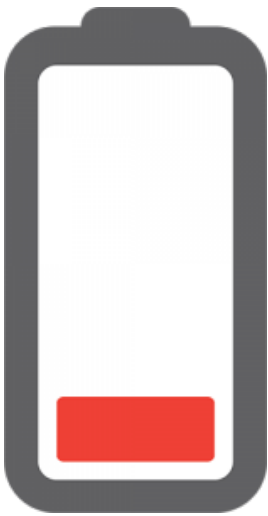


# Battery Not Charging

## Battery Not Charging

This is a technical support document on a known battery charging issue that appears very sporadically on less than 1% of our EnSURE Touch systems. This is a bug in the battery manufacturer's chipset. We are currently working with manufacturers to resolve this issue. The following steps will walk you through a solution to potentially correct the problem.

- The battery is charging but not communicating the correct battery gauge status in the top right corner of the screen on the EnSURE Touch when this happens, the battery gauge will be constantly showing this symbol:



- When you plug the EnSURE Touch into USB power you get the battery is a critically low or missing indicator in the notification area on the top right corner of the screen.



**Important:** the battery charge indicator updates about every 25 seconds, so it may not update immediately.

The following are the battery status indicators.

Battery is low The battery is not charging	
Battery has power The battery is not charging	
Battery has power Battery is charging	
Battery is empty Battery is charging	
The battery is critically low < 4% Battery is missing The battery is not charging	

## Technical Issue

The communication circuit is frozen and needs to be reset.

## Solution

Any easy solution that only has to be done once is to short the battery circuit chip and the communication circuit will be reset. Here are the instructions on how to

do it:

The process is not dangerous and will not hurt the battery.

1. Disconnect the **EnSURE Touch** from USB power.
2. Remove the battery from the back of the **EnSURE Touch** using a flathead screwdriver.



3. Place the battery on a flat surface with the connectors facing up
4. Using a simple paper clip or wire touch the ends of the paper clip or wire to the two outside pins for 2 seconds.

If you accidentally touch the inner pins, this should not damage the battery but you will need to repeat step 4 ensuring that you **only** make contact with the two outside pins.



5. Replace the battery back into the **EnSURE Touch**, connect it to USB power, power on the **EnSURE Touch**, and within 25 seconds the battery status to update.
6. If it does not work the process can be repeated if there was a potential mistake on shorting with connections.
7. If the problem persists and you have considered all 3 issues defined above, replace the battery.

If you still need help [click here to submit a ticket for technical support.](#)