



HP/COMPAQ LAPTOP BATTERY TROUBLESHOOTING TIPS

❖ HP Battery Check Error: “Poor Health or Bad Cells” or “Replace Battery”

The HP Battery Check utility has been known to give inaccurate health readings when you replace the battery. You may need to recalibrate the new battery or do an uninstall/reinstall of the HP Battery Check utility.

1) To Uninstall/Reinstall HP Battery Check utility

a. Uninstall your Battery Check utility at:

Start > Control Panel > Add or Remove Programs > uninstall 'HP Battery Check'

b. For **Windows 2000 and XP**, you can find the download to reinstall the HP Battery Check utility at:

<http://h10025.www1.hp.com/ewfrf/wc/softwareDownloadIndex?softwareitem=ob-85582-1&lc=en&dlc=en&cc=us&docname=c00625471&swlinkmsg=300>

c. For **Windows 7 and Vista**, you will need to reinstall the 'HP Support Assistant'. You can find the download and instructions at:

<http://h10025.www1.hp.com/ewfrf/wc/document?lc=en&dlc=en&cc=us&docname=c00821536>

2) To recalibrate your battery, there are detailed instructions on HP's website at the URL below:

<http://h10025.www1.hp.com/ewfrf/wc/document?lc=en&dlc=en&cc=us&product=18703&docname=c00035862>



❖ HP/Compaq Battery Charging Issues on VISTA

If the laptop battery is not charging or the laptop does not indicate that the battery is charging, the most likely scenario is that the battery itself is operating correctly, but its power management software may have become corrupt. In order to correct the problem, you will need to uninstall and reinstall the power management software by using the Device Manager. Follow the steps below:

- 1) Click Start and type device in the search field, then select Device Manager
- 2) Expand the Batteries category
- 3) Under the Batteries category, right-click the Microsoft ACPI Compliant Control Method Battery listing, and select Uninstall

WARNING: Do not remove the Microsoft AC Adapter driver or any other ACPI compliant driver

- 4) On the Device Manager taskbar, click Scan for hardware changes
- 5) Alternately, select Action > Scan for hardware changes

Windows will scan your computer for hardware that doesn't have drivers installed, and will install the drivers needed to manage your battery's power. The laptop should now indicate that the battery is charging. Be sure to also have the latest BIOS installed for your laptop model.

❖ HP/Compaq Laptop Battery Status: "Plugged in, not charging"

If you are getting the "Plugged in, not charging" status on your laptop battery, please following the steps below:

- 1) Shutdown laptop
- 2) Unplug AC adapter
- 3) Remove battery
- 4) Plug in AC adapter
- 5) Turn on laptop, allow operating system (OS) to boot
- 6) Once logged in to the machine, perform a normal shut down
- 7) Unplug AC adapter
- 8) Replace battery
- 9) Plug in AC adapter
- 10) Turn on laptop, allow OS to boot
- 11) Status should now say, "Plugged in and charging"



❖ HP/Compaq Laptop Battery Status in Windows7: “Plugged in, not charging”

If you are running Windows 7 operating system and are getting the “Plugged in, not charging” status on your laptop battery, please following the steps below:

- 1) Unplug AC adapter.
- 2) Shutdown laptop
- 3) Remove battery
- 4) Plug in AC Adapter
- 5) Start Windows7
- 6) Remove Microsoft ACPI-Compliant Control Method Battery:
 - a. Go to START > Devices and Printers > Admin PC > Hardware
 - b. Select Microsoft ACPI-Compliant Control Method Battery
 - c. Click Properties > Change Settings > Driver > Uninstall > OK > Uninstall
- 7) Shutdown laptop
- 8) Unplug AC Adapter
- 9) Replace battery
- 10) Plug in AC Adapter
- 11) Turn on laptop, allow Windows7 to boot
- 12) Status should now say, “Plugged in and charging”

If you would like to get more information on maximizing your battery life, go to www.laptopbatteryone.com and watch our videos.