

# Alienware - Laptop Battery Can't Be Charged or Recognized

## Instructions.

Information needed to resolve problem

Alienware released a Bios fix for each computer. Please refer to support.dell.com and download the latest Bios version available. As additional steps to try after the Bios update if the issue continues, try the following steps to reset the battery:

<b>Notice:</b>	
Before performing the below steps, ensure that battery charging is not disabled via the <b>Fn + F2</b> key combination. This does not apply to the Alienware M11x.	

1. Using as reference, [this article](#) , open the AlienAutopsy diagnosis and run the Default scan to confirm if the software detects any software or hardware problem.
2. If no problem is found with the AlienAutopsy Shut down the system.
3. Disconnect the AC adapter from the back of the system.
4. Remove the battery from the system.
5. Hold down the AlienHead power button for at least 10 seconds.
6. Place battery back into the system and reconnect the AC Adapter to the system.
7. Turn on the system and enter Windows. The battery should be recognized and charging.
8. If the battery is recognized but not charging, have the user toggle **Fn+F2** until it shows that battery charging is enabled.

<b>Notice:</b>	
Step 7 DOES NOT apply to the Alienware M11x.	

9. Verify by checking the status bar to ensure that the battery is charging.
10. If issue continues, confirm if by "wiggling" the power cable connected to the laptop, the status indicator changes to "Battery charging" since problem can be related to an improper handling on AC adapter plug or due to a loose connection..

If issue continues, contact the [Alienware Technical Department](#).