



Modems





Take Apart

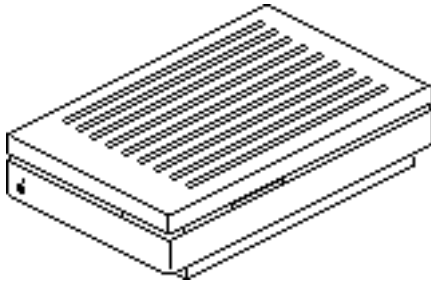
Modems





Apple Data Modem 2400

No preliminary steps are required before you begin this procedure.



Caution: Review the ESD precautions in Safety/ Bulletins.

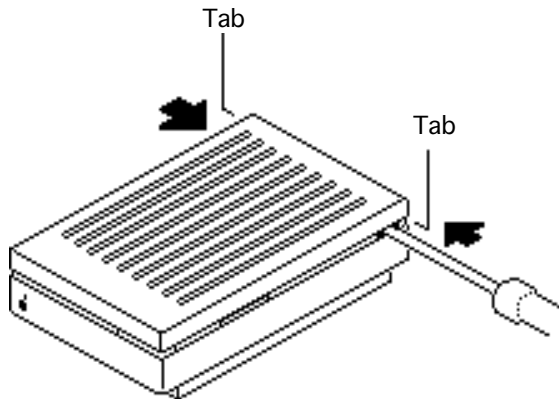
Note: This procedure explains how to remove the cover, the logic board, and the speaker.





Cover

- 1 Push in the two locking tabs, and lift the cover until it clears the tabs.
- 2 Lift the back of the cover up and forward until the interior latch separates from the case.

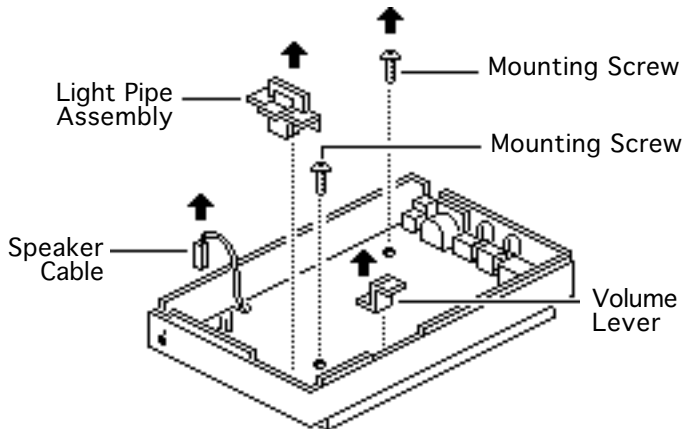




Logic Board

You must first remove the cover.

- 1 Remove the volume lever.
- 2 Remove the light pipe assembly.



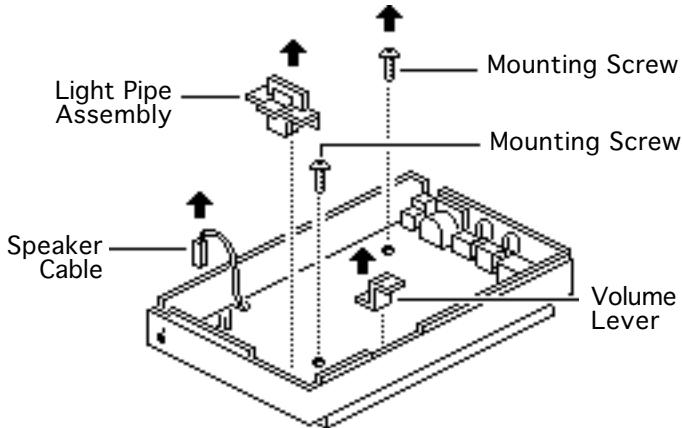
Replacement Caution:

The small, clear tabs on the bottom front of the light pipe assembly fit into the holes in the case. The assembly will break if you force the larger tabs into the holes.



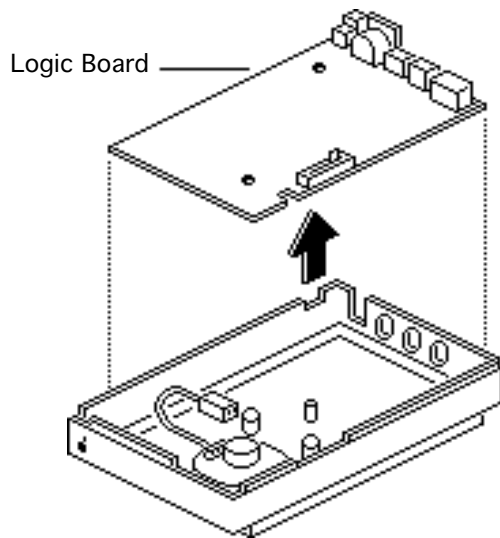


- 3 Disconnect the speaker cable.
- 4 Remove the two mounting screws.





- 5 Lift the logic board out of the bottom case.



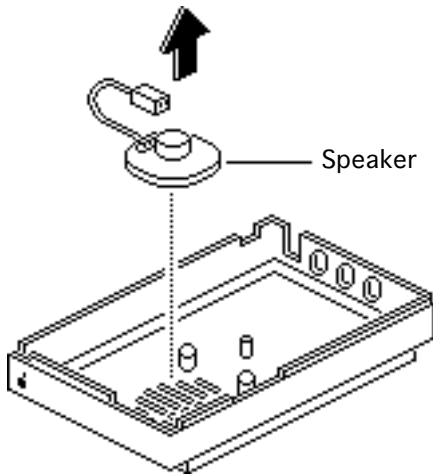


Speaker

You must first remove the following:

- Cover
- Logic board

Lift out the speaker.

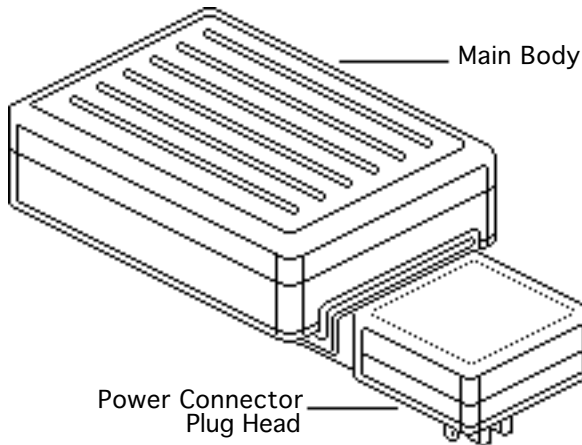




Apple Personal Modem

No preliminary steps are required before you begin this procedure.

Replacement Note: The Apple Personal Modem contains two modules—the main body and the power connector plug head. If the main body is defective, return both modules to Apple. If the power connector plug head is defective, swap only the head.



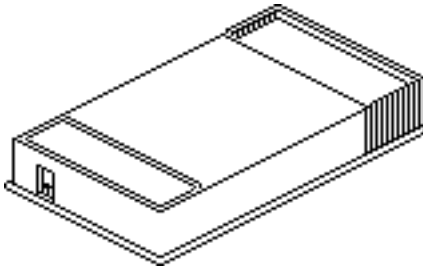


Modem 300/ Modem 1200

No preliminary steps are required before you begin this procedure.

Caution: Review the ESD precautions in Safety/ Bulletins.

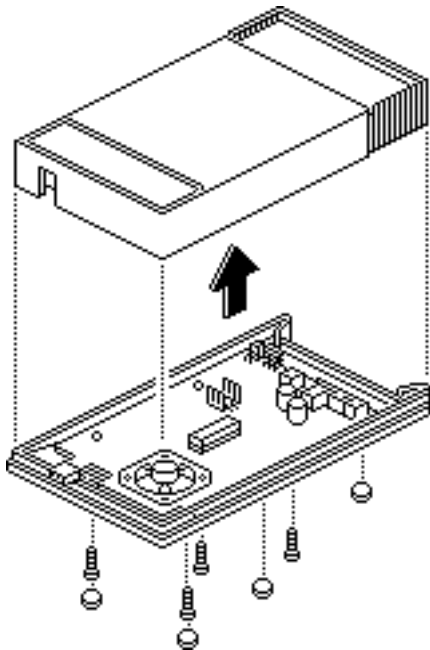
Note: This procedure explains how to remove the bottom cover and the modem board.





Bottom Cover

- 1 Carefully pry the two rubber feet from the bottom front of the modem.
- 2 Remove the four retaining screws and the bottom cover.



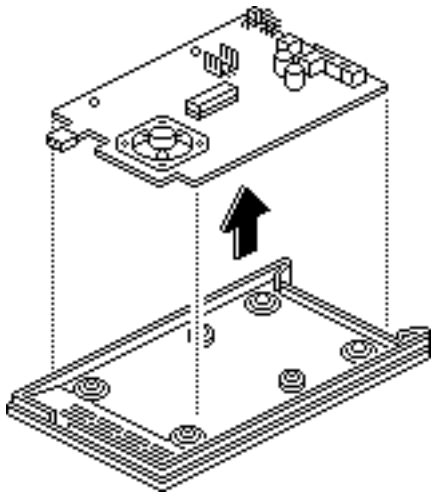


Modem Board

You must first remove the bottom cover.

Lift out the modem board.

Replacement Caution: There are two types of Modem 1200 boards—one that requires a sprayed case and one that does not. Refer to the parts information for the proper part numbers. Do not interchange the two modem boards.



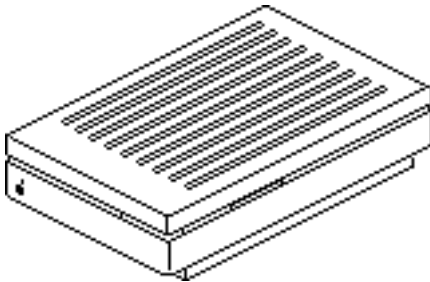


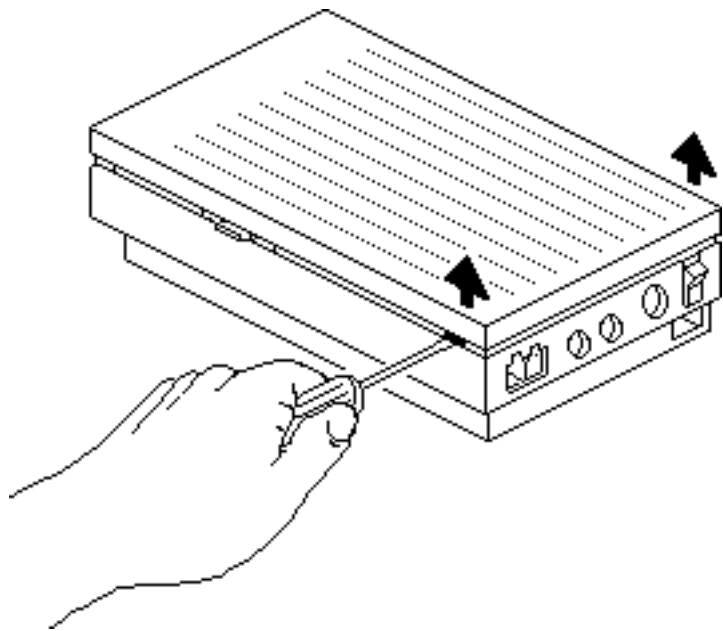
AppleFax Modem

No preliminary steps are required before you begin this procedure.

Caution: Review the ESD precautions in Safety/Bulletins.

Note: This procedure explains how to remove the cover, auxiliary logic board, main logic board, and speaker.





Cover

- 1 Push in the two locking tabs, and lift the cover until it clears the tabs.
- 2 Lift the back of the cover up and forward until the interior latch separates from the case.

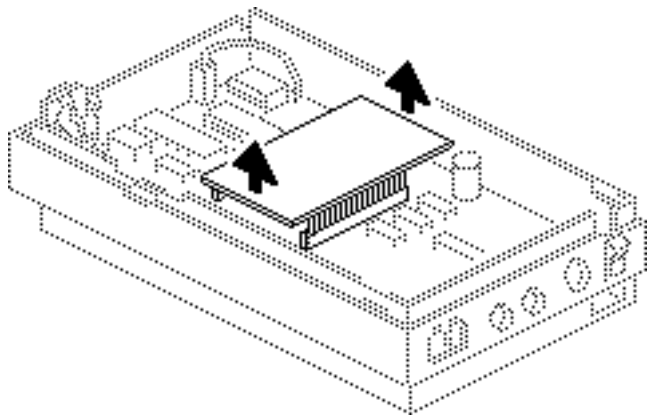




Auxiliary Logic Board

You must first remove the cover.

- 1 Carefully lift the ends of the auxiliary logic board, and remove it from the main logic board connectors.



Replacement Caution:

Make sure the auxiliary logic board is correctly aligned before installing it on the main logic board.

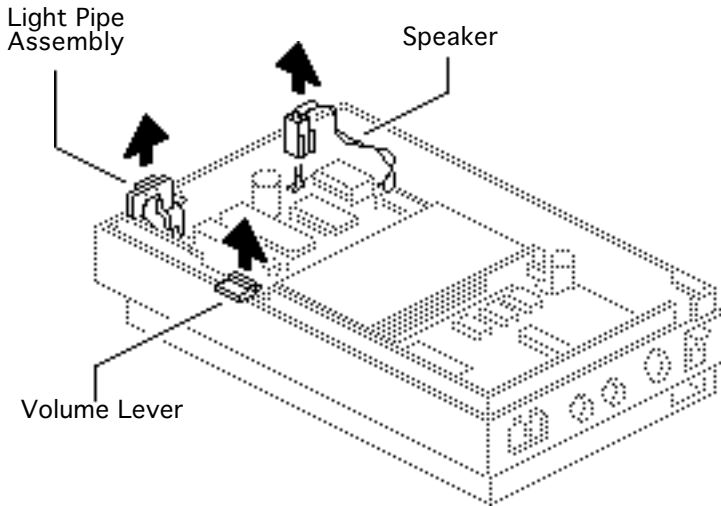




Main Logic Board

You must first remove the cover.

- 1 Remove the volume lever.
- 2 Remove the light pipe assembly.



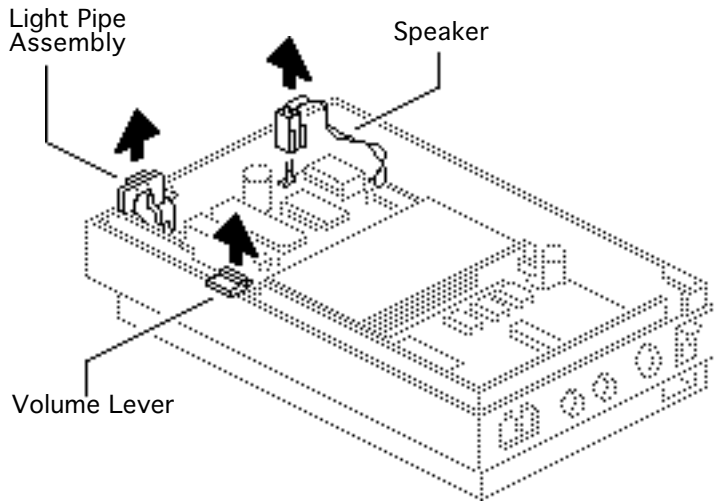
Replacement Caution:

The small clear tabs on the bottom front of the light pipe assembly fit into the holes in the case. The assembly will break if the larger tabs are forced into the holes.



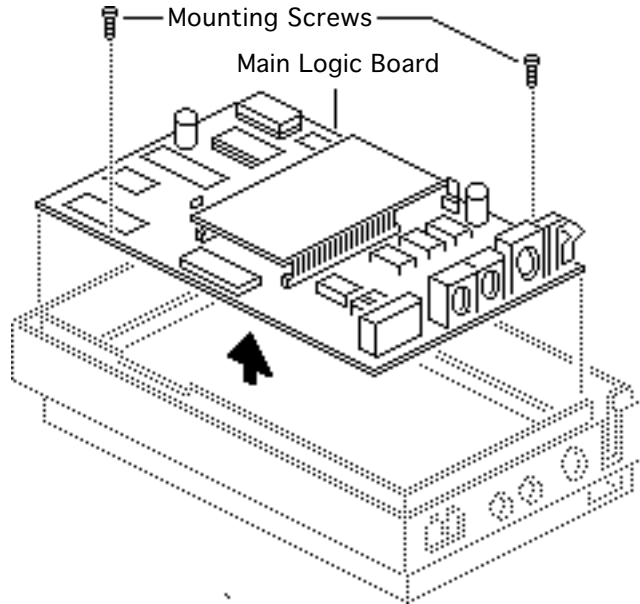


- 3 Disconnect the speaker cable.





- 4 Remove the two screws.
- 5 Lift the main logic board out of the bottom case.



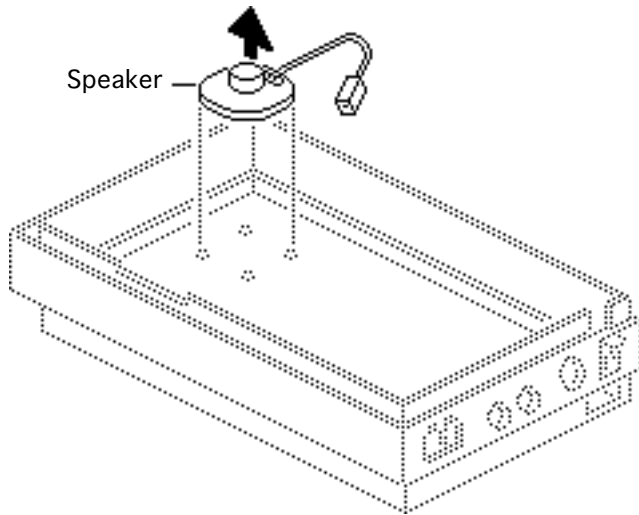


Speaker

You must first remove the following:

- Cover
- Main logic board

Lift out the speaker.





Troubleshooting

Modems





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.)

For additional assistance, contact Apple Technical Support.





Symptom Charts

Apple Data Modem 2400

Modem lights are not on

- 1 Replace power supply.
- 2 Replace logic board.

Both lights are on or blinking, or yellow light stays on after power on

Replace logic board.

No sound while modem is operating

- 1 Move volume lever toward front of modem.
- 2 Replace logic board.
- 3 Replace speaker.





Apple Personal Modem

Modem doesn't beep
when plugged in

- 1 Turn volume control clockwise and plug in modem again.
- 2 Verify that power connector is firmly in place.
- 3 Replace power connector.
- 4 Replace modem.

No sound while modem
is operating

- 1 Turn volume control clockwise and plug in modem again.
- 2 Replace modem.





Modem 300/Modem 1200

- | | | |
|-----------------------------------|---|--------------------------------|
| Indicator LED not on | 1 | Replace power supply. |
| | 2 | Replace logic board. |
| No sound while modem is operating | 1 | Turn volume control clockwise. |
| | 2 | Replace logic board. |





AppleFax Modem

Modem lights are not on

- 1 Replace power supply.
- 2 Replace main logic board.
- 3 Replace auxiliary logic board.

Both lights are on or blinking, or yellow light stays on after power on

- 1 Replace main logic board.
- 2 Replace auxiliary logic board.

No sound while modem is operating

- 1 Move volume lever toward front of modem.
- 2 Replace main logic board.
- 3 Replace speaker.
- 4 Replace auxiliary logic board.





Poor print quality
from fax machines

- 1 Have users select “Best” option from Page Setup window.
- 2 Have users select ImageWriter LQ fonts (3x fonts) for text-only files (no graphics).

Poor print quality
after file transfers

Have users contact sending AppleFax station to determine what fonts are being used.

Modem sometimes
fails to answer

Verify that AppleFax Modem ROM is revision 1.1 or higher.

When using the “AT”
command set, the
modem stops sending
after a “buffer-full”
condition

Verify that AppleFax Modem ROM is revision 1.1 or higher.





AppleFax Modem application sometimes fails to establish communication with certain facsimile machines

Verify that AppleFax Modem ROM is revision 1.1 or higher.





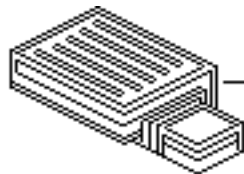
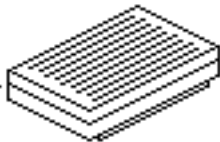
Exploded View

Modems



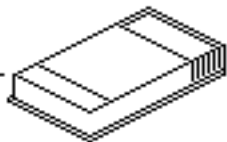


Apple Data
Modem 2400



Apple
Personal
Modem

Modem 300/
Modem 1200



AppleFax
Modem

