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RESOLVING PROBLEMS WITH YOUR BATTERY AND/OR THE POWER SUPPLY (MODEL 01/01+ ONLY)

Battery has no charge or is not charging.

QUESTION:

My battery has stopped holding a charge, will not charge at all or is not charging properly. Do I need to send my battery in for repair or can I troubleshoot the problem myself?

ANSWER:

If your model 01/01+ battery is new, please see this KB article

There are several steps that you can try to resolve the problem with either your standard or double-capacity battery. If these do not resolve the problem, please contact OQO Customer Care, provide us with your battery serial number, and let us know that you tried the steps in knowledgebase article 588.

These steps frequently resolve problems with the battery not charging at all, the battery not holding a charge properly or not charging completely, or a completely dead power supply.

Please note that it is normal for the power supply and battery to feel warm to the touch.

Reset the battery.

- Disconnect the battery from your OQO (Don't know how? Read our article).
- Press and hold down on the battery LED indicator button on the back of the battery for approximately ten (or 25) seconds, until the fuel gauge LEDs cycle. When the LEDs cycle, release the button.
- Now press and release the button again. This is very important: do not just perform step #2 without performing step #3 afterwards.

Reset the AC adapter.

- Unplug the AC adapter from your OQO and the WALL outlet.
- Leave the adapter disconnected for two minutes. It is important to wait because this will the AC adapter if it has gone into a power protection mode.
- Plug the AC adapter back into the OQO.
- Plug the AC adapter into a different wall outlet. Plug the OQO directly into the wall outlet and not into a surge protector, docking cable, or docking station.
- Boot your OQO without the battery.

- Remove the battery from your OQO (Don't know how? Read our article).
- Connect the AC power adapter to your OQO and plug the adapter directly into a wall outlet (do not plug it into a surge protector).
- Turn on your OQO.
- Let your OQO boot all the way into Windows (you will see your Desktop) and then re-connect the battery. Charge the battery overnight. When the battery is done charging remove the AC adaptor from the OQO and try to operate using battery power only.
- Let the battery charge for 24 hours.
- It can take several charging cycles for the battery to start charging, particularly if the battery

is completely drained and
has no charge. Attach the battery and wait twenty-four hours with the OQO plugged in. After twenty-four hours, check to see
if the battery is now charged.

01/01+ Battery Charge Procedure *****

QUESTION

I just got a new OQO model 01+, or model 01+ battery, and the battery is not charging. How do I charge the battery?

ANSWER

Sometimes a model 01/01+ battery does not appear to charge. If this happens with a new model 01/01+ battery please try the following procedure:

- Plug power supply into wall socket
- Connect UMPC (with battery) into power supply.
- Wait until battery LEDs indicate a full charge. This may take anywhere from 12 to 48 hours.
Note: After 48 hours, the battery LEDs may not indicate the battery is full.
If the battery fails to display at least 1 LED after 48 hours of charge, contact your local support organization for a replacement battery.
- If battery displays at least 1 LED after 48 hours, continue charging until battery LEDs indicate a full charge (4 LEDs).
- Turn on the UMPC and enter the BIOS by waiting for the OQO splash screen to appear and then pressing F2 (FN-2)
- Allow the UMPC to fully discharge the battery (i.e., let the computer run until it turns off).
Note: This will take less than 2 hours.
- Connect the AC adapter to the UMPC (do not turn on the UMPC)
- Allow UMPC to charge (will take about 2 hours).
- When the battery is fully charged, the battery fuel gauge buttons will not be blinking.
- Remove UMPC from the power supply
- Press the battery fuel gauge button to verify that the battery is fully charged (4 LEDs).
- Your model 01/01+ battery is now ready for normal operation.

POWER SUPPLY PROBLEMS *****

Use this guide to troubleshoot any of the following symptoms (or ones like them):

AC adapter is noisy
AC adapter will not power the OQO at all.
Battery will not charge at all.
Battery will not charge past a certain point.
OQO works when connected to the AC adapter, but dies when the adapter is removed.

Is the AC adapter unusually noisy?

1. We define loud as being clearly audible from 2 or more feet away from the AC adapter brick
2. If user is reporting unusually loud AC adapter noise (buzzing or squealing), please continue to step #2.
If the AC adapter is not unusually noisy, please jump to step #4.
3. Before proceeding, verify that the AC adapter is NOT plugged in to a power inverter (other than a pure sine-wave power inverter) or "dirty power" of any kind. Doing so is not supported, can cause a loud buzzing sound and may even damage the AC adapter.
4. If the AC adapter is plugged directly into a clean power outlet, and it is still emitting a loud buzzing or squealing sound, recommend an RMA for the AC adapter only and assign the incident to the T3 queue

Can the AC adapter power the computer, without the battery?

5. Power down the unit, if it is not already turned off.
6. Remove the battery.
7. Plug the DC end of the AC adapter directly into the computer (NOT the docking cable). In other words, make sure

the customer is plugging the AC adapter into the computers native, power-in port.
8. Disconnect the AC end of the AC adapter from its current power source, wait 60 seconds, and then plug it directly into a different wall outlet. If no other wall outlet is available or they are positive that power is coming from that outlet, that's OK. Now, see if the OQO will turn on, without the battery.

9. If it does not turn on, go to step 10. If it does turn on, go to step 9.
10. If unit turns on, then AC is providing enough power for system power. Go to Step 11.
11. If unit does not turn on, recommend an RMA for the AC adapter only. Please note that you stepped them through this process and then assign the incident to T3. (It is very important for us to know if the unit will or will not run off of the AC adapter with the battery removed. So, please be sure to include this information in the incident.)

Will the AC adapter charge the battery?

12. Have the customer re-attach the battery to the computer. If the battery charges (LEDs cycle on the back of the battery), then the AC adapter is providing enough power for both the computer (system power) and battery. This means that the computer is working normally, at least for these particular tests, and you are done.
-a. Please note - A fully charged battery will not cycle the battery charging lights! If the AC adapter provides system power (step 9), but does not charge the battery, just make sure that the battery is not already fully charged. You can check for this by double-clicking the battery or AC adapter icon, located in the Notification Area, and viewing the contents of the Power Meter dialog box.
-b. Please make a note of the fact that you have performed this test within the incident.
13. If the users reports that the battery will not charge at all or the battery will not charge past a certain amount (say, 30%), even after the computer and battery have been connected to the AC adapter for 15 minutes of more, or if the battery reports that it is fully charged in too short a time (an hour or less, for example), then:
-a. Reset the battery - Hold down the battery button for about 15 seconds, until the LEDs blink. (Please note - This will not work on a fully discharged battery.)
-b. Now hit the battery button again to get it out of factory mode
-c. Boot into BIOS and fully drain the battery, until the unit dies on its own. Note that this may take awhile; offer to e-mail the customer the remaining steps, so that they may answer them later.
-d. Now attempt to charge the battery again. Is there any change in behavior?
-e. If not, try disconnecting and reconnecting the battery one last time. With the AC adapter connected, allow 15 minutes, just in case the battery is completely drained. Is the battery charging now?
-f. If No, recommend an RMA for battery only and assign the incident to T3.
-g. If Yes, the issue is now resolved, and you are done.
14. If there are still issues or things are inconclusive after this, note what they are and/or why things are inconclusive in the notes field, and escalate the incident to T3.