DELLTechnologies

DELL
Technologies

Products

Solutions

Services

Support

Back

Support Home

Support Library

Support Services & Warranty

Drivers & Downloads

Manuals & Documentation

Diagnostics & Tools

Self-Repair & Parts

Service Requests & Dispatch Status

Order Support

Contact Support

Community

Contact Us

US/EN

Back

• Manage your Dell EMC sites, products, and product-level contacts using Company Administration.

Sign In

Create an Account

⌂ / Support / **Knowledge Base Article**

Article Number: 000123069   🖨 Print   ✉ Email   🌐 English ▾

How to Troubleshoot Dell Laptop Battery Issues

Summary: This article provides information about how to troubleshoot and resolve battery-related issues on a Dell laptop. Find information about how to use, maintain, and troubleshoot a ... View More

ⓘ This article may have been automatically translated. If you have any feedback regarding its quality, please let us know using the form at the bottom of this page.

Article Content

Symptoms

Utilize power-saving features to extend battery life.

Duration: 00:26
Closed captions: Available in multiple languages. Click the CC icon, and then select the preferred language.

A battery on a laptop is used to provide power for operating the laptop. Lithium Ion or Li-ion batteries are the most commonly used batteries in laptops and other devices. Dell laptop batteries are designed for each Dell laptop. Power issues on laptops are compounded because a laptop has two power sources: an AC adapter (charger) and battery. The laptop battery provides power to the laptop when the AC adapter is not connected to the laptop.

If you are experiencing one or more battery-related symptoms that are mentioned below, follow the troubleshooting steps below to resolve battery-related issues such as:

- The laptop battery does not hold a charge.
- The battery indicator LED does not glow, blinks in a specific pattern, or blinks always.
- The battery is not recognized, found, or detected by the laptop.
- The battery charge is stuck at a certain percentage.

If you are experiencing one or more AC adapter-related symptoms that are mentioned below, learn how to troubleshoot AC adapter issues on a Dell laptop.

- The AC adapter or charger is not able to charge the battery.
- The AC adapter is not able to turn on the laptop, or the LEDs on the laptop do not turn on.
- The AC adapter LED is off.
- AC adapter-related error messages. For example, The AC adapter type cannot be determined. This prevents optimal computer performance.

Cause

Battery-related issues can be caused due to an aging battery, battery reaching its end of life, AC adapter not working correctly, and so on.

Resolution

Expand the sections below to find more detailed instructions for each troubleshooting step. Before you print this document, ensure to expand all the required sections.

Show all | Hide all

Verify AC adapter functionality   ⌄

The AC adapter must be working correctly to ensure that the Dell battery is getting charged correctly. Verify that the laptop can recognize the AC adapter.

To verify that the laptop is recognizing the AC adapter correctly:

1. Restart the computer.
2. At the Dell logo appears, tap the `F2` key several times until the message Entering Setup appears.
3. Verify the **AC Adapter Type** in the BIOS options.
   - If the AC adapter type is **None** - Verify that the AC adapter is connected to the laptop and the wall outlet.
   - If the AC adapter type is **Unknown** - Learn How to Troubleshoot AC Adapter Issues on a Dell Laptop.
   - If the AC adapter type is recognized correctly, go to the next step.

Charge the battery in BIOS mode or with the laptop turned off   ⌄

There are several settings in the operating system, like power management settings and device drivers, that may impact the battery's performance. Charging the laptop battery outside the operating system (when the laptop is powered off) helps isolate hardware-related issues.

1. Turn off the computer.
2. Try one of the following combinations:
   - When the laptop is turned off, charge the battery for some time.
   - Or, restart the laptop and tap the `F2` key to enter the BIOS or System Setup. Allow the battery to charge.
3. Verify if the battery charge percentage has increased.
4. Restart the computer, and go to the next step.

Run the Dell hardware diagnostic test

Running a hardware diagnostic test helps identify what the issue may be and provide you with troubleshooting steps to help resolve the issue. Dell offers both integrated and online diagnostics. It essential to run a hardware test on the laptop or the battery to identify which device is causing the issue.

To run an online hardware test on the battery using Dell SupportAssist, browse to the **battery diagnostics** page.

> ⓘ **NOTE:** Running an online hardware diagnostic test on the laptop requires you to download and install the Dell SupportAssist application.

To run the Dell Pre-Boot System Assessment test:

1. Turn on the computer.
2. Tap the `F12` key several times at the Dell logo screen until the **One Time Boot Menu** appears.
3. Use the arrow keys on the keyboard to select **Diagnostics** and press the `Enter` key.
4. Follow the on-screen prompts and respond appropriately to complete the diagnostics.
   a. If the test passes, go to the next step.
   b. If the test fails, ensure to write down the **error code** and **validation code**, and contact **Dell Technical Support**.

Check the battery health status   ⌃

Checking the battery health status helps determine if the battery is operating correctly or if it must be replaced. Battery health status can be checked both inside and outside the operating system. Learn **How to Check Battery Health Status on Dell Laptops**.

> ⓘ **NOTE:**
> - Battery life is mostly determined by the number of charge and discharge cycles. This is also due to the consumable components inside a battery.
> - Battery capacity is the amount of time the laptop can run on a fully charged battery. It is normal for all types of batteries to lose some battery capacity and battery life over time. Every time a battery is charged or discharged, the battery loses a small amount of battery capacity. This behavior is considered a normal characteristic of a rechargeable battery and is not covered by the warranty.
> - For more information, go to the Dell knowledge base article **Dell Laptop Battery - Frequently Asked Questions** and see **what are the guidelines for handling worn-out and swollen batteries, and then replacing the battery on a Dell laptop** section.
> - Learn more about **Swollen Battery Information and Guidance**.

If the battery health status is normal, go to the **next step**.

Update the BIOS and Dell Quickset   ⌄

Run Windows Troubleshooter for battery issues   ⌄

Uninstall and reinstall Microsoft ACPI Battery driver   ⌄

Verify if the battery is under the recall program   ⌃

Dell Product Bulletin website helps check if your battery model may be affected. Check if the specific battery PPID (Dell Part Piece Identification) is affected. This step is necessary to identify if your Dell laptop battery is affected. If the battery is subjected to a recall, you are automatically connected to a replacement order form.

You need the Dell laptop Service Tag or the battery PPID (serial number) for this process. You may also be required to provide your contact information and a shipping or service address.

1. Browse to the **[Dell Product Bulletin](#)** website.
2. Click **Lookup**.
3. Type the **Battery PPID** (**Figure 1**) and enter the **Security Code**.
4. Click **Next** to check if the battery is under recall.
5. If the battery is under recall, you must provide your contact information.

If these troubleshooting steps did not resolve the battery-related issue, contact [Dell Technical Support](#) for further assistance.

Replacement battery is not recognized. ⌄

Additional Information

Recommended Articles

Here are some recommended articles for you.

- [How to Check Battery Health Status on Dell Laptops](#)
- [Dell Laptop Battery - Frequently Asked Questions](#)
- [How to Troubleshoot AC Adapter Issues on a Dell Laptop](#)
- [Dell Notebook Battery Warranty Support](#)
- [Guide to Dell Power Manager](#)
- [How to Improve the Performance of a Dell Laptop Battery](#)

Check Your Laptop Battery Health

Duration: 02:34
Closed captions: English only

Maximize Laptop Battery Runtime

Contact Support

Duration: 01:25

Closed captions: Available in multiple languages

Contact Support

Out of warranty? No problem. Browse the [Dell.com/support](https://www.dell.com/support) website and enter your Dell Service Tag and view our offers.

> ⓘ **NOTE:** Offers are only available for **US**, **Canada**, **UK**, **France**, **Germany**, and **China** personal computer customers. Server and Storage are not applicable.

Article Properties

Affected Product

Chromebook, G Series, Alienware, Inspiron, Latitude, Vostro, XPS, Retired Models, Mobile Workstations

Last Published Date

20 Jul 2023

Version

18

Article Type

Solution

Rate This Article

Accurate

Useful

Easy to Understand

Was this article helpful?

○ Yes   ○ No

Additional Information (optional)   0/3000 characters

Letters, numbers and any special characters except < > ( ) \

Submit Feedback

Contact Support

[Back to Top](#)

Site Map

Account   Account
My Account
Order Status
My Products
Make a Payment
Dell Rewards Balance

Support   Support
Support Home
Contact Support
Returns

Connect with Us   Connect with Us
Community
Contact Us
Twitter
LinkedIn
Instagram
YouTube

Site Map

Our Offerings   Our Offerings
APEX
Products
Solutions
Services
Deals

Our Company   Our Company
Who We Are
Careers
Dell Technologies Capital
Investors
Newsroom
Perspectives
Recycling
ESG & Impact
Customer Stories

Our Partners   Our Partners
Find a Partner
Find a Reseller
OEM Solutions
Partner Program

Resources   Resources
Blog
Dell Rewards
Events
Email Sign-Up
Dell Learning Center
Glossary
Privacy Center
Resource Library
Trial Software Downloads

Dell Technologies   **Dell Premier**   **Dell Financial Services**