Macintosh Performa 5xxx/6xxx: Frequently Asked Questions (1/97)

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TOPIC ---

This article includes Frequently Asked Questions (FAQ) about the Macintosh
Performa 5200 and 6200 series computers.

Questions in this FAQ:
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1) What are the memory and VRAM expansion capabilities of the Macintosh Performa
5200 and 6200?

2) When I put a CD-ROM disc into my CD-ROM drive I get a message stating, "This
disk is unreadable by this Macintosh. Do you want to initialize the disk?" What
does this message mean?

3) My Performa System freezes and I'm wondering if there's something wrong with
the machine. How can I check for this?

4)I read that there is a flaw in some 603 processors and that there is
diagnostic software to check our computers. Where can I find this software?

5) Is the GeoPort Telecom Adapter compatible with the Macintosh Performa 5200
and 6200?

6) Will the DOS Compatibility Card work in the PDS slot of the Macintosh
Performa 5200 and 6200 series computers?

7) Why do some benchmark utilities report false information about the Macintosh
Performa 5200 and 6200 series computers?

8) Is there a Level-2 cache card installed in these computers?

9) What kind of hard drive is included? How do I reformat this drive?

10) Can I upgrade my Macintosh Performa 5200 or 6200 computer to a Macintosh
Performa 5300 or 6300 computer?

11) Every time I start up my computer I get a message stating that QuickTime
installation has failed because QuickTime was already installed. Why does this

message appear at startup?

12) When I try to install English Speech Recognition (ESR) on my Macintosh Performa 6200 or 5200 series computer, I get an error message stating that English Speech Recognition requires 16-bit sound input, and that it cannot be used on this Macintosh. What can I do to install this software?

13) I am unable to use any type of external serial device with the modem serial port. Why is this?

14) I get the following message, "Telephone manager 2.0 (or later) is required. Please install this software before launching," when I try to use MegaPhone. What is happening?

15) I cannot hear the dial tone or the other caller when making a call with Megaphone. What should I do?

16) Question: Can I upgrade my Global Village Gold IIv 14.4 Kbps modem to 28.8 Kbps? Does Apple sell a replacement modem?

DISCUSSION --

1) Question: What are the memory and VRAM expansion capabilities of the Macintosh Performa 5200 and 6200?

Answer: These computers do not have memory soldered on the logic board; all memory is placed in two 72-pin SIMM slots. Memory can be installed in one or both slots using 4, 8, 16 or 32 MB SIMMs. Most configurations shipped with a single 8 MB or 16 MB SIMM in one of the slots. The Power Macintosh 5200 can address up to 64 MB of RAM.

The Performa 5200 and 6200 series, and the Power Macintosh 5200/75 do not use VRAM. These computers store video data in a 1 MB DRAM frame buffer (separate from RAM) and no further video memory expansion is supported.

If you want greater color depth or screen resolution, you can install a third-party video card in the processor-direct slot and attach a second monitor.

2) Question: When I put a CD-ROM disc into my CD-ROM drive I get a message stating, "This disk is unreadable by this Macintosh. Do you want to initialize the disk?" What does this message mean?

Answer: When the CD-ROM drive does not recognize a particular type of CD, this indicates the CD-ROM software is not properly installed or is missing certain files. In some cases, one or several of the CD-ROM "Access" files may be damaged or a third-party extension or control panel may be conflicting with the CD-ROM software.

See the Tech Info Library article, "CD-ROM: "This disk is unreadable" Message" for the troubleshooting steps you should take to resolve this issue.

3) Question: My Performa System freezes and I'm wondering if there's something wrong with the machine. How can I check for this?

Answer:The 5xxx/6xxx Tester should be used to test for known component issues that may cause system freezing in ALL Power Macintosh and Performa 5200, 5300, 6200, and 6300 series computers, including the Apple Power Macintosh 5200/75 LC and 5300/100 LC, and Macintosh Performa 5200, 5215, 5300, 6200, 6205, 6214, 6216, 6218, 6220, 6230, 6290 and 6300. (The recently introduced Power Macintosh 5260 and 6320 are not included in this program because Apple corrected all the known issues with this product prior to manufacturing.) The 5xxx/6xxx Tester is available to the following online locations:

• On the Internet at the following sites:
  – Worldwide Web: http://www.info.apple.com/swupdates
  – ftp:
ftp://ftp.info.apple.com/Apple.Support.Area/Apple.Software.Updates/US/Macintosh/Utilities/5xxx-6xxx_Tester_1.0.sea.hqx
• On America Online, use keyword: applecomputer

• On CompuServe, use GO: APLSUP

4) Question: I read that there is a flaw in some 603 processors and that there is diagnostic software to check our computers. Where can I find this software online?

Answer: Use the 5xxx/6xxx Tester, mentioned in the answer to question #3 above.

(The following information below is provided for historical purposes:) Previously, the 52xx/62xx Diagnostic Utility was made available to detect an issue with a small number of PowerPC 603 microprocessors used in ONLY Macintosh Performa 5200, 6200, and Power Macintosh 5200/75 LC computers. Only computers within a specific serial number range were potentially affected by this issue. The Diagnostic Utility was posted on the online services, but it has since been removed with the posting of the 5xxx/6xxx Tester.

5) Question: Is the GeoPort Telecom Adapter compatible with the Macintosh Performa 5200 and 6200?

Answer: The GeoPort Telecom Adapter is not compatible with the Power Macintosh 5200 series. As the Power Macintosh 5200's target audience is the K-12 education channels, support for the GeoPort Telecom Adapter was not part of the requested feature set.

6) Question: Will the DOS Compatibility Card work in the PDS slot of the 5200 series computers?

Answer: No, the DOS Compatibility Card for the Power Macintosh 6100 does not work in Macintosh Performa 5200 and 6200 series computers.

7) Question: Why do some benchmark utilities report false information about the

Macintosh Performa 5200 and 6200 series computers?

Answer: Each time Apple Computer releases a new computer, third-party diagnostic utilities which provide benchmark information may not have the data for the new computer. Contact the manufacturer of your diagnostic software for additional information on obtaining an updated version of their software.

8) Question: Is there a Level-2 cache card installed in these computers?

Answer: Yes, a 256k level-2 cache card comes pre-installed on these computers. The level-2 cache card not only functions as a 256k level-2 cache, but contains these computers' ROM set, as well. For this reason, third party level-2 cache cards are not compatible with the Power Macintosh 5200. At this time, Apple does not plan on releasing a larger level-2 cache for the Macintosh Performa 5200 and 6200 series.

9) Question: What kind of hard drive is included in these computers? How do I reformat this drive?

Answer: The Macintosh Performa 5200 and 6200 series computers contain hard drives based on the IDE interface. Apple's implementation of the IDE Interface supports IDE and Enhanced IDE drives. If replacing the internal hard drive with a third-party IDE drive, the replacement IDE drive must support Logical Block Addressing (LBA).

To reformat the IDE drive, you should use the Internal HD Format Utility; if it does not work, use the Drive Setup Utility instead, which is available on the online services. You cannot use Apple HD SC Setup to check the internal IDE hard drive.

10) Question: Can I upgrade my Macintosh Performa 5200 or 6200 computer to a Macintosh Performa 5300 or 6300 computer?

Answer: The 5300/6300 Logic Board Upgrade (M4447LL/A) is available for the Macintosh Performa 5200 and 6200 family of computers.

11) Question: Every time I start up my computer I get a message stating that QuickTime installation has failed because QuickTime was already installed. Why does this message appear at startup?

Answer: This message is caused by having two copies of the QuickTime extension in your System Folder. See the Tech Info Library article, "QuickTime Installation Failed Message at Startup," to resolve this particular issue. The Apple Tech Info Library is located on the Internet at
<http://til.info.apple.com/>

12) Question: When I try to install English Speech Recognition (ESR) on my Macintosh Performa 6200 or 5200 series computer, I get an error message stating

that English Speech Recognition requires 16-bit sound input, and that it cannot be used on this Macintosh. What can I do to install this software?

Answer: Using the ESR 1.4.1 installer you can customize the installation and successfully install the PlainTalk software. For detailed instructions, follow the steps given in the Tech Info Library article "Plaintalk 1.4.1: Can't Install Recognition on 8-bit Mac."

13) Question: I am unable to use any type of external serial device with the modem serial port. Why is this?

Answer: The presence of the internal modem disables the modem serial port. See the Tech Info Library article, "Macintosh Performa 5200/6200: Modem Serial Port Disabled", for more details.

There are several possible workarounds:

- Consider connecting your serial device to the printer port. If you already have a printer, you might want to investigate a switch box (also referred to as an A/B box) to share the port between the two devices. You would still only be able to use one device at a time, but this would reduce the wear and tear on your connectors by continually reseating the connections.

NOTE: Using a switch box is not tested or supported by Apple. If you choose to use one, contact the switch box manufacturer for compatibility information and technical assistance.

- Instead of using a switch box, you could also use a serial card. Such a card would need to be connected to the processor-direct slot in the computer, and it would provide you with additional serial connections.

- Alternatively, you can remove both the modem card and the plastic cover over the modem port. Instructions for installing a card into the communications slot are included in the Macintosh Performa User's Guide. You can follow these instructions for removing the internal modem. Although such cards are typically user-installable, you may want to contact an Apple-authorized service provider for assistance with this procedure.

NOTE: Any damage caused by the addition or removal of the modem is NOT covered under the warranty.

14) Question: I get the following message, "Telephone manager 2.0 (or later) is required. Please install this software before launching," when I try to use MegaPhone. What is happening?

Answer: MegaPhone installs various invisible resources into the System file. If the System suitcase is damaged or had been replaced these resources are no longer available. See the Tech Info Library article, "MegaPhone for Performa: Telephone Manager Required Message," to resolve this issue.

15) Question: I cannot hear the dial tone or the other caller when making a call with Megaphone. What should I do?

Answer: This can occur if the External CD Sound Extension has been installed or if the Internal Modem Sound extension has been removed or disabled. However, if you have a Macintosh Performa 5300 or 6300 series computer, then you should verify that the Audio Volume extension has not been removed. This extension replaces the Internal Modem Sound extension.

The External CD Sound extension allows you to connect an external CD-ROM player and play audio CD-ROM discs through the internal speaker. The Internal Modem Sound extension needs to be in the Extensions folder for MegaPhone to work properly. See the Tech Info Library article, "Megaphone: Caller Hears Me, I Can't Hear Them ," to resolve this issue.

16) Question: Can I upgrade my Global Village Gold IIv 14.4 Kbps modem to 28.8 Kbps? Does Apple sell a replacement modem?

Answer: Apple does not offer an upgrade for your modem. However, Global Village has recently released an upgrade path for your modem. This upgraded internal modem would replace the modem already installed in your computer.

Contact Global Village Communications directly (800-469-3764) to order this modem or to obtain additional information, including compatibility with specific computer systems and pricing.

Note that support for this modem, once installed on a Performa computer, will be provided by Global Village directly. Apple only supports Global Village modems which are bundled with specific systems.

These articles can help you locate the software update mentioned here:

• "Where To Find Apple Software Updates" - Lists online services for free Apple software updates.

• "Obtaining Apple Product Support in the USA" - Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

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