

Congratulations, you and your MacBook Pro  
were made for each other.

# Say hello to your MacBook Pro.

[www.apple.com/macbookpro](http://www.apple.com/macbookpro)



## Built-in iSight camera and iChat

Video chat with friends and family anywhere in the world.

Mac Help

 **iSight**



## Finder

Browse your files like you browse your music with Cover Flow.

Mac Help

 **finder**

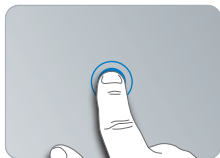


## Multi-Touch trackpad

Scroll through files, adjust images, and enlarge text using just your fingers.

Mac Help

 **trackpad**



Click anywhere



Scroll



Swipe



Pinch and zoom



Rotate

## Mac OS X Snow Leopard

[www.apple.com/macosex](http://www.apple.com/macosex)



### Time Machine

Automatically back up and restore your files.

Mac Help

 time machine



### Quick Look

Instantly preview your files.

Mac Help

 quick look



### Spotlight

Find anything on your Mac.

Mac Help

 spotlight



### Safari

Experience the web with the fastest browser in the world.

Mac Help

 safari

## iLife '11

[www.apple.com/ilife](http://www.apple.com/ilife)



### iPhoto

Turn your photos into something amazing.

iPhoto Help

 photos



### iMovie

Make a great-looking movie in minutes.

iMovie Help

 movie



### GarageBand

Create a great-sounding song with ease.

GarageBand Help

 record



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# 1

Ready, Set Up, Go

[www.apple.com/macbookpro](https://www.apple.com/macbookpro)

Mac Help  Migration Assistant

Your MacBook Pro is designed so that you can set it up quickly and start using it right away. If you have never used a MacBook Pro or are new to Macintosh computers, read this chapter for help getting started.

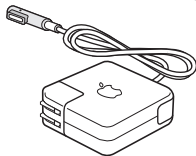
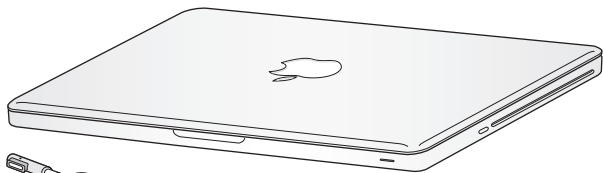
**Important:** Read all the installation instructions (and the safety information starting on page 66) carefully before you first use your computer.

If you're an experienced user, you may already know enough to get started. Make sure you look over the information in Chapter 2, "Life with Your MacBook Pro," to find out about the new features of this MacBook Pro.

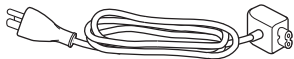
Many answers to questions can be found on your computer in Mac Help. For information about using Mac Help, see "Getting Answers" on page 31. Apple may release new versions and updates to its system software, so the images shown in this book may be slightly different from what you see onscreen.



## What's in the Box



85W MagSafe Power Adapter



AC power cord

## Setting Up Your MacBook Pro

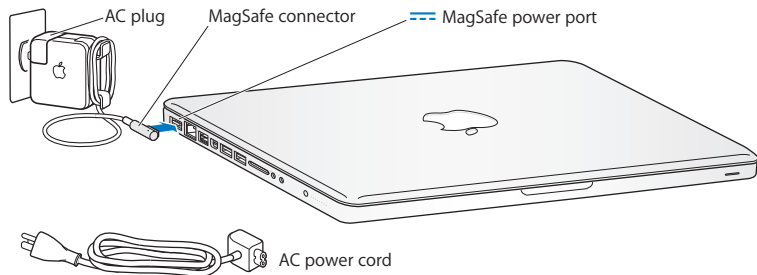
Your MacBook Pro is designed so that you can set it up quickly and start using it right away. The following pages take you through the setup process, including these tasks:

- Plugging in the 85W MagSafe Power Adapter
- Connecting cables and accessing a network
- Turning on your MacBook Pro and using the trackpad
- Configuring a user account and other settings using Setup Assistant
- Setting up the Mac OS X desktop and preferences

**Important:** Remove the protective film around the 85W MagSafe Power Adapter before setting up your MacBook Pro.

**Step 1: Plug in the 85W MagSafe Power Adapter to provide power to the MacBook Pro and charge the battery.**

Make sure the AC plug is fully inserted into the power adapter and the electrical prongs on your AC plug are in their completely extended position. Insert the AC plug of your power adapter into a power outlet and the MagSafe connector into the MagSafe power port. As the MagSafe connector gets close to the port, you'll feel a magnetic pull drawing it in.



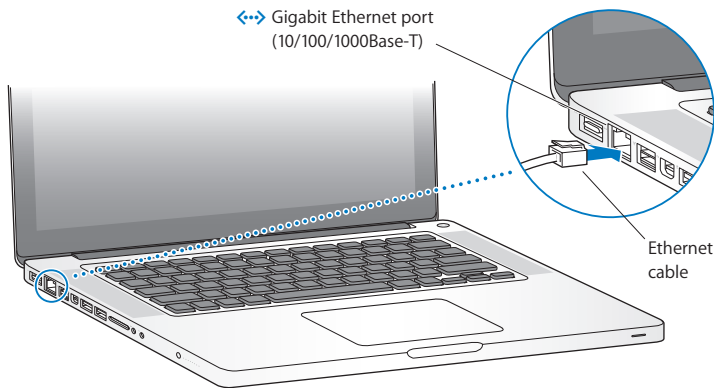
To extend the reach of your power adapter, replace the AC plug with the AC power cord. First pull the AC plug up to remove it from the adapter, and then attach the included AC power cord to the adapter, making sure it's seated firmly.

When disconnecting the power adapter from an outlet or from the computer, pull the plug, not the cord.

When you first connect the power adapter to your MacBook Pro, an indicator light on the MagSafe connector starts to glow. An amber light indicates the battery is charging. A green light indicates that the battery is fully charged. If you don't see a light, make sure the connector is seated properly and the power adapter is plugged in.

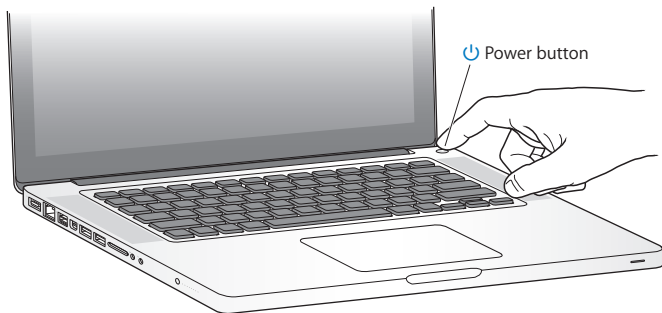
## Step 2: Connect to a wireless or wired network.

- To use a wireless network with the built-in AirPort Extreme technology, make sure the wireless base station is turned on and that you know the name of the network. After you turn on your MacBook Pro, Setup Assistant guides you through the connection process. For troubleshooting tips, see page 58.
- To use a wired connection, connect one end of an Ethernet cable to your MacBook Pro and the other end to a cable modem, DSL modem, or network.



**Step 3: Press the power (⏻) button briefly to turn on your MacBook Pro.**

You hear a tone when you turn on the computer.



It takes the MacBook Pro a few moments to start up. After it starts up, Setup Assistant opens automatically.

If your MacBook Pro doesn't turn on, see "If your MacBook Pro doesn't turn on or start up" on page 53.

#### **Step 4: Configure your MacBook Pro with Setup Assistant.**

The first time you turn on your MacBook Pro, Setup Assistant starts. Setup Assistant helps you enter your Internet and email information and set up a user account on your MacBook Pro. If you already have a Mac, Setup Assistant can help you automatically transfer files, applications, and other information from your previous Mac using an Ethernet or wireless connection. See the next section, “Migrating Information to Your MacBook Pro,” for more information.

If you don't intend to keep or use your other Mac, it's best to deauthorize it from playing music, videos, or audiobooks that you've purchased from the iTunes Store. Deauthorizing a computer prevents any songs, videos, or audiobooks you've purchased from being played by someone else and frees up another authorization for use. For information about deauthorizing, in iTunes, open Help > iTunes Help.

## Migrating Information to Your MacBook Pro

You can follow the prompts in Setup Assistant to migrate existing user accounts, files, applications, and other information from another Mac computer. You can do this with one of the following methods:

- Using a FireWire cable to connect the two computers together and transfer the information
- Using an Ethernet cable connected directly between the two computers, or connecting both computers to the same network
- Wirelessly—directly between the two computers, or with both computers on the same wireless network

Before migrating, use Software Update on your other Mac. The other Mac should have one of these versions of Mac OS X software—either Mac OS X v10.4.11 or Mac OS X v10.5.6 (or later).

You can choose the items (user accounts, documents, movies, music, photos, and so on) that you want to migrate to your MacBook Pro.

**Important:** Don't use the other Mac for anything else until the migration is complete.

If you don't use Setup Assistant to transfer information when you first start up your computer, you can do it later using Migration Assistant. If the connection is terminated during migration, you can resume the migration at a later time using Migration Assistant on your MacBook Pro and your other Mac. Go to the Applications folder, open Utilities, and double-click Migration Assistant.

## Step 5: Customize the Mac OS X desktop and set preferences.



You can quickly customize the desktop using System Preferences. Choose Apple (🍏) > System Preferences from the menu bar or click the System Preferences icon in the Dock. System Preferences is your command center for most settings on your MacBook Pro. For more information, open Mac Help and search for “System Preferences” or for the specific preference you want to change.

## Putting Your MacBook Pro to Sleep or Shutting It Down

When you finish working with your MacBook Pro, you can put it to sleep or shut it down.

### Putting Your MacBook Pro to Sleep

If you'll be away from your MacBook Pro for only a short time, put it to sleep. When the computer is in sleep, you can quickly wake it and bypass the startup process.

**To put your MacBook Pro to sleep, do one of the following:**

- Close the display.
- Choose Apple (🍏) > Sleep from the menu bar.
- Press the power (⏻) button and click Sleep in the dialog that appears.
- Choose Apple (🍏) > System Preferences, click Energy Saver, and set a sleep timer.

**NOTICE:** Wait a few seconds until the sleep indicator light starts pulsing (indicating that the computer is in sleep and the hard disk has stopped spinning) before moving your MacBook Pro. Moving your computer while the disk is spinning can damage the hard disk, causing loss of data or the inability to start up from the hard disk.



### To wake your MacBook Pro:

- *If the display is closed*, simply open it to wake up your MacBook Pro.
- *If the display is already open*, press the power (⏻) button or any key on the keyboard.

When your MacBook Pro wakes from sleep, your applications, documents, and computer settings are exactly as you left them.

## Shutting Down Your MacBook Pro

If you aren't going to use your MacBook Pro for a couple of days or longer, it's best to shut it down. The sleep indicator light goes on briefly during the shutdown process.

### To shut down your MacBook Pro, do one of the following:

- Choose Apple () > Shut Down from the menu bar.
- Press the power (⏻) button and click Shut Down in the dialog that appears.

If you plan to store your MacBook Pro for an extended period of time, see “Important Handling Information” on page 69 for information about how to prevent the battery from draining completely.



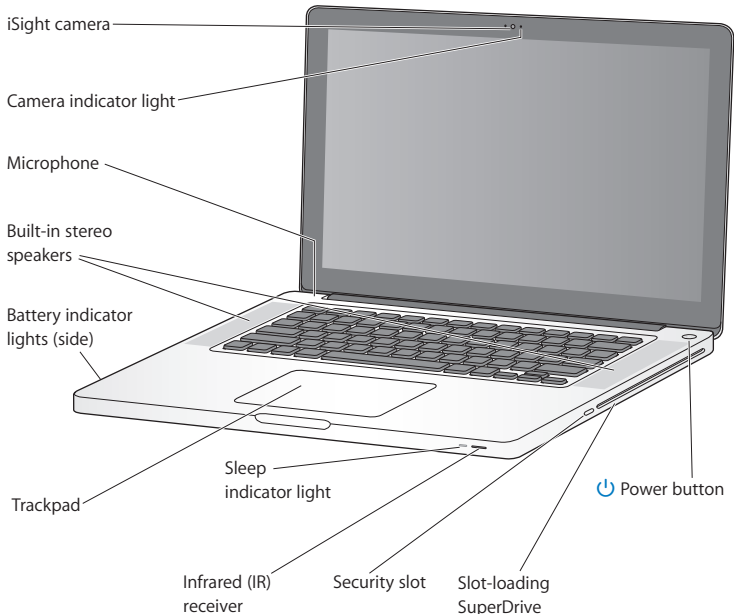
# 2

## Life with Your MacBook Pro

[www.apple.com/macosx](http://www.apple.com/macosx)

Mac Help  Mac OS X

## Basic Features of Your MacBook Pro



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**Built-in iSight camera and indicator light**

Videoconference using the iChat application, take pictures with Photo Booth, or capture video with iMovie. The indicator light glows when the camera is operating.

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**Built-in stereo speakers**

Listen to music, movies, games, and other multimedia files.

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**Built-in microphone**

Capture sounds with the microphone (located above the Esc key on your keyboard) or talk with friends live over broadband using the included iChat application.

---

**Built-in battery and battery indicator lights**

Use battery power when you are away from a power outlet. Press the battery button to activate indicator lights that show the remaining battery charge.

---

**Trackpad**

Click or double-click anywhere on the trackpad. Touch the trackpad with one or more fingers to move the pointer and use Multi-Touch gestures (described on page 26).

---

**Sleep indicator light**

A white light pulses when the MacBook Pro is in sleep.

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**Infrared (IR) receiver**

Use an optional Apple Remote (available separately) with the IR receiver to control Front Row and Keynote on your MacBook Pro from up to 30 feet (9.1 meters) away.

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**Security slot**

Attach a lock and cable (available separately) to prevent theft.

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**Slot-loading SuperDrive**

This optical drive reads and writes to standard-size CDs and DVDs.

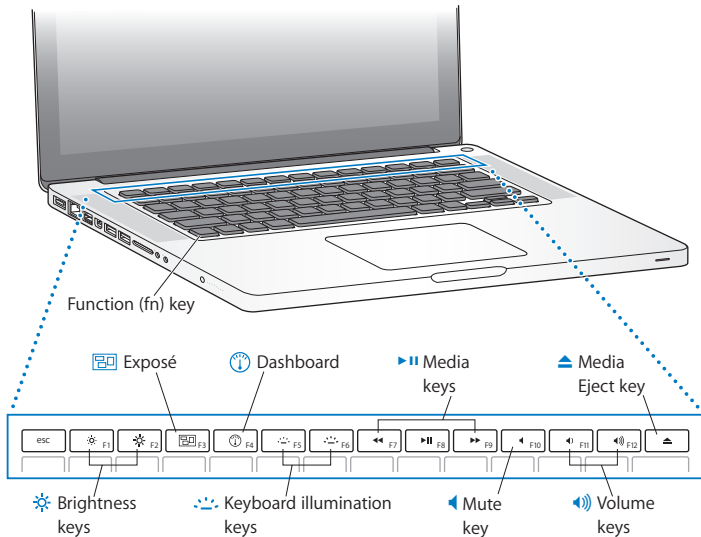
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**Power button**

Turn your MacBook Pro on and off, or put it to sleep.

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## Keyboard Features of Your MacBook Pro



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**Function (fn) key**

Press and hold this key to activate customized actions assigned to the function keys (F1 to F12). To learn how to customize function keys, choose Help > Mac Help from the menu bar and search for “function keys.”

**Brightness keys (F1, F2)**

Increase (☀) or decrease (☾) the brightness of your MacBook Pro display.

**Exposé key (F3)**

Open Exposé for quick access to all your open windows.

**Dashboard key (F4)**

Open Dashboard to access your widgets.

**Keyboard illumination keys (F5, F6)**

Increase (☀) or decrease (☾) the brightness of the keyboard illumination.

**Media keys (F7, F8, F9)**

Rewind (◀), play or pause (▶||), or fast-forward (▶) a song, movie, or slideshow.

**Mute key (F10)**

Mute the sound coming from the built-in speakers and audio out port.

**Volume keys (F11, F12)**

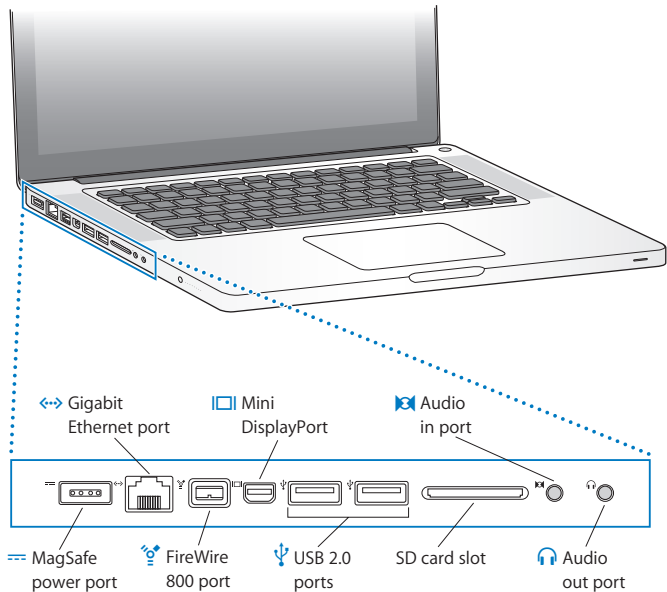
Increase (🔊) or decrease (🔇) the volume of sound coming from the built-in speakers and headphone port.

**Media Eject key**








Press and hold this key to eject a disc that's not in use. You can also eject a disc by dragging its desktop icon to the Trash.

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## Ports on Your MacBook Pro





	<b>MagSafe power port</b> Plug in the included 85W MagSafe Power Adapter to recharge the MacBook Pro battery.
	<b>Gigabit Ethernet port</b> Connect to a high-speed Ethernet network, a DSL or cable modem, or another computer. The Ethernet port automatically detects Ethernet devices and doesn't require an Ethernet crossover cable.
	<b>One FireWire 800 port</b> Connect high-speed external devices, such as digital video cameras and storage devices.
	<b>Mini DisplayPort (video out)</b> Connect to an external display or projection system that uses a DVI or VGA connector. You can purchase adapters for supported video formats.
	<b>Two high-speed USB (Universal Serial Bus) 2.0 ports</b> Connect an iPod, iPhone, mouse, keyboard, printer, disk drive, digital camera, joystick, modem, and more to your MacBook Pro. You can also connect USB 1.1 devices.
	<b>Audio in port</b> Connect your MacBook Pro to a line-level microphone or digital audio equipment.
	<b>Audio out port</b> Connect external speakers, headphones (including iPhone), or digital audio equipment.
	<b>SD card slot</b> Easily transfer photos, videos, and data to and from your MacBook Pro with an SD card.

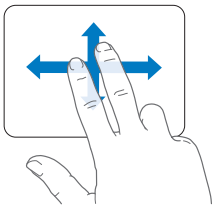
**Note:** Adapters and other accessories are sold separately at [www.apple.com/store](http://www.apple.com/store) or your local Apple store.

## Using the Multi-Touch Trackpad

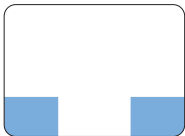
Use the trackpad to move the cursor and to perform a variety of Multi-Touch gestures. Unlike typical trackpads, the entire MacBook Pro trackpad is a button, and you can click anywhere on the trackpad. To enable Multi-Touch gestures, view instructional videos of the gestures, and set other trackpad options, choose Apple (🍏) > System Preferences, and then click Trackpad.

Here are ways to use your MacBook Pro trackpad:

- *Two-finger scrolling* lets you drag to scroll quickly up, down, or sideways in the active window. This option is on by default. You can also set the option to scroll with or without momentum. If you scroll with momentum, the screen continues to scroll a little longer after you lift your fingers from the trackpad, which is helpful for navigating long documents and lists.

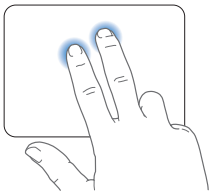


- *Secondary clicking* or “*right-clicking*” lets you access shortcut menu commands.
  - To set up a one-finger secondary-click zone in the bottom left or right corner of the trackpad, select Secondary Click under the One Finger option in Trackpad preferences.



Secondary click zone

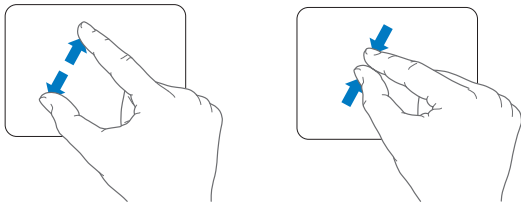
- To set up two-finger secondary-clicking anywhere on the trackpad, select Secondary Click under the Two Fingers option in Trackpad preferences.



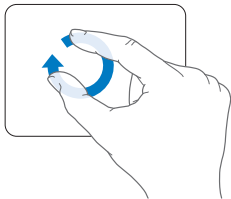
**Note:** You can also secondary click by holding down the Control key while you click.

The following trackpad gestures work in certain applications. When you perform these gestures, slide your fingers lightly on the surface of the trackpad. For more information, see Trackpad preferences or choose Help > Mac Help and search for “trackpad.”

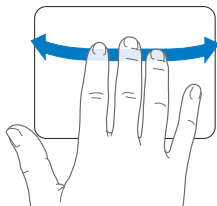
- *Two-finger pinching* lets you zoom in or out on PDFs, images, photos, and more.



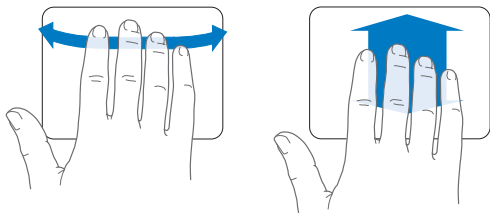
- *Two-finger rotating* lets you rotate photos, pages, and more.



- *Three-finger swiping* lets you rapidly page through documents, move to the previous or next photo, and more.



- *Four-finger swiping* works in the Finder and all applications. Swiping four fingers to the left or right activates Application Switcher so you can cycle through open applications. Swiping four fingers up or down causes Exposé to show the desktop or display all open windows.



To enable or disable any of the gestures, choose Apple (🍏) > System Preferences, and then click Trackpad. Click the checkboxes to turn the gestures on or off.


## Using the MacBook Pro Battery

When the MagSafe power adapter isn't connected, your MacBook Pro draws power from its built-in battery. The length of time that you can run your MacBook Pro varies, depending on the applications you use and the external devices connected to your MacBook Pro.

Turning off features such as AirPort Extreme or Bluetooth® wireless technology and reducing screen brightness can help conserve battery charge, for example, when you're traveling by air. Many of your system preferences are automatically set to optimize battery life.

You can determine the charge remaining in the battery by looking at the eight battery level indicator lights on the left side of your MacBook Pro. Press the button next to the lights, and the lights glow briefly to show how much charge remains in the battery.

**Important:** If only one indicator light is on, very little charge is left. If no lights illuminate, the battery is completely drained and the MacBook Pro won't start up unless the power adapter is connected. Plug in the power adapter to let the battery recharge. For more information about battery indicator lights, see page 54.

You can also check the amount of battery charge remaining by viewing the Battery () status icon in the menu bar. The battery charge level displayed is based on the amount of power left in the battery with the applications, peripheral devices, and system settings you are currently using. To conserve battery power, close applications and disconnect peripheral devices not in use, and adjust your Energy Saver settings. For more information about battery conservation and performance tips, go to [www.apple.com/batteries/notebooks.html](http://www.apple.com/batteries/notebooks.html).

## Charging the Battery

When the power adapter that came with your MacBook Pro is connected, the battery charges whether the computer is on, off, or in sleep. The battery charges more quickly, however, if the computer is off or in sleep.

The battery in your MacBook Pro can be replaced only by an Apple Authorized Service Provider or an Apple Retail Store.

## Getting Answers

Much more information about using your MacBook Pro is available in Mac Help on your computer and on the Internet at [www.apple.com/support/macbookpro](http://www.apple.com/support/macbookpro).

### To get Mac Help:

- 1 Click the Finder icon in the Dock (the bar of icons along the edge of the screen).



- 2 Click the Help menu in the menu bar and do one of the following:
  - a Type a question or term in the Search field, and select a topic from the list of results or select Show All Results to see all topics.
  - b Choose Mac Help to open the Mac Help window, where you can click links or type a search question.

## More Information

For more information about using your MacBook Pro, see the following:

To learn about	See
Installing memory	Chapter 3, “Boost Your MacBook Pro” on page 35.
Troubleshooting your MacBook Pro if you have a problem	Chapter 4, “Problem, Meet Solution” on page 49.
Finding service and support for your MacBook Pro	“Learning More, Service, and Support” on page 62. Or go to the Apple Support site at <a href="http://www.apple.com/support/macbookpro">www.apple.com/support/macbookpro</a> .
Using Mac OS X	The Mac OS X website at <a href="http://www.apple.com/macosx">www.apple.com/macosx</a> . Or search for “Mac OS X” in Mac Help.
Moving from a PC to a Mac	“Why you’ll love a Mac” at <a href="http://www.apple.com/getamac/whymac">www.apple.com/getamac/whymac</a> .
Using iLife applications	The iLife website at <a href="http://www.apple.com/ilife">www.apple.com/ilife</a> . Or open an iLife application, open Help for the application, and then type a question in the search field.
Changing system preferences	System Preferences by choosing Apple () > System Preferences. Or search for “system preferences” in Mac Help.
Using the trackpad	Mac Help and search for “trackpad.” Or open System Preferences and click Trackpad.
Using the iSight camera	Mac Help and search for “iSight.”
Using the keyboard	Mac Help and search for “keyboard.”
Using AirPort Extreme wireless technology	The AirPort Support page at <a href="http://www.apple.com/support/airport">www.apple.com/support/airport</a> . Or open Mac Help and search for “AirPort.”



To learn about	See
Using Bluetooth wireless technology	The Bluetooth Support page at <a href="http://www.apple.com/support/bluetooth">www.apple.com/support/bluetooth</a> . Or open the Bluetooth File Exchange application, located in the Utilities folder within the Applications folder, and choose Help > Bluetooth Help.
Caring for the battery	Mac Help and search for "battery."
Connecting a printer	Mac Help and search for "printing."
FireWire and USB connections	Mac Help and search for "FireWire" or "USB."
Connecting to the Internet	Mac Help and search for "Internet."
Connecting an external display	Mac Help and search for "displayport."
Apple Remote	Mac Help and search for "remote."
Front Row	Mac Help and search for "Front Row."
Burning a CD or DVD	Mac Help and search for "burn disc."
Specifications	The Specifications page at <a href="http://support.apple.com/specs">support.apple.com/specs</a> . Or open System Profiler by choosing Apple () > About This Mac from the menu bar, and then click More Info.
Apple news, free downloads, and online catalogs of software and hardware	The Apple website at <a href="http://www.apple.com">www.apple.com</a> .
Instructions, technical support, and manuals for Apple products	The Apple Support website at <a href="http://www.apple.com/support">www.apple.com/support</a> .



# 3

## Boost Your MacBook Pro

[www.apple.com/store](https://www.apple.com/store)

Mac Help  RAM

This chapter provides information and instructions for upgrading the hard disk drive and installing additional memory in your MacBook Pro.

**WARNING:** Apple recommends that you have an Apple-certified technician install replacement drives and memory. Consult the service and support information that came with your computer for information about how to contact Apple for service. If you attempt to install a replacement drive or memory and damage your equipment, such damage is not covered by the limited warranty on your computer.

The battery in your MacBook Pro is not user-replaceable. If you think your battery needs to be replaced, contact an Apple Retail Store or an Apple Authorized Service Provider.

## Replacing the Hard Disk Drive

You can upgrade the hard disk drive in your MacBook Pro. When you open the back of your MacBook Pro, the hard disk drive is located next to the built-in battery. The replacement drive must be a 2.5-inch drive with a Serial ATA (SATA) connector.

**Important:** Apple recommends that you back up the data on your hard disk drive before removing and replacing it. Apple is not responsible for any lost data.

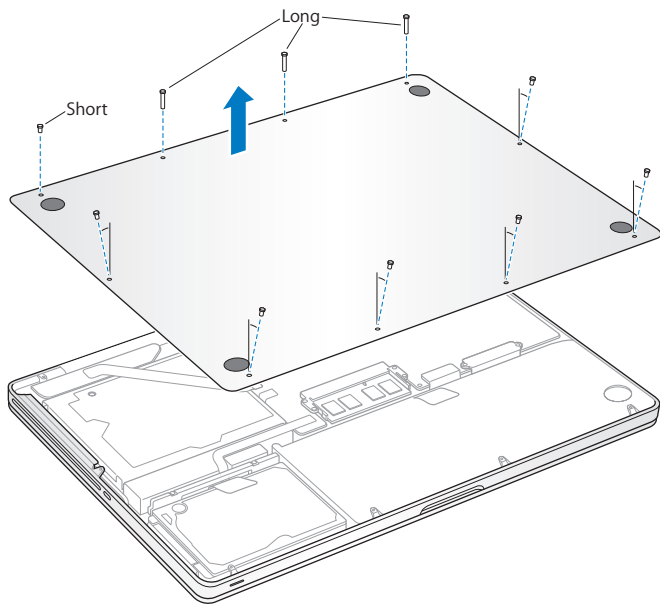
### To replace the hard disk drive in your MacBook Pro:

- 1 Shut down your MacBook Pro. Disconnect the power adapter, Ethernet cable, USB cables, security lock, and any other cables connected to the MacBook Pro to prevent damaging the computer.

**WARNING:** The internal components of your MacBook Pro can be warm. If you have been using your MacBook Pro, wait 10 minutes after shutting down to let the internal components cool before continuing.

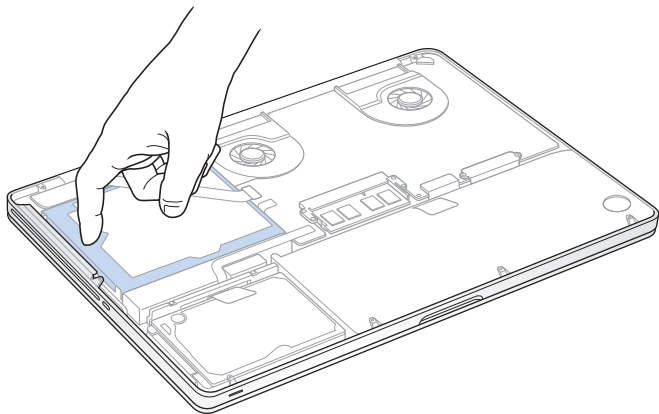
- 2 Turn over your MacBook Pro and remove the ten (10) screws that secure the bottom case. Remove the shorter screws at the angles shown in the illustration. Lift off the case and place it to the side.

**Important:** Because the screws are different lengths, note the screw lengths and locations so you can replace the screws correctly. Put them aside in a safe place.

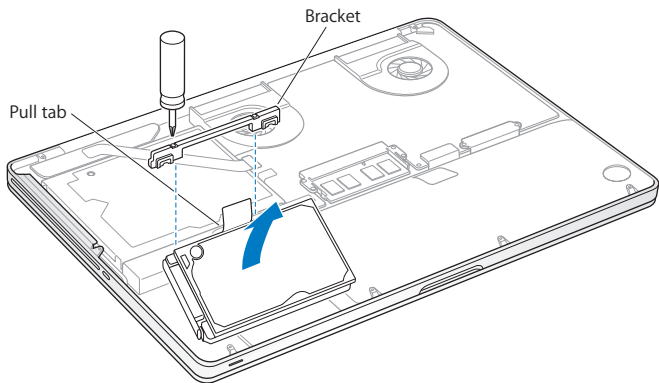


**Important:** When you remove the bottom case, you expose sensitive internal components. Avoid touching anything other than the hard drive assembly when you remove or add a hard disk drive.

- 3 Touch a metal surface inside the computer to discharge any static electricity from your body.

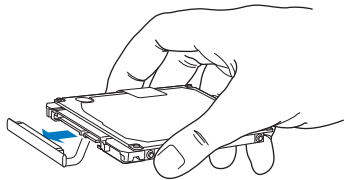


- 4 Locate the bracket at the top of the drive. Use a Phillips screwdriver to loosen the two captive screws that hold the bracket in place. Put the bracket aside in a safe place.
- 5 Using the pull tab, gently lift the drive out of the bay.



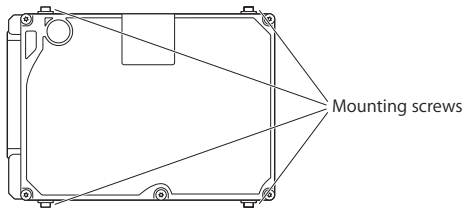


- 6 Hold the drive by its sides while you gently pull the connector on the left side of the drive to disconnect it. Don't press the drive between your fingers, and avoid touching the circuitry on the underside of the drive.



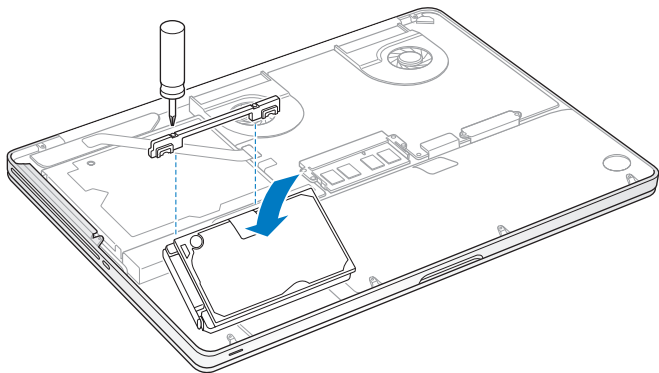
The connector is attached to a cable and remains in the hard disk drive bay.

**Important:** There are four (4) mounting screws on the sides of your hard disk drive. If your replacement drive doesn't include mounting screws, remove the ones from your old drive and mount them on the replacement drive before you install it.



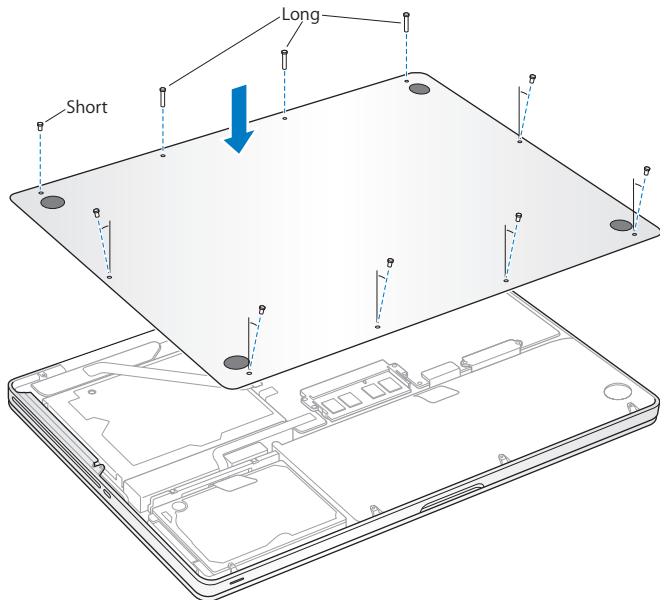
- 7 Attach the connector to the left side of the replacement drive.

- 8 Insert the replacement drive at an angle, making sure the mounting screws are seated properly.



- 9 Replace the bracket and tighten the screws.

- 10 Replace the bottom case. Replace and tighten the ten screws you removed in step 2 in their proper locations, making sure to insert the shorter screws at the angles shown in the illustration.



For information about installing Mac OS X and bundled applications, see “Reinstalling the Software That Came with Your MacBook Pro” on page 60.

## Installing Additional Memory

Your computer has two memory slots that you access by removing the bottom case. Your MacBook Pro comes with a minimum of 4 gigabytes (GB) of 1066 MHz Double Data Rate (DDR3) Synchronous Dynamic Random-Access Memory (SDRAM) installed. Each memory slot can accept an SDRAM module that meets the following specifications:

- Double Data Rate Small Outline Dual Inline Memory Module (DDR3) format
- 30 mm (1.18 inches)
- 1 GB, 2 GB, or 4 GB
- 204-pin
- PC3-8500 DDR3 1066 MHz Type RAM

You can add two 4 GB memory modules for a maximum of 8 GB of memory. For best performance, fill both memory slots and install an identical memory module in each slot.

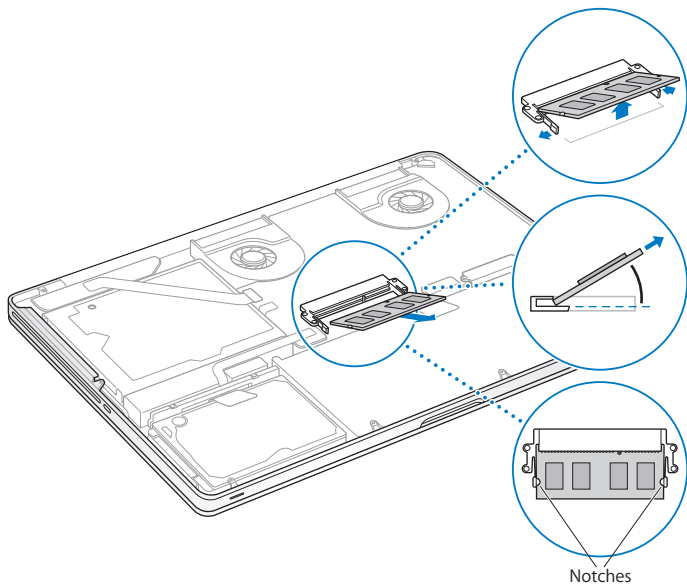
### To install memory in your MacBook Pro:

- 1 Follow steps 1 through 3 beginning on page 37.

**Important:** When you remove the bottom case, you expose sensitive internal components. Avoid touching anything other than the memory assembly when you remove or add memory.

- 2 Push the levers on the sides of the memory module in an outward direction to release the module from the memory card slot.

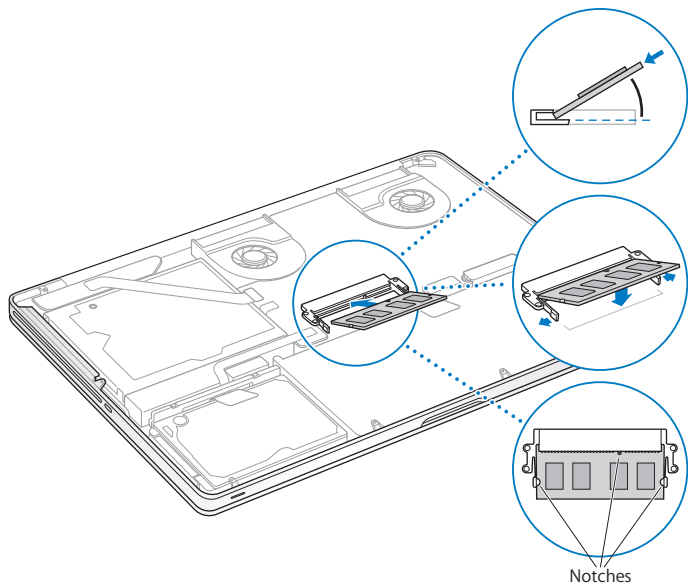
The memory pops up at an angle. Before removing it, make sure you see the half-circle notches. If you don't, try pushing the levers outward again.



- 3 Hold the memory module by its notches and remove it from the slot.
- 4 Remove the other memory module.

*Important:* Hold the memory modules by their edges, and do not touch the gold connectors.

- 5 Insert the new memory module in the slot:
  - a Align the notch on the gold edge of the module with the notch in the lower memory slot.
  - b Tilt the card and push the memory into the slot.
  - c Use two fingers with firm, even pressure to push down on the memory module. You should hear a click when the memory is inserted correctly.
  - d Repeat to install an additional memory module in the top slot. Press down on the module to make sure it is level.




6 Follow the instructions for replacing the bottom case in step 10 on page 43.

## Making Sure Your MacBook Pro Recognizes the New Memory

After installing additional memory in your MacBook Pro, check whether the computer recognizes the new memory.

**To check the computer's memory:**

- 1 Start up your MacBook Pro.
- 2 When you see the Mac OS X desktop, choose Apple () from the menu bar and then choose About This Mac.

For a detailed breakdown of the amount of memory installed in your computer, open System Profiler by clicking More Info, and then click Memory.

If your MacBook Pro doesn't recognize the memory or doesn't start up correctly, confirm that the memory you installed is compatible with your MacBook Pro and that it's installed correctly.



# 4

## Problem, Meet Solution

[www.apple.com/support](https://www.apple.com/support)

Mac Help  help

Occasionally, you may have problems while working with your MacBook Pro. Read on for troubleshooting tips to try when you have a problem. You can also find more troubleshooting information in Mac Help and on the MacBook Pro Support website at [www.apple.com/support/macbookpro](http://www.apple.com/support/macbookpro).

When you experience a problem working with your MacBook Pro, there is usually a simple and quick solution. Think about the conditions that led up to the problem. Making a note of things you did before the problem occurred will help you narrow down possible causes and find the answers you need. Things to note include:

- The applications you were using when the problem occurred. Problems that occur only with a specific application might indicate that the application is not compatible with the version of the Mac OS installed on your computer.
- Any new software that you installed, especially software that added items to the System folder.
- Any new hardware that you installed, such as additional memory or a peripheral.

## Problems That Prevent You from Using Your MacBook Pro

### If your MacBook Pro doesn't respond or the pointer doesn't move

On rare occasions, an application may “freeze” on the screen. Mac OS X provides a way to quit a frozen application without restarting your computer.

#### To force an application to quit:

- 1 Press Command (⌘)-Option-Esc or choose Apple (🍏) > Force Quit from the menu bar. The Force Quit Applications dialog appears with the application selected.
- 2 Click Force Quit.

The application quits, leaving all other applications open.

If you need to, you can also restart the Finder from this dialog.

Next, save your work in any open applications and restart the computer to make sure the problem is entirely cleared up.

If the problem occurs frequently, choose Help > Mac Help from the menu bar at the top of the screen. Search for the word “freeze” to get help for times when the computer freezes or doesn't respond.

If the problem occurs only when you use a particular application, check with the application's manufacturer to see if it's compatible with your computer. To get support and contact information for the software that comes with your MacBook Pro, go to [www.apple.com/guide](http://www.apple.com/guide).

If you know an application is compatible, you might need to reinstall your computer's system software. See “Reinstalling the Software That Came with Your MacBook Pro” on page 60.

**If your MacBook Pro freezes during startup, or you see a flashing question mark, or the display is dark and the sleep indicator light is glowing steadily (not in sleep)**

The flashing question mark usually means that the computer can't find the system software on the hard disk or any disks attached to the computer.

- Wait a few seconds. If the computer doesn't soon start up, shut it down by pressing and holding the power (⏻) button for about 8 to 10 seconds. Disconnect all external peripherals and try restarting by pressing the power (⏻) button while holding down the Option key. When your computer starts up, click the hard disk icon, and then click the right arrow. After the computer starts up, open System Preferences and click Startup Disk. Select a local Mac OS X System folder.
- If that doesn't work, try using Disk Utility to repair the disk:
  - Insert the *Mac OS X Install DVD* into your computer.
  - Restart your computer and hold down the C key as it starts up.
  - Choose Installer from the menu bar, and then choose Open Disk Utility. When Disk Utility opens, follow the instructions in the First Aid pane to see if Disk Utility can repair the disk.

If using Disk Utility doesn't help, you might need to reinstall your computer's system software. See "Reinstalling the Software That Came with Your MacBook Pro" on page 60.

## If your MacBook Pro doesn't turn on or start up


Try the following suggestions in order until your computer turns on:

- Make sure the power adapter is plugged into the computer and into a functioning power outlet. Be sure to use the 85W MagSafe Power Adapter that came with your MacBook Pro. If the power adapter stops charging and you don't see the indicator light on the MagSafe connector turn on when you plug in the power cord, try unplugging and replugging the power cord to reset it, or try another power outlet.
- Check whether the battery needs to be recharged. Press the small button on the left side of your computer. You should see one to eight lights indicating the battery's level of charge. If a single indicator light is on, connect your power adapter to recharge. For more information about battery indicator lights, see page 54.
- If the problem persists, reset the MacBook Pro power manager by disconnecting the power adapter and holding down the power (⏻) button for at least 5 seconds.
- If you recently installed additional memory, make sure that it is correctly installed and is compatible with your computer. See whether removing and reinstalling the old memory allows the computer to start up (see page 44).
- Press the power (⏻) button and immediately hold down the Command (⌘), Option, P, and R keys simultaneously until you hear the startup sound a second time to reset the parameter RAM (PRAM).
- If you still can't start up your MacBook Pro, see "Learning More, Service, and Support" on page 62 for information about contacting Apple for service.

### **If the display suddenly goes black or your MacBook Pro freezes**

Try restarting your MacBook Pro.

- 1 Unplug any devices that are connected to your MacBook Pro, except the power adapter.
- 2 Press the power (⏻) button to restart the system.
- 3 Let the battery charge to at least 10 percent before plugging in any external devices and resuming your work.

To see how much the battery has charged, click the Battery () status icon in the menu bar.

The display might also darken if you have energy saver features set for the battery.

### **If you press the battery button, and all battery indicator lights flash five times quickly**

Your battery needs to be replaced. Contact an Apple Retail Store or an Apple Authorized Service Provider (AASP).

### **If you press the battery button, and the battery indicator lights flash from left to right and then from right to left, five times in a row**

Your battery is not recognized. Contact an Apple Retail Store or an Apple Authorized Service Provider.

### **If you forget your password**

You can reset your administrator password and passwords for all other accounts.

- 1 Insert the *Mac OS X Install DVD*. Then restart your computer and hold down the C key as it starts up.
- 2 Choose Utilities > Reset Password from the menu bar and follow the onscreen instructions.

### If you have trouble ejecting a disc

Quit any applications that might be using the disc and try again. If that doesn't work, restart the computer and then immediately press and hold the trackpad button.

## Using Apple Hardware Test

If you suspect a problem with the MacBook Pro hardware, you can use the Apple Hardware Test application to help determine if there is a problem with one of the computer's components, such as the memory or processor.

### To use Apple Hardware Test:

- 1 Disconnect all external devices from your computer except the power adapter.  
If you have an Ethernet cable connected, disconnect it.
- 2 Restart your computer and hold down the D key as it starts up.
- 3 When the Apple Hardware Test chooser screen appears, select the language for your location.
- 4 Press the Return key or click the right arrow button.
- 5 When the Apple Hardware Test main screen appears (after about 45 seconds), follow the onscreen instructions.
- 6 If Apple Hardware Test detects a problem, it displays an error code. Make a note of the error code before pursuing support options. If Apple Hardware Test doesn't detect a hardware failure, the problem might be software related.

If this procedure doesn't work, you can insert the *Applications Install DVD* and hold down the D key to use Apple Hardware Test.

## Problems with Your Internet Connection

Your MacBook Pro has the Network Setup Assistant application to help walk you through setting up an Internet connection. Open System Preferences and click Network. Click the “Assist me” button to open Network Setup Assistant.

If you have trouble with your Internet connection, you can try the steps in this section for your type of connection or you can use Network Diagnostics.

### To use Network Diagnostics:

- 1 Choose Apple (🍏) > System Preferences.
- 2 Click Network and then click “Assist me.”
- 3 Click Diagnostics to open Network Diagnostics.
- 4 Follow the onscreen instructions.

If Network Diagnostics can't resolve the problem, there may be a problem with the Internet service provider (ISP) you are trying to connect to, with an external device you are using to connect to your ISP, or with the server you are trying to access. You can try the following steps.

### Cable Modem, DSL Modem, and LAN Internet Connections

Make sure all modem cables are firmly plugged in, including the modem power cord, the cable from the modem to the computer, and the cable from the modem to the wall jack. Also check the cables and power supplies to Ethernet hubs and routers.

### Turn the modem off and on and reset the modem hardware

Turn off your DSL or cable modem for a few minutes, and then turn it back on. Some ISPs recommend that you unplug the modem's power cord. If your modem has a reset button, you can press it either before or after you turn the power off and on.



**Important:** Instructions that refer to modems do not apply to LAN users. LAN users might have hubs, switches, routers, or connection pods that DSL and cable modem users do not have. LAN users should contact their network administrator rather than an ISP.

### PPPoE Connections

If you are unable to connect to your Internet service provider using PPPoE (Point to Point Protocol over Ethernet), make sure you have entered the correct information in Network preferences.

**To check your Network preference settings:**

- 1 Choose Apple (🍏) > System Preferences.
- 2 Click Network.
- 3 Click Add (+) at the bottom of the network connection services list, and choose PPPoE from the Interface pop-up menu.
- 4 Choose an Interface for the PPPoE service from the Ethernet pop-up menu. Choose Ethernet if you are connecting to a wired network or AirPort if you are connecting to a wireless network.
- 5 Enter the information you received from your service provider, such as account name, password, and the PPPoE service name (if your service provider requires it).
- 6 Click Apply to make the settings active.

## Network Connections

Make sure the Ethernet cable is connected to your MacBook Pro and to the network. Check the cables and power supplies to your Ethernet hubs and routers.

If you have two or more computers attempting to share an Internet connection, be sure that your network is set up properly. You need to know whether your ISP provides only one IP address or multiple IP addresses, one for each computer.

If only one IP address is provided, then you must have a router capable of sharing the connection, also known as network address translation (NAT) or “IP masquerading.” For setup information, check the documentation provided with your router or ask the person who set up your network. The AirPort base station can be used to share one IP address among multiple computers. For information about using an AirPort base station, check Mac Help or go to the AirPort Extreme website at [www.apple.com/support/airport](http://www.apple.com/support/airport).

If you can't resolve the issue using these steps, contact your ISP or network administrator.

## Problems with AirPort Extreme Wireless Communication

**If you have trouble using AirPort Extreme wireless communication**

- Make sure the computer or network you are trying to connect to is running and has a wireless access point.
- Make sure you have properly configured the software according to the instructions that came with your base station or access point.

- Make sure you are within antenna range of the other computer or the network's access point. Nearby electronic devices or metal structures can interfere with wireless communication and reduce this range. Repositioning or rotating the computer might improve reception.
- Check the AirPort (📶) status icon in the menu bar. Up to four bars appear, indicating signal strength. If you don't see the bars, try changing your location.
- See AirPort Help (choose Help > Mac Help, and then choose Library > AirPort Help from the menu bar). Also see the instructions that came with the wireless device for more information.

## Keeping Your Software Up to Date

You can connect to the Internet and automatically download and install the latest free software versions, drivers, and other enhancements from Apple.

When you are connected to the Internet, Software Update checks to see if any updates are available for your computer. You can set your MacBook Pro to check for updates periodically, and then you can download and install updated software.

### To check for updated software:

- 1 Choose Apple (🍏) > System Preferences.
- 2 Click the Software Update icon and follow the instructions on the screen.
  - For more information, search for "Software Update" in Mac Help.
  - For the latest information about Mac OS X, go to [www.apple.com/macosx](http://www.apple.com/macosx).

## Reinstalling the Software That Came with Your MacBook Pro

Use the software installation discs that came with your MacBook Pro to reinstall Mac OS X and any applications that came with your computer. You can install Mac OS X without erasing the target volume, which saves your existing files and settings, or you can erase the volume first, which erases all your data and leaves the computer ready for you to reinstall Mac OS X and applications.

**Important:** Apple recommends that you back up the data on your hard disk before restoring software. Apple is not responsible for any lost data.

### Installing Mac OS X

To install Mac OS X:

- 1 Back up your important files.
- 2 Insert the *Mac OS X Install DVD* that came with your computer.
- 3 Double-click Install Mac OS X.
- 4 Follow the onscreen instructions.

**Note:** To restore Mac OS X on your MacBook Pro to the original factory settings, you must first erase the volume you want to install on. You can do this during installation using Disk Utility. For instructions, see the Knowledge Base article at [support.apple.com/kb/ht3910](http://support.apple.com/kb/ht3910).

- 5 When the installation is complete, click Restart to restart your computer.
- 6 Follow the prompts in the Setup Assistant to set up your user account.

If you erase your hard disk during installation, you need to reinstall your applications; see the following section.

## Reinstalling Applications

If you erased your hard disk as part of reinstalling Mac OS X, you must reinstall the applications that came with your MacBook Pro, such as the iLife applications.

### To install the applications that came with your MacBook Pro:

- 1 Back up your important files.
- 2 Insert the *Applications Install DVD* that came with your MacBook Pro.
- 3 Double-click Install Bundled Software.
- 4 Follow the onscreen instructions.
- 5 When the installation is complete, click Close.

## Using Disk Utility

You can use Disk Utility to repair, verify, or erase the MacBook Pro hard disk.

### To use Disk Utility:

- 1 Insert the *Mac OS X Install DVD* that came with your computer.
- 2 Double-click Install Mac OS X.
- 3 After selecting your language, choose Utilities > Open Disk Utility and then follow the instructions in the First Aid pane to see if Disk Utility can repair the disk.
- 4 Quit Mac OS X Installer.

If using Disk Utility doesn't help, try reinstalling the MacBook Pro system software. See "Reinstalling the Software That Came with Your MacBook Pro" on page 60.

## Learning More, Service, and Support

Your MacBook Pro does not have any user-serviceable parts, except the hard drive and the memory. If you need service, contact Apple or take your MacBook Pro to an Apple Authorized Service Provider. You can find more information about the MacBook Pro through online resources, onscreen help, System Profiler, or Apple Hardware Test.

### Online Resources

For online service and support information, go to [www.apple.com/support](http://www.apple.com/support). Choose your country from the pop-up menu. You can search the AppleCare Knowledge Base, check for software updates, or get help from Apple's discussion forums.

### Onscreen Help

You can look for answers to your questions, as well as instructions and troubleshooting information, in Mac Help. Choose Help > Mac Help.

### System Profiler

To get information about your MacBook Pro, use System Profiler. It shows you what hardware and software is installed, the serial number and operating system version, how much memory is installed, and more. To open System Profiler, choose Apple (🍏) > About This Mac from the menu bar and then click More Info.

## AppleCare Service and Support

Your MacBook Pro comes with 90 days of technical support and one year of hardware repair warranty coverage at an Apple Store retail location or an Apple-authorized repair center, such as an Apple Authorized Service Provider (AASP). You can extend your coverage by purchasing the AppleCare Protection Plan. For information, go to [www.apple.com/support/products](http://www.apple.com/support/products) or the website for your country listed below.

If you need assistance, AppleCare telephone support representatives can help you with installing and opening applications, and basic troubleshooting. Call the support center number nearest you (the first 90 days are complimentary). Have the purchase date and your MacBook Pro serial number ready when you call.

**Note:** Your 90 days of complimentary telephone support begins on the date of purchase. Telephone fees may apply.

Country	Phone	Website
United States	1-800-275-2273	<a href="http://www.apple.com/support">www.apple.com/support</a>
Australia	(61) 1-300-321-456	<a href="http://www.apple.com/au/support">www.apple.com/au/support</a>
Canada (English) (French)	1-800-263-3394	<a href="http://www.apple.com/ca/support">www.apple.com/ca/support</a> <a href="http://www.apple.com/ca/fr/support">www.apple.com/ca/fr/support</a>
Ireland	(353) 1850 946 191	<a href="http://www.apple.com/ie/support">www.apple.com/ie/support</a>
New Zealand	00800-7666-7666	<a href="http://www.apple.com/nz/support">www.apple.com/nz/support</a>
United Kingdom	(44) 0844 209 0611	<a href="http://www.apple.com/uk/support">www.apple.com/uk/support</a>

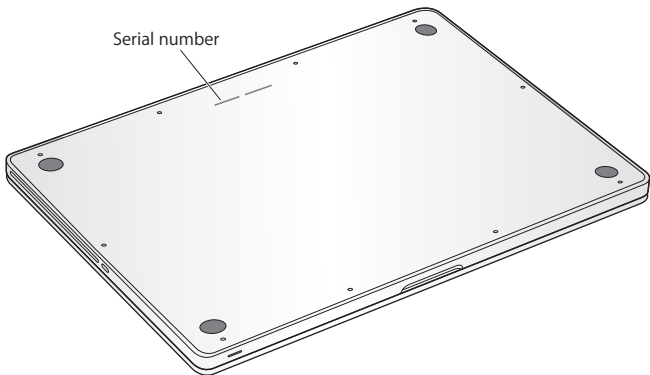
Telephone numbers are subject to change, and local and national telephone rates may apply. A complete list is available on the web:

[www.apple.com/support/contact/phone\\_contacts.html](http://www.apple.com/support/contact/phone_contacts.html)

## Locating Your Product Serial Number

Use one of these methods to find your computer's serial number:

- Turn over your MacBook Pro. The serial number is etched into the case near the hinge.



- Choose Apple (🍏) > About This Mac. Click the version number beneath the words “Mac OS X” to cycle through the Mac OS X version number, the build version, and the serial number.
- Click the Finder icon and open /Applications/Utilities/System Profiler. Click Hardware in the Contents pane.



# 5

## Last, but Not Least

[www.apple.com/environment](https://www.apple.com/environment)

Mac Help  ergonomics

For your safety and that of your equipment, follow these rules for handling and cleaning your MacBook Pro and for working more comfortably. Keep these instructions handy for reference by you and others.

**WARNING:** Incorrect storage or use of your computer may void the manufacturer's warranty.

## Important Safety Information

**WARNING:** Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage.

**Built-in battery** Do not remove the battery from your MacBook Pro. The battery should be replaced only by an Apple Authorized Service Provider. Discontinue use of your MacBook Pro if it is dropped or appears crushed, bent, deformed, or damaged. Do not expose the computer to temperatures above 212° F or 100° C.

**Proper handling** Set up your MacBook Pro on a stable work surface that allows for adequate air circulation under and around the computer. Do not operate your MacBook Pro on a pillow or other soft material, as the material can block the airflow vents. Never place anything over the keyboard when operating your MacBook Pro. Never push objects into the ventilation openings.

The bottom of your MacBook Pro may become very warm during normal use. If your MacBook Pro is on your lap and gets uncomfortably warm, move it to a stable work surface.

**Water and wet locations** Keep your MacBook Pro away from sources of liquid, such as drinks, washbasins, bathtubs, shower stalls, and so on. Protect your MacBook Pro from dampness or wet weather, such as rain, snow, and fog.

**85W MagSafe Power Adapter** Make sure the AC plug or AC power cord is fully inserted into the power adapter before plugging the adapter into a power outlet. Use only the power adapter that came with your MacBook Pro, or an Apple-authorized power adapter that is compatible with this product. The power adapter may become very warm during normal use. Always plug the power adapter directly into a power outlet, or place it on the floor in a well-ventilated location.

Disconnect the power adapter and disconnect any other cables if any of the following conditions exists:

- You want to add memory or upgrade the hard disk drive.
- You want to clean the case (use only the recommended procedure described on page 71).
- The power cord or plug becomes frayed or otherwise damaged.
- Your MacBook Pro or power adapter is exposed to rain, excessive moisture, or liquid spilled into the case.
- Your MacBook Pro or power adapter has been dropped, the case has been damaged, or you suspect that service or repair is required.

The MagSafe power port contains a magnet that can erase data on a credit card, iPod, or other device. To preserve your data, do not place these or other magnetically sensitive material or devices within 1 inch (25 mm) of this port.

If debris gets into the MagSafe power port, remove it gently with a dry cotton swab.

**MagSafe power specifications:**

- *Frequency:* 50 to 60 Hz, single phase
- *Line Voltage:* 100 to 240 V
- *Output Voltage:* 18.5 V DC, 4.6 A

**Hearing damage** Permanent hearing loss may occur if earbuds or headphones are used at high volume. You can adapt over time to a higher volume of sound that may sound normal but can be damaging to your hearing. If you experience ringing in your ears or muffled speech, stop listening and have your hearing checked. The louder the volume, the less time is required before your hearing could be affected. Hearing experts suggest that to protect your hearing:

- Limit the amount of time you use earbuds or headphones at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

**High-risk activities** This computer system is not intended for use in the operation of nuclear facilities, aircraft navigation or communications systems, air traffic control systems, or for any other uses where the failure of the computer system could lead to death, personal injury, or severe environmental damage.

## Laser Information for Optical Disc Drives

**WARNING:** Making adjustments or performing procedures other than those specified in your equipment's manual may result in hazardous radiation exposure.

The optical disc drive in your computer contains a laser that is safe in normal use but that may be harmful to your eyes if disassembled. For your safety, have this equipment serviced only by an Apple Authorized Service Provider.

## Important Handling Information

**NOTICE:** Failure to follow these handling instructions could result in damage to your MacBook Pro or other property.

**Operating environment** Operating your MacBook Pro outside these ranges may affect performance:

- *Operating temperature:* 50° to 95° F (10° to 35° C)
- *Storage temperature:* -4° to 113° F (-20° to 45° C)
- *Relative humidity:* 5% to 90% (noncondensing)
- *Operating altitude:* 0 to 10,000 feet (0 to 3048 meters)

**Turning on your MacBook Pro** Never turn on your MacBook Pro unless all of its internal and external parts are in place. Operating the computer when parts are missing may be dangerous and may damage your computer.

**Carrying your MacBook Pro** If you carry your MacBook Pro in a bag or briefcase, make sure that there are no loose items (such as paper clips or coins) that could accidentally get inside the computer through vent openings or the optical drive slot or get stuck inside a port. Also, keep magnetically sensitive items away from the MagSafe power port.

**Using connectors and ports** Never force a connector into a port. When connecting a device, make sure the port is free of debris, that the connector matches the port, and that you have positioned the connector correctly in relation to the port.

**Using the optical drive** The SuperDrive in your MacBook Pro supports standard 12 cm (4.7 inch) discs. Irregularly shaped discs or discs smaller than 12 cm (4.7 inches) are not supported.

**Handling glass parts** Your MacBook Pro contains glass components, including the display and trackpad. If they are damaged, don't use your MacBook Pro until it has been repaired by an Apple Authorized Service Provider.

**Storing your MacBook Pro** If you are going to store your MacBook Pro for an extended period of time, keep it in a cool location (ideally, 71° F or 22° C) and discharge the battery to approximately 50 percent. To maintain the capacity of the battery, recharge the battery to 50 percent every six months or so.

**Cleaning your MacBook Pro** When cleaning the outside of your MacBook Pro and its components, first shut down your MacBook Pro and unplug the power adapter. Then use a damp, soft, lint-free cloth to clean the computer's exterior. Avoid getting moisture in any openings. Do not spray liquid directly on the computer. Do not use aerosol sprays, solvents, or abrasives that might damage the finish.

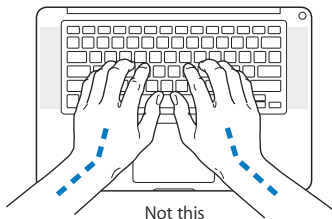
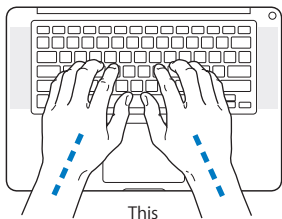
**Cleaning your MacBook Pro screen** To clean your MacBook Pro screen, first shut down your MacBook Pro and unplug the power adapter. Then dampen the included cleaning cloth with just water and wipe the screen. Do not spray liquid directly on the screen.

## Understanding Ergonomics

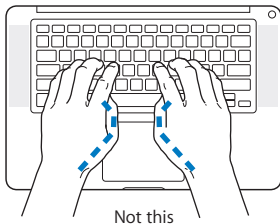
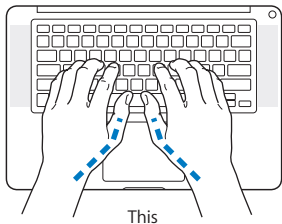
Here are some tips for setting up a healthy work environment.

### Keyboard and Trackpad

When you use the keyboard and trackpad, your shoulders should be relaxed. Your upper arm and forearm should form an angle that is slightly greater than a right angle, with your wrist and hand in roughly a straight line.



Use a light touch when typing or using the trackpad and keep your hands and fingers relaxed. Avoid rolling your thumbs under your palms.





Change hand positions often to avoid fatigue. Some computer users might develop discomfort in their hands, wrists, or arms after intensive work without breaks. If you begin to develop chronic pain or discomfort in your hands, wrists, or arms, consult a qualified health specialist.

## External Mouse

If you use an external mouse, position the mouse at the same height as the keyboard and within a comfortable reach.

## Chair

An adjustable chair that provides firm, comfortable support is best. Adjust the height of the chair so your thighs are horizontal and your feet are flat on the floor. The back of the chair should support your lower back (lumbar region). Follow the manufacturer's instructions for adjusting the backrest to fit your body properly.

You might have to raise your chair so that your forearms and hands are at the proper angle to the keyboard. If this makes it impossible to rest your feet flat on the floor, you can use a footrest with adjustable height and tilt to make up for any gap between the floor and your feet. Or you can lower the desktop to eliminate the need for a footrest. Another option is to use a desk with a keyboard tray that's lower than the regular work surface.

## Built-in Display

Adjust the angle of the display to minimize glare and reflections from overhead lights and windows. Do not force the display if you meet resistance. The display is not meant to open past 130 degrees.

You can adjust the brightness of the screen when you take the computer from one work location to another, or if the lighting in your work area changes.

More information about ergonomics is available on the web:

[www.apple.com/about/ergonomics](http://www.apple.com/about/ergonomics)

## Apple and the Environment

Apple Inc. recognizes its responsibility to minimize the environmental impacts of its operations and products.

More information is available on the web:

[www.apple.com/environment](http://www.apple.com/environment)

## Regulatory Compliance Information

### Compliance Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See instructions if interference to radio or television reception is suspected.

L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes: (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

### Radio and Television Interference

This computer equipment generates, uses, and can radiate radio-frequency energy. If it is not installed and used properly—that is, in strict accordance with Apple's instructions—it may cause interference with radio and television reception.

This equipment has been tested and found to comply with the limits for a Class B digital device in accordance with the specifications in Part 15 of FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

You can determine whether your computer system is causing interference by turning it off. If the interference stops, it was probably caused by the computer or one of the peripheral devices.

If your computer system does cause interference to radio or television reception, try to correct the interference by using one or more of the following measures:

- Turn the television or radio antenna until the interference stops.
- Move the computer to one side or the other of the television or radio.
- Move the computer farther away from the television or radio.
- Plug the computer into an outlet that is on a different circuit from the television or radio. (That is, make certain the computer and the television or radio are on circuits controlled by different circuit breakers or fuses.)

If necessary, consult an Apple Authorized Service Provider or Apple. See the service and support information that came with your Apple product. Or consult an experienced radio/television technician for additional suggestions.

**Important:** Changes or modifications to this product not authorized by Apple Inc. could void the EMC compliance and negate your authority to operate the product.

This product has demonstrated EMC compliance under conditions that included the use of compliant peripheral devices and shielded cables (including Ethernet network cables) between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of causing interference to radios, television sets, and other electronic devices.

*Responsible party (contact for FCC matters only):*

Apple Inc. Corporate Compliance  
1 Infinite Loop, MS 26-A  
Cupertino, CA 95014

### Wireless Radio Use

This device is restricted to indoor use when operating in the 5.15 to 5.25 GHz frequency band.

Cet appareil doit être utilisé à l'intérieur.

### Exposure to Radio Frequency Energy

The radiated output power of the AirPort Extreme technology is below the FCC radio frequency exposure limits. Nevertheless, it is advised to use the wireless equipment in such a manner that the potential for human contact during normal operation is minimized.

### FCC Bluetooth Wireless Compliance

The antenna used with this transmitter must not be colocated or operated in conjunction with any other antenna or transmitter subject to the conditions of the FCC Grant.

### Bluetooth Industry Canada Statement

This Class B device meets all requirements of the Canadian interference-causing equipment regulations.

Cet appareil numérique de la Class B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

## Industry Canada Statement

Complies with the Canadian ICES-003 Class B specifications.  
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada. This device complies with RSS 210 of Industry Canada.

## Bluetooth Europe—EU Declaration of Conformity

This wireless device complies with the R&TTE Directive.

## Europe—EU Declaration of Conformity

The equipment complies with the RF Exposure Requirement 1999/519/EC, Council Recommendation of 12 July 1999 on the limitation of exposure of the general public to electromagnetic fields (0 Hz to 300 GHz).

Hereby, Apple Inc. declares that this 802.11a/b/g/n Mini-PCIe card is in compliance with the R&TTE Directive.

Complies with European Low Voltage and EMC Directives.  
See: [www.apple.com/euro/compliance](http://www.apple.com/euro/compliance)



## Korea Warning Statements

“당해 무선설비는 운용 중 전파혼신 가능성이 있음”  
“이 기기는 인명안전과 관련된 서비스에 사용할 수 없습니다”

## B 급 기기(가정용 방송통신기기)

이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.

## Singapore Wireless Certification

Complies with  
IDA Standards  
DB00063

## Taiwan Wireless Statements

### 無線設備的警告聲明

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

如有這 頻率:

於 5.25GHz 至 5.35GHz 區域內操作之  
無線設備的警告聲明

工作頻率 5.250 ~ 5.350GHz 該頻段限於室內使用。

### 警告

本電池如果更換不正確會有爆炸的危險

請依製造商說明書處理用過之電池

## Taiwan Class B Statement

Class B 設備的警告聲明  
NIL

## VCCI Class B Statement

情報処理装置等電波障害自主規制について

この装置は、情報処理装置等電波障害自主規制協議会 (VCCI) の基準に基づくクラス B 情報技術装置です。この装置は家庭環境で使用されることを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取扱をしてください。



ME67

## External USB Modem Information

When connecting your MacBook Pro to the phone line using an external USB modem, refer to the telecommunications agency information in the documentation that came with your modem.

## ENERGY STAR® Compliance



As an ENERGY STAR® partner, Apple has determined that standard configurations of this product meet the ENERGY STAR® guidelines for energy efficiency. The ENERGY STAR® program is a partnership with electronic equipment manufacturers to promote energy-efficient products. Reducing energy consumption of products saves money and helps conserve valuable resources.

This computer is shipped with power management enabled with the computer set to sleep after 10 minutes of user inactivity. To wake your computer, click the mouse or trackpad button or press any key on the keyboard.

For more information about ENERGY STAR®, visit:  
[www.energystar.gov](http://www.energystar.gov)

## Türkiye

EEE Yönetmeliğine (Elektrikli ve Elektronik Eşyalarda Bazı Zararlı Maddelerin Kullanımının Sınırlanmasına Dair Yönetmelik) uygundur.

## 中国

有毒或 有害物质	零部件				
	电路板	显示屏	电池组	附件	电源 适配器
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汞 (Hg)	0	0	0	0	0
镉 (Cd)	0	0	0	0	0
六价铬 (Cr, VI)	0	0	0	0	0
多溴联苯 (PBB)	0	0	0	0	0
多溴二苯醚 (PBDE)	0	0	0	0	0

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X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T 11363-2006 规定的限量要求。

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## Disposal and Recycling Information



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Looking for Something?

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