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## Power Macintosh: Upgrade Provides Manual Inject Drive (6/94)

Article Created: 9 June 1994

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TOPIC -----

A service provider upgraded a customers Macintosh IIVx system to a Power Macintosh 7100/66 and replaced the floppy drive with the manual insert floppy drive. The customer prefers the auto insert drive and wants it back.

At this point, our only option is to provide a CS Code in order to satisfy the customer. How are we handling situations like this?

DISCUSSION -----

The 7100/66 Logic Board Upgrade kit includes the manual insert floppy drive in order to allow the use of the newer top case and front bezel parts which are used on this system. The newer top case and front panel are necessary to meet all EMI requirements. Use of the older front panel (922-0059) does not provide the proper EMI shielding for the Power Macintosh 7100 and therefore should not be used as an alternative.

The Power Macintosh 7100/66 was designed and tested to be used with the manual inject floppy drive and front panel and this should be conveyed to our customers. You should explain that the new floppy drive and front panel is required to provide proper EMI shielding. If a customer absolutely requires that they have the auto eject disk drive, then this will need to be handled as a 'customer satisfaction' issue. However, we recommend against allowing customers to swap their manual inject floppy for the auto-inject floppy.

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Keywords: kppc

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19960215 11:05:19.00

Tech Info Library Article Number: 15605