My lenovo laptop battery problem
Posted by lenovoadmin - 29 Dec 2016 10:57

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Try each of the following suggestions listed in the order listed, until a solution is found:

Check power supply cable and AC adapter. Confirm if power icon shows "Plugged in" at Windows taskbar.

AC plugged in icon successfully .

AC not plugged in icon . AC adapter may be faulty. Contact your service provider for help.

Battery not detected icon . Run Battery Gauge Reset in Energy Management and then check again. If not work, detach and reattach battery to machine with AC adaptor connected to machine. This will reset communication between battery and controller chip. If your battery is not detachable, get the battery status screenshot in Energy Management or One Key Optimizer. Contact your service provider for help.

Perform battery gauge reset using Lenovo Energy Management

Open Lenovo Energy Management from system tray or Windows Start Menu > Lenovo

Click on Battery Settings located at the bottom right of the software

Under Advanced Features, Click on Start for Battery Gauge Reset

That should refresh the gauge and let the system finish through the cycle

Check battery capacity in Energy Management (EM) or OneKey Optimizer (OKO)

When the setting is "Conservation Mode" in EM or OKO, battery will not be charged when battery capacity is high.

Discharge battery to lower than 50% to check. Or change to "Normal Mode" in EM or OKO to check.

Update BIOS or Energy Management to the latest version

Go to Lenovo support website. Download and update BIOS and Energy Management or OneKey Optimizer to the latest version. Check the battery status in Enegy Management or OneKey Optimizer and whether battery status shows good or not (Exhausted or Damaged).

Battery status is good. Shut down the machine and connect AC adapter to charge for 5-6 hours

Battery status is bad, exhausted or damaged. Run Battery Gauge Reset in Energy Managment or OneKey Optimizer and then check again.

If all the steps above fail to resolve your problem, it is highly suggested to contact your service provider for help.

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