



What to do... Mac Reports "Not a PowerBook Family Macintosh"

Introduction:

This document provides information about what to do if your Macintosh reports the error message ending with "...not a PowerBook family Macintosh."

This error message ending with "...not a PowerBook family Macintosh" comes up for one of two reasons. If you have installed a PowerPC upgrade for your PowerBook 5xx or Duo series computer, then skip to step two. If you have not installed a PowerPC upgrade for your PowerBook 5xx or Duo series computer, then read on.

1. If you have not installed a PowerPC upgrade, and still get the error message ending with "...not a PowerBook family Macintosh," then your PowerPort Mercury modem may be seated improperly inside your PowerBook 5xx or Duo computer, or the connectors between the modem and the PowerBook's internal components may have dust or debris covering them. We recommend that you take your PowerBook to an authorized Apple repair station to have it reseated and/or cleaned.
2. The use of your PowerPort Mercury 5xx or Duo modem with your PowerPC upgrade requires the latest release of GlobalFax for PowerPort Mercury software, version 2.5.5. GlobalFax 2.5.5 accommodates the many changes in the computers hardware and system software that a PowerPC upgrade implements.

Users of GlobalFax 2.5

If you currently have GlobalFax for PowerPort Mercury 2.5, then you can download the GlobalFax 2.5.5 updater that will enable the Mercury modem to function with your PowerPC upgrade. The PP5xx/Duo 2.5.5 Updater is available on our website at: <http://www.globalvillage.com/support/swlocator/>
