



Tech Info Library

PowerBook Duo: Loose Battery Symptoms & Cures (4/95)

Revised: 6/5/96
Security: Everyone

PowerBook Duo: Loose Battery Symptoms & Cures (4/95)

=====
Article Created: 29 June 1994
Article Reviewed/Updated: 03 April 1995

TOPIC -----

This article describes some common battery related problems with the PowerBook Duo and how to alleviate them.

DISCUSSION -----

Most of the problems you will experience with the Duo's batteries will result in the Duo:

- shutting down intermittently when running on the battery alone;
- displaying a warning message saying the battery isn't charging;

or

- not starting from the battery alone but running fine using the power adapter.

Correctly Seating the Battery -----

In most cases, one or more of these symptoms is caused by a loose Duo battery. To correctly seat the battery:

- 1)
Choose Sleep or Shut Down from the Special menu.
- 2)
Close the display.
- 3)

Open the battery door by pressing the small button and sliding the door aside. The battery is physically attached to the door.

4)

Hold the battery so you can read the printing on the battery right side up.

5)

Pull the battery door to the left until you hear a DISTINCT click and it locks into place. It may take some effort the first few times, but it will loosen up in time. This aligns the door correctly so that when you insert the battery it will seat properly.

6)

Tilt the Duo up onto its back edge so the battery compartment is on top.

7)

Slide the battery most of the way in into the compartment, then drop it the last half-inch.

8)

Plug in the power adapter in case the battery is not fully charged.

If you have a Type 1 battery (model # M7782) and the battery door won't CLICK as indicated in step 5 or feels very loose, the battery may come loose frequently. The battery door can be replaced by ordering part number 616-0004 from your local Apple authorized service provider.

Should the problem persist, it is possible that the battery contacts are mis-aligned. They can be realigned at an Apple authorized service center who has access to the battery contact alignment tool.

Article Change History:

03 Apr 1995 - Added note about battery alignment tool.

01 Dec 1994 - Added replacement info for battery door.

28 Sep 1994 - Reviewed for technical accuracy.

Support Information Services

Copyright 1994-95, Apple Computer, Inc

Tech Info Library Article Number:15721