



FranHasterok

Created on July 1, 2018

Battery won't charge to 100%

On a Lenovo N22 Winbook, my battery status is "96% available (plugged in, not charging). How can I make it continue charging to 100%?"

This thread is locked. You can follow the question or vote as helpful, but you cannot reply to this thread.

I have the same question (175) Subscribe

Replies (3)



Greg Carmack - Windows MVP 2010-20
Independent Advisor

Replied on July 1, 2018

Hi Fran. I'm Greg, an installation specialist and 8 year Windows MVP, here to help you.

See here for how to calibrate battery:
<https://www.howtogeek.com/172271/how-to-calibra...>

Generate a battery report: <https://www.groovypost.com/howto/generate-batte...>

Troubleshoot charging issues: <https://www.groovypost.com/howto/troubleshoot-b...>

Check the Lenovo Support website for your exact Model to see if there is a battery recall or known issues.

I hope this helps. Feel free to ask back any questions and let us know how it goes. I will keep working with you until it's resolved.

Standard Disclaimer: There are links to non-Microsoft websites. The pages appear to be providing accurate, safe information. Watch out for ads on the sites that may advertise products frequently classified as a PUP (Potentially Unwanted Products). Thoroughly research any product advertised on the sites before you decide to download and install it.

Windows MVP 2010-20

Over 100,000 helped in forums in 10 years
I do not quit for those who are polite and cooperative.
I will walk you through any steps and will not let you fail.

3 people were helped by this reply Did this solve your problem? Yes No



Andre for Directly
Independent Advisor

Replied on July 1, 2018

Press Windows key + X
Click Device Manager
Expand Batteries
Right-click Microsoft ACPI-Compliant System.
Choose Update Driver Software.
Make sure you are connected to the Internet, the check for updates.

Check if its working...

Other things you can try....

1. Run Windows 10 Battery Diagnostics

If your battery isn't fully charging, the first thing you can try is the Battery troubleshooter in Windows 10.

Open Start > Settings > Update & security > Troubleshoot
Scroll down then click Power
Click Run the troubleshooter

Complete the wizard then restart your device to see if the problem is resolved.

Most laptop computers include their own factory diagnostics utilities, too. It is recommended you also use those to test your battery. Accessing the diagnostics will vary by manufacturer, so, consult the documentation that came with your computer. Before you run a test, you might need to first fully charge the device to 99 or 100 percent, disconnect the AC adapter, boot into the diagnostic utility then run the test.

2. Check if Your AC Power Supply is Properly Connected

Sometimes the power cable connected to your AC power supply brick might be loose. Check to make sure it is fitted and secured properly.

3. Try a Different Wall Outlet and Check for Low Voltage and Electrical Issues

The other day, my house had some serious electrical issues going on. You would be amazed how much voltage issues can affect the performance of your system. Plugging in my laptop into an outlet within my room dimmed the light, while an outlet in the living room caused it to wink.

Another room it remained constant but charging was horribly slow. This, of course, meant I had low voltage issues and with so many appliances competing for the little bit of faulty energy, it made it even worse. Ultimately, I ended hiring an electrician to sort out the issues. After fixing it up, my laptop started charging normally.

4. Test with Another Charger

I mentioned the AC power adapter earlier. It's possible your charger might be the culprit. If you have a working spare laying around the home, give it a try to see if it charges. You can also borrow one from your work colleague if you don't have any. If you don't have access to another charger, try yours on another laptop to see if it charges the device.

If you are mixing and matching laptop power adapters, make sure you choose the correct power supply (https://www.amazon.com/s/ref=nb_sb_noss_2?url=s...). Read the brick and make sure it has the same polarity and voltage as the adapter for your laptop.

5. Remove All External Devices

If you keep external devices such as a smartphone, a USB external drive, mouse, printer and anything else attached to your system while charging, it will take longer for your battery to reach 100%. Make sure you disconnect all of those devices so your system won't be competing with all the other electronics.

6. Check Your Connectors for Dirt or Damage

If your laptop has a modular battery, remove it then check for any damage or to see if it needs cleaning around the contacts and inside the battery compartment. Also, check if there are any dust particles inside the charging port that might be preventing the battery from charging.

7. Check for BIOS and Chipset Driver Updates

Sometimes your system might be overdue for an update for components such as your BIOS and Chipset. Updates can help resolve bugs that might be preventing the battery from charging efficiently.

8. Press and Release Power Button Reset

Sometimes unknown glitches can prevent the battery from charging. An easy way to fix it is to power down your computer, hold down the power button for 15 to 30 seconds, plug in the AC adapter, then start the computer.

9. Disable Apps and Check Battery Usage in Windows 10

Going back to Windows 10 a bit, recently, I noticed my Surface Pro was taking an unusually long time to charge and the fans started to rev up. Little did I notice the culprit was right there on my Taskbar all along. Slack's Windows client was waiting in an attempt to connect to the Internet. So, checking your apps to determine whats running in the background can help you not only conserve battery life but limit what prevents it from charging faster.

There are a couple ways to do that. Open Start > Settings > Privacy > Background apps. Scroll down then toggle off the apps that might be preventing your device from reaching a full charge.

Still in Settings, open System > Battery > Battery usage by app. This will tell you which apps are using the most battery and you can make a decision what to do, whether to let Windows decide if it should run in the background while not sacrificing battery life.

10. Replace Charger or Battery Module

Ultimately, if you don't see any improvements after trying all the above, then it's maybe best that you replace either the charger or battery itself. This will require contacting your laptop manufacturer and placing an order. Batteries and the chargers are not necessarily cheap, especially if its an older system. But, if you have no choice, its something you will just have to do to get your system back in working order.

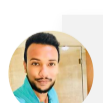
Source....

<https://www.groovypost.com/howto/troubleshoot-b...>

Note: This is a non-Microsoft website. The page appears to be providing accurate, safe information. Watch out for ads on the site that may advertise products frequently classified as a PUP (Potentially Unwanted Products). Thoroughly research any product advertised on the site before you decide to download and install it.

Best regards,
Andre Da Costa
Independent Advisor for Directly

1 person was helped by this reply Did this solve your problem? Yes No



Kapil Arya [Directly]

Replied on July 2, 2018

Hello,

Please refer following fix:

<https://www.kapilarya.com/fix-battery-plugged-i...>

Let us know if this helps!

Note: This is a non-Microsoft website. The page appears to be providing accurate, safe information. Watch out for ads on the site that may advertise products frequently classified as a PUP (Potentially Unwanted Products). Thoroughly research any product advertised on the site before you decide to download and install it.

Helping Windows users, since 2010 · Please remember to mark replies as answers, if they help!

2 people were helped by this reply Did this solve your problem? Yes No

What's new	Microsoft Store	Education	Enterprise	Developer	Company
Surface Duo	Account profile	Microsoft in education	Azure	Microsoft Visual Studio	Careers
Surface Go 2	Download Center	Office for students	AppSource	Windows Dev Center	About Microsoft
Surface Book 3	Microsoft Store support	Office 365 for schools	Automotive	Developer Center	Company news
Microsoft 365	Returns	Deals for students & parents	Government	Microsoft developer program	Privacy at Microsoft
Surface Pro X	Order tracking	Microsoft Azure in education	Healthcare	Channel 9	Investors
Windows 10 apps	Virtual workshops and training		Manufacturing	Office Dev Center	Diversity and inclusion
	Microsoft Store Promise		Financial services	Microsoft Garage	Accessibility
			Retail		Security