

# Microsoft Band 2 won't charge

**If you're having problems charging your Microsoft Band 2, try these solutions.**

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- [Before you begin](#)
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## Before you begin

Before trying these solutions, check the USB port where you plugged in your Band's USB charging cable.



- Make sure you connected the charging cable to a USB port (USB 2.0 or greater) that can supply power. Powered USB ports include those on your computer and those on USB hubs or adapters connected to a power source.
- Most USB hubs don't supply power and won't charge your Band.
- On desktop PCs, powered USB ports are often on the back of the PC.

- AC adapters, like those that power your phone, are generally sufficient to power your Band.
- Try charging another device, such as your phone, from the USB port to make sure the port is working properly.

If your Band still doesn't charge, try **Solution 1**.

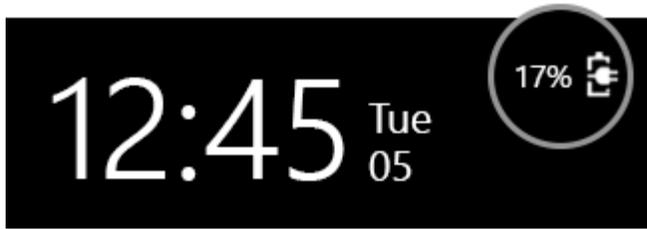
### **Solution 1: Restart your Band (two-button method)**

- Step 1:** Press and hold the power button and the action button on your Band at the same time.
- Step 2:** After three seconds, your Band will show **Turn Power off?** You can power down your Band and restart it by swiping left and tapping **Yes**, or you can continue to hold down both buttons for an additional seven to eight seconds.
- Step 3:** After an additional seven to eight seconds, your Band's screen will flash red. You can release both buttons and your Band will perform a quick restart, or you can continue to hold down both buttons for a few more seconds.
- Step 4:** Release both buttons. Your Band will now be turned off.
- Step 5:** Press the power button to restart your Band.

### **Solution 2: Check the battery status on your Band**

While it's charging, your Band should show the percentage of remaining battery power. Here's how to check:

- Step 1:** Connect the magnetic charging connector on the USB charging cable to the charging port on your Band, and plug the USB end of the cable into a powered USB port or an AC adapter.
- Press the power button to see your Band's current charging status.  
The time, date, and battery status display against a dark background.
- Step 2:**
- If your battery is completely depleted, you might have to reset your Band's date and time manually.
  - If you see **Battery charging**  and the percent charge increases over 15 minutes or more, your Band is charging correctly.



- If you don't see **Battery charging**  or if the amount of charge doesn't increase over time, go to [Get my Microsoft Band fixed](#) to replace your Band and charging cable.

#### Note

If your Band's battery status appears to be stuck at 80 percent, your Band is probably still charging correctly. Although the battery may reach 80 percent after charging for 20 minutes, it can take two or more hours to charge it to 100 percent. This is normal for lithium-polymer batteries.

After attempting these troubleshooting solutions, if the screen stays dark after your Band has been charging for 10 minutes, go to [Get my Microsoft Band fixed](#) to replace your Band and charging cable.

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## Microsoft Band 2 battery and charging

**Microsoft Band 2 uses an internal lithium-polymer battery. Learn about your Band's power states, how to charge your Band, and how to check its battery level.**

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- [Microsoft Band 2 power states](#)
  - [Charge your Microsoft Band 2](#)
  - [Check the battery status](#)

### Microsoft Band 2 power states

Here's how to turn your Band on and off and how to turn off the display to preserve power.

*Turn your Band on and off*

## **Power on**

- Press and hold the power button until you feel a slight vibration and the [Me Tile](#) appears.

## **Power off (two ways)**

- Hold the power button down until **Turn Power Off?** appears, then swipe left and tap **Yes**.
- You can also turn off your Band from the [Me Tile](#). Here's how:

**Step 1:** From the Me Tile, swipe left and tap the **Settings Tile**  > **Power** .

**Step 2:** Tap **Turn Power Off** > **Yes**.

Important

Microsoft Band 2 won't turn off while charging. Remove it from the charger first and then turn it off.

*Turn the display on and off*

To save battery power, your Band display automatically turns off or switches to Watch Mode when you aren't working with the tiles. For more info, see [Watch Mode](#).

Tip

Turning off Watch Mode helps preserve battery power. You can also enable Rotate On, which shows the time only when you rotate your wrist. For more info, see [Tips for longer battery life](#).

## **Turn the display off manually**

- Press the power button.

## **Turn the display on (two ways)**

- Press the power button.
- Connect the USB charging cable to your Band.

When you turn on the display, the [Me Tile](#) appears automatically unless you had turned off the display for only a few seconds. In that case, you'll see the last tile that was open.

## **Charge your Microsoft Band 2**

- Connect the magnetic charging connector on the USB charging cable to the charging port on the clasp of your Band, making sure that the gold connector points on the charging cable line up with the gold connector points on the clasp. Plug the USB end of the cable into a powered USB port (USB 2.0 or greater).



#### Notes

- The first time you use your Band, you'll need to charge the battery fully. It can take about two hours to fully charge.
- Powered USB ports include those on your computer and those on USB hubs or adapters that connect to a power source. Most USB hubs don't supply power and won't charge your Band.
- Make sure the charging port on your Band and the magnetic charging connector on the USB charging cable are clean and dry. You can wipe off sweat, dust, or grime with a clean, dry, lint-free cloth. For more info, see [Clean and care for your Microsoft Band](#).

A full charge can last up to 48 hours but can vary significantly depending on your settings, usage, and other factors. For tips on making the battery last longer, see [Tips for longer battery life](#).

#### Check the battery status

To see how much battery power remains on your Band:

- On the [Me Tile](#), drag right to see the battery status.

