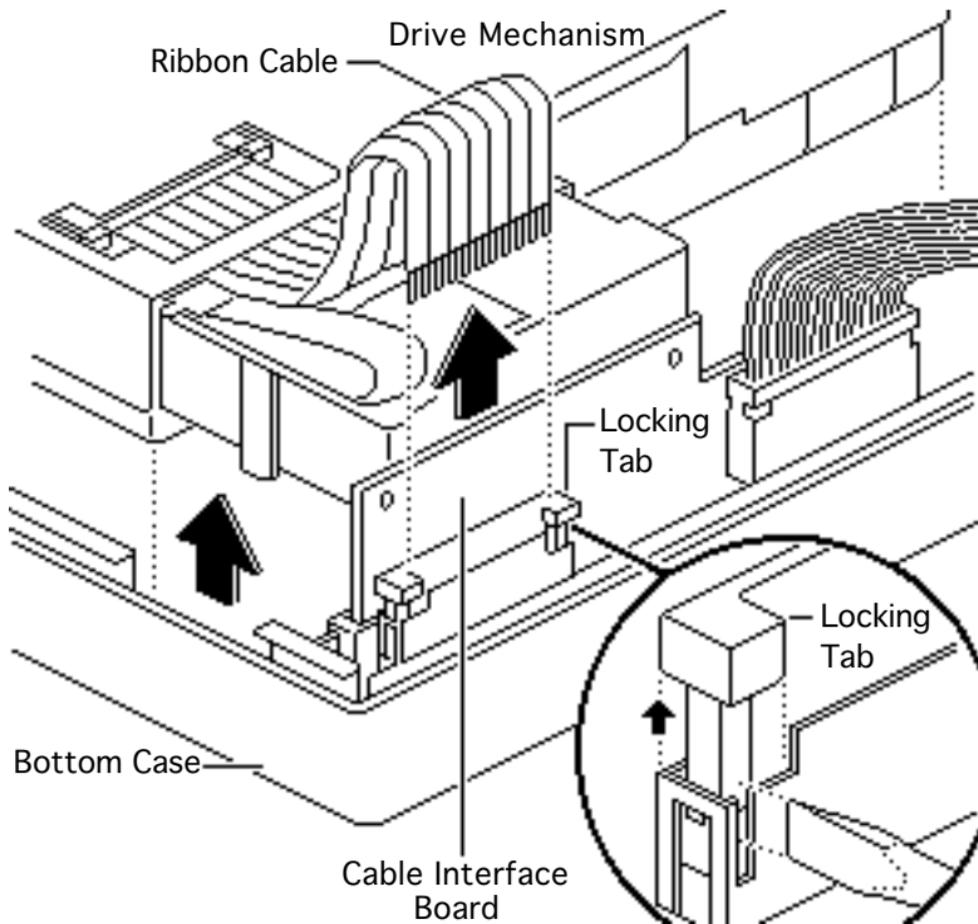


Drive & Ribbon Cable

Before you begin, remove the case top.

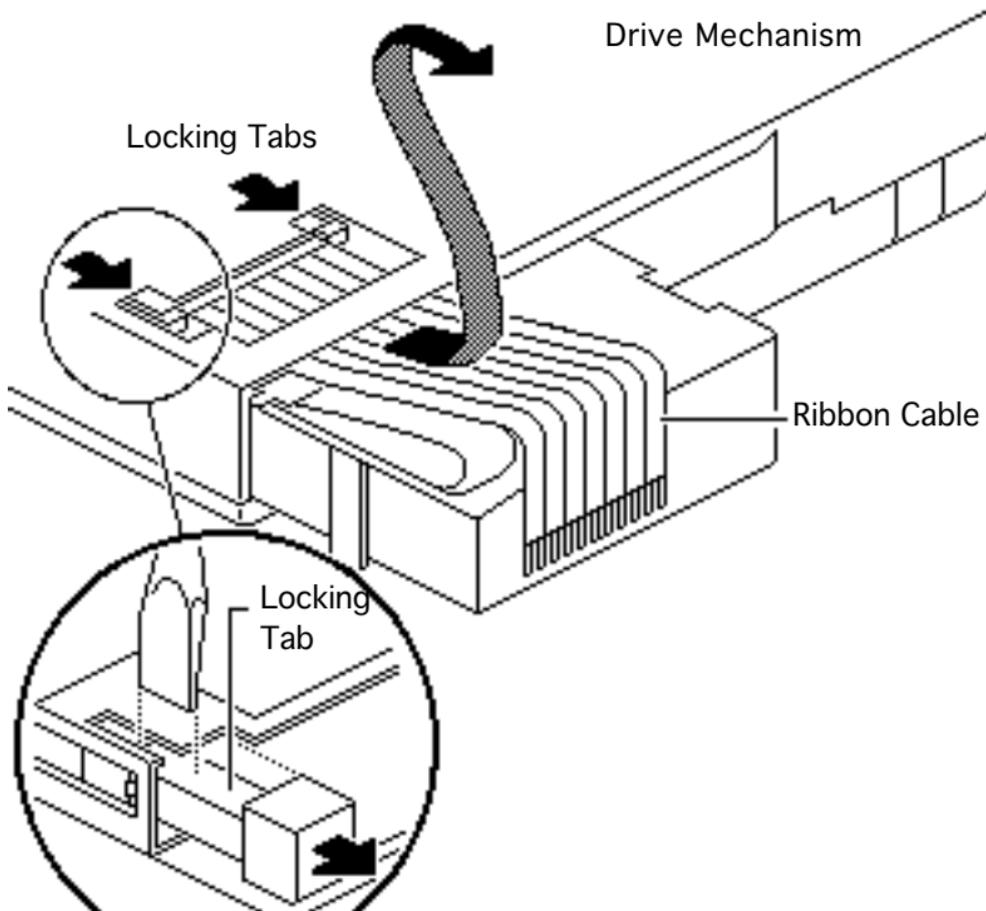
Caution: Review the ESD precautions in Bulletins/ Safety.





- 1 Using a jeweler's screwdriver, release the locking tabs and disconnect the ribbon cable from the cable interface board.
- 2 Remove the drive mechanism from the bottom case.





- 3 Using a jeweler's screwdriver, release the locking tabs and remove the ribbon cable from the drive.

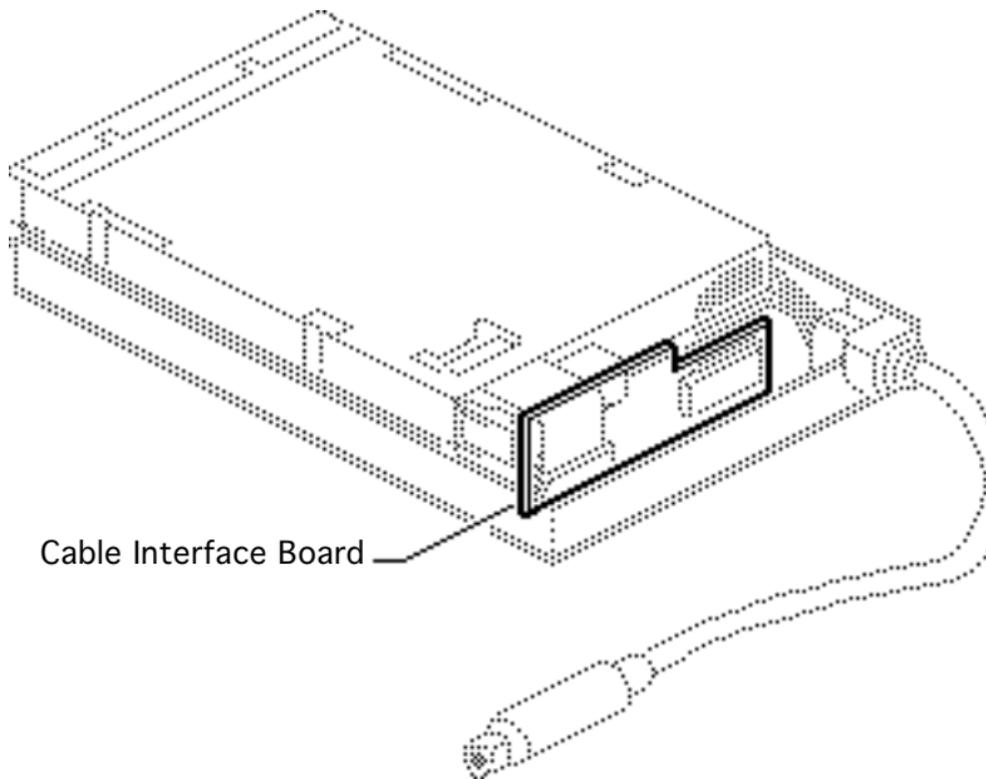




Cable Interface Board

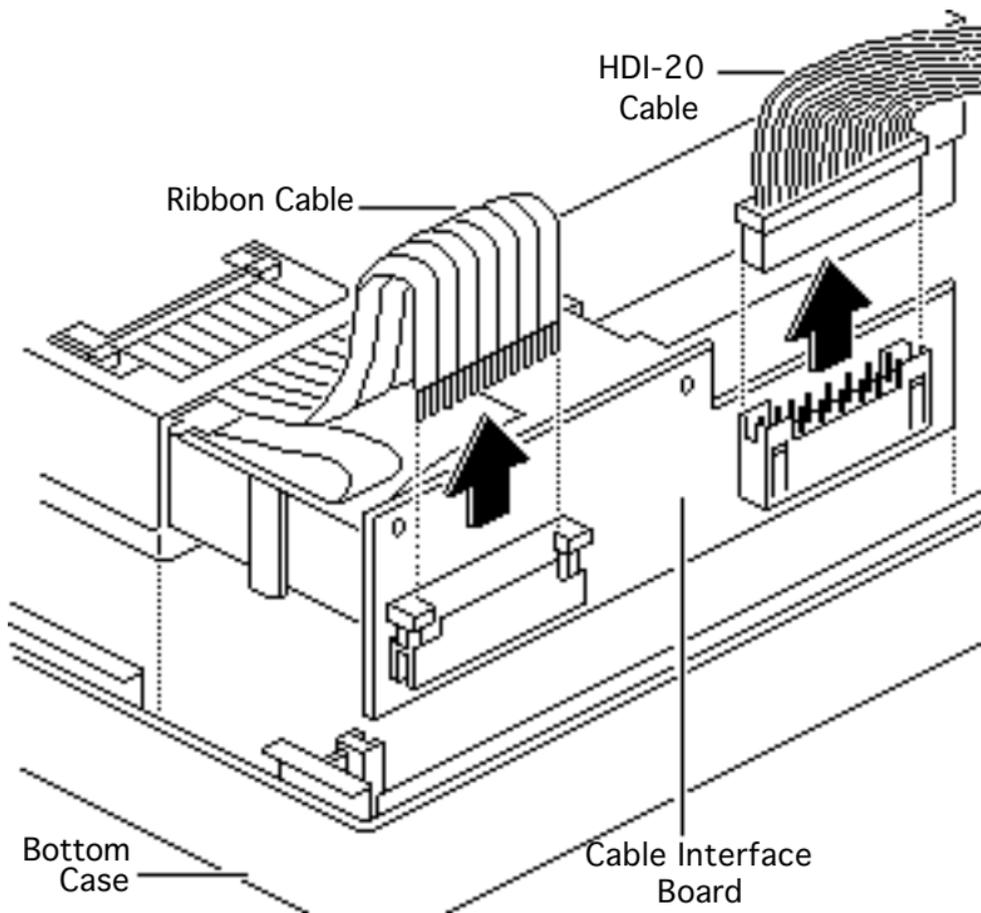
Before you begin, remove the case top.

Caution: Review the ESD precautions in Bulletins/Safety.



Cable Interface Board





- 1 Lift the drive mechanism about 1 inch out of the bottom case.
- 2 Disconnect the ribbon cable and HDI-20 external cable from the cable interface board.
- 3 Remove the cable interface board from the case.

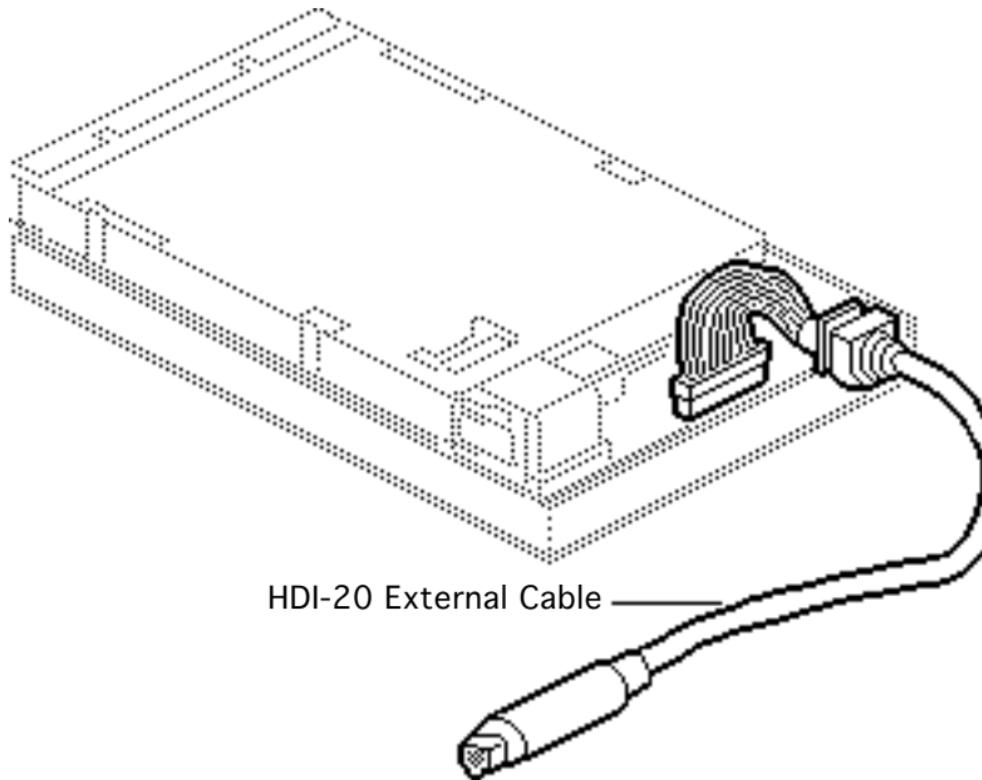


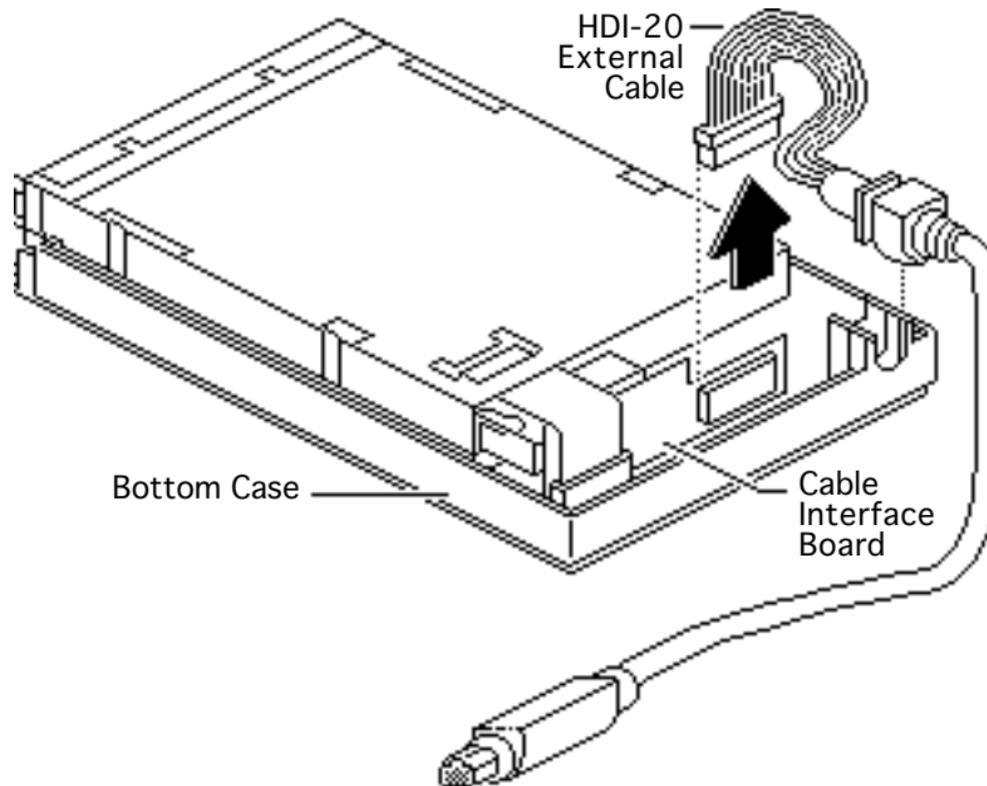


HDI-20 External Cable

Before you begin, remove the case top.

Caution: Review the ESD precautions in Bulletins/ Safety.





- 1 Disconnect the HDI-20 external cable from the cable interface board.
- 2 Remove the cable from the bottom case.





Exploded View

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