

ASUS Battery Health Charging - Introduction

Introduction

Since users usually keep their AC adapter connected while using their laptop, the battery is often in a state of high-power(98-100%) for extended length of time which causes a reduction in battery life.

In order to protect the battery, Battery Health Charging allows you to set your battery's maximum power of **RSOC (Relative State Of Charge)** which helps extend the battery's lifespan.

Information

When this app is activated, there are three modes to choose from, depending on your own requirements.

1. **Full Capacity Mode:** Default setting.



2. Balanced Mode



3. Maximum Lifespan Mode



Functions and settings

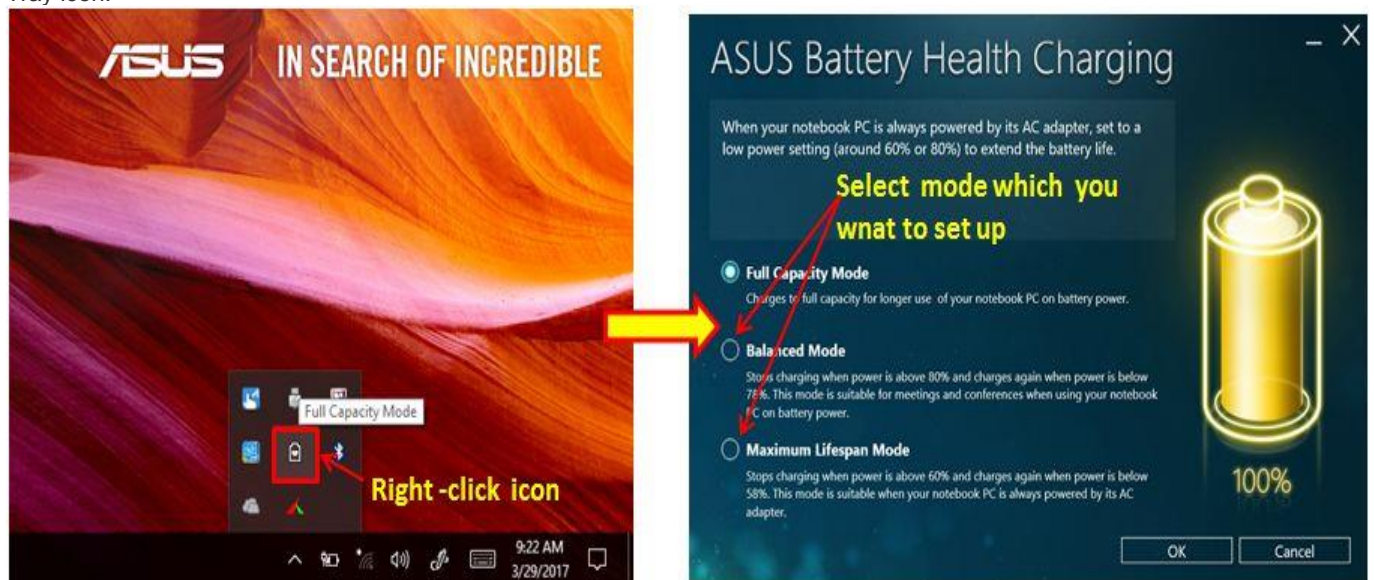
1. Ten minutes after your first OS login, the message "**Battery power setting is in Full Capacity Mode now**" will automatically pop up. Please click 'X' to close this message.

If you choose to keep the current mode, the message will pop up again after 90 days. When you switch to either of the two modes (Balanced Mode/ Maximum Lifespan Mode), this message won't pop up again until you change back to the default mode (Full Capacity Mode).



2. You can change the setting by clicking **Set it up now** in the pop-up message, then close the dialog window.

Move the mouse cursor over the Tray icon and right-click the Battery icon to select the mode you want to use. The current mode can be confirmed by the color shown in the Tray icon.



A. **Full Capacity Mode**(Yellow color): Battery is charged to its full capacity for longer use on battery power.



B. **Balanced Mode**(Blue color): Stops charging when power is above 80% and resume charging when power is below 78%. This mode is recommend when using the Notebook on battery power during meetings or conferences.



C. **Maximum Lifespan Mode**(Green color): Stops charging when power is **above 60%** and resumes charging when **power is below 58%**. This mode is recommended when the Notebook is always powered by AC adapter.



If I feel my Notebook / Desktop PC is too slow, How to raise the speed of system boot and system operation after device has been used for a while with declining speed?

Below we list a few reasons which cause the declining speed in booting of computer :

- 1) Insufficient disk storage
- 2) More software automatically activate at device booting
- 3) Driver does not work normally
- 4) System is infected with virus.

In addition, you can also try Disk Defrag or adjust the power option to raise the system speed.

High temperature (overheating) of ASUS laptop air outlet

Overheat of laptop usually results from something stuck in the fan and heatsink, such as dust or hair. These oil substances easily absorb and attach dust / hair.

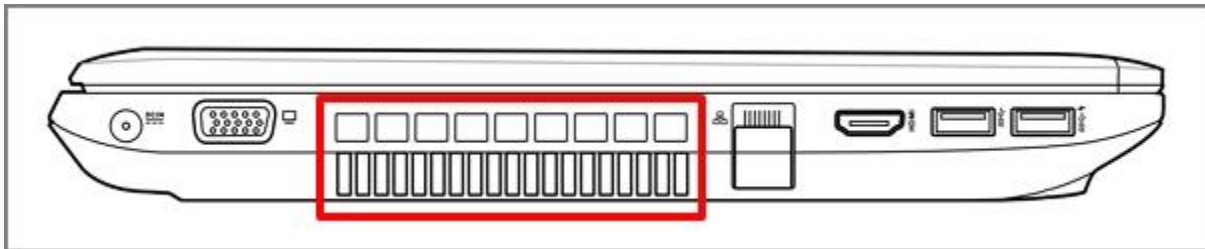
At this point, overheat won't be improved even you use external radiating devices, such as radiating pad. Such product can only lower the surface temperature of case , instead of interior temperature.

If the overheat problem is resulted from stuck dust, you can initially look for assistance from ASUS customer& service center.

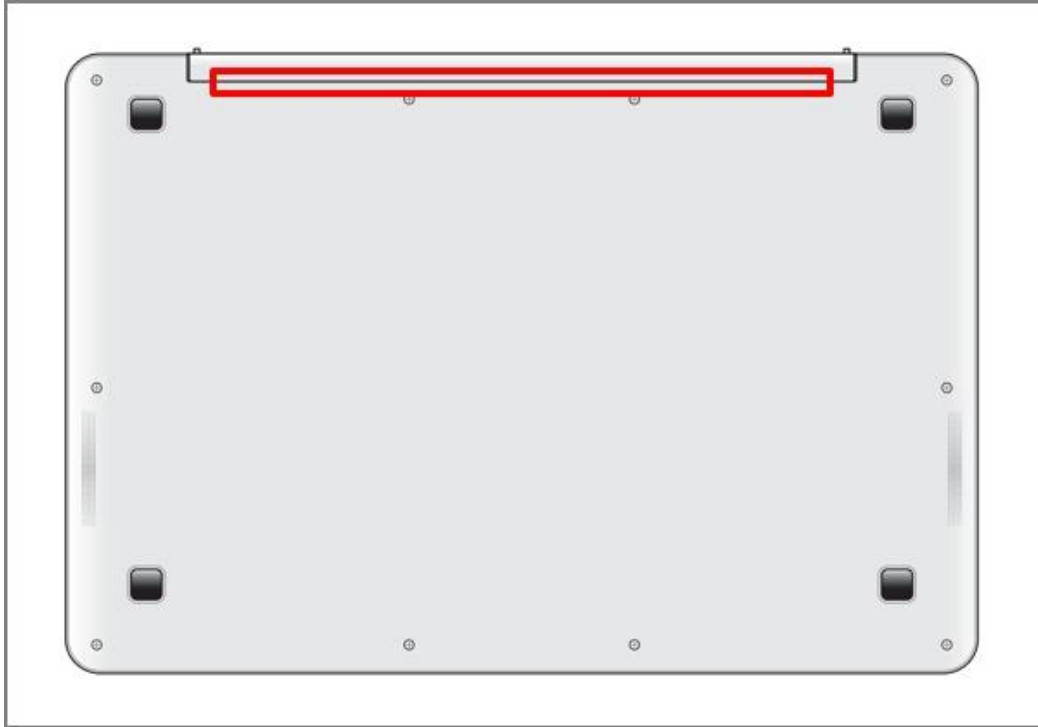
Please do not clean the interior by using the device with strong air, such as air boost compressor. We have a real case that fan is damaged by strong air wave

If you need to clean by yourself, we suggest you use the Air compressor at a distance from the spray. Do not use the air boost compressor in an up-side-down position

Air vent is usually located at tow sides of laptop.



Design of air vent for some models of notebook is hidden style (like UX series) . Air vent is not at two sides of laptop but at pivot part of laptop (shown as red in below image)



Attention : Some minor models (ex. T100 series) is not suggested to clean by the above instruction because its radiation is lower without fan and air vent and it's radiated by case .

If your problem cannot be solved, please contact ASUS customer& service center for further information.

Troubleshooting for irregular disconnection / intermittent / Connection drops of Wireless network

If irregular disconnection occurs on your wireless network , please confirm the below,

1. Please make sure you place your Desktop PC/Notebook in the range of wireless network. If the signal is weak/unstable, please adjust location of router/desktop PC/Notebook.
2. Please try to update the driver of wireless network card.(Check [How to update the driver](#))
3. Please test the connection with cable network. If the same disconnection issue happens again, please adjust the setting of routers. (Try to [restroe your routers](#) or [update firmware of wireless router](#))
4. Please contact your Internet service vendor to check whether internet connection is normal.

FAQ and troubleshooting for ASUS Notebook

First, please confirm ASUS original accessories (ig. battery,adapter) you use , the built-in driver/software in ASUS phone , and the driver/software downloaded from officail site all pass ASUS test. It ensures its normal working with total compatilby to your device.

We also suggest you use the official Windows software and activate its update function because part software problems can be sloved with Windows Update.

Troubleshooting - If you cannot turn on the ASUS laptop

If you cannot turn on the laptop , you can refer to the solution below based on the situation you encounter

Power light is the judging point which indicates why you cannot turn on laptop. (marked as red square in below image)

Power light is ON, please refer to **solution #1**

Power light is OFF, please refer to **solution #2**



solution #1 :

"Power light is ON" means power cord and adapter is normally working but device fails to boot due to disfunction of other major components.

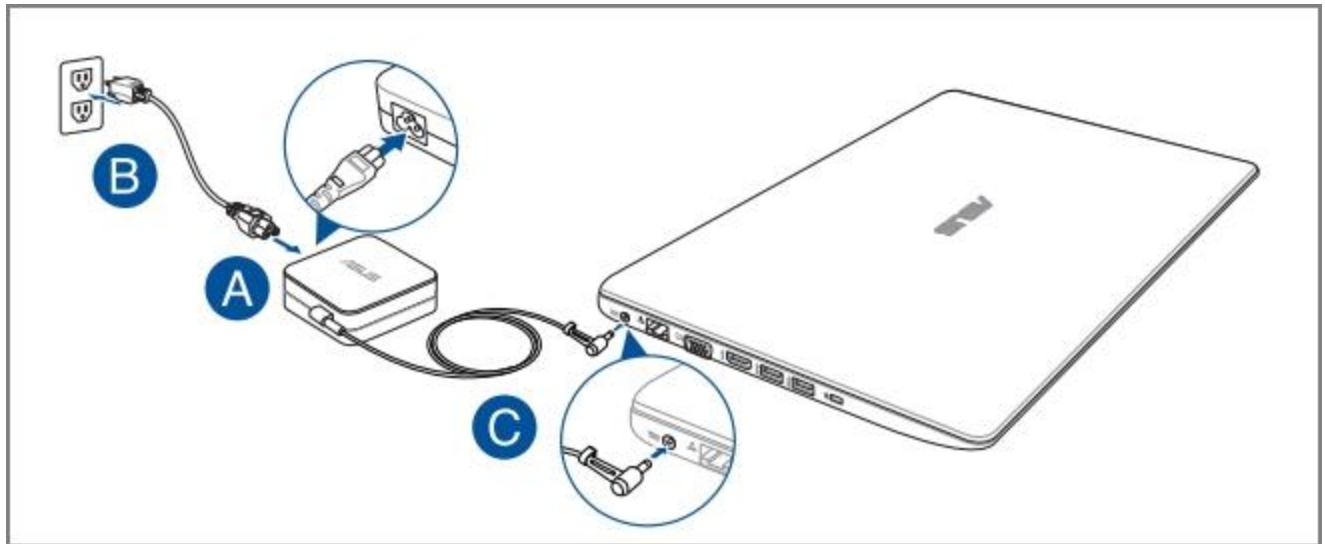
- a. Please remove Li-ion battery (**not available for some models of Notebook , please skip this step**) , and directly use power supply to charge.
- b. Please remove all portable external devices, such as USB, memory card, internet cable, HDMI, CD-ROM , etc.
- c. Before the disfunction occurred, have you tried expand partition of harddrive or memory ? If yes, please reset your device.

solution #2 :

"Power light is OFF" means no power supplied by adapter or major components might be abnormally working and fails to boot

a. Please check whether connector of adapter is loose or not .(marked as below image: A-power cord plug B- outlet side plug C- NB side plug) ,

or you can try at different outlets.



b. Please check whether there is any damage on adapter cable, if there is, try with another new adapter.

c. Please refer to step c. in solution #1 to do the troubleshooting.

If your cannot work it out with above solution , please contact ASUS customer center for further information.

When a bluescreen error occurs in Windows, the system normally restarts automatically.

How can this automatic restart be disabled?

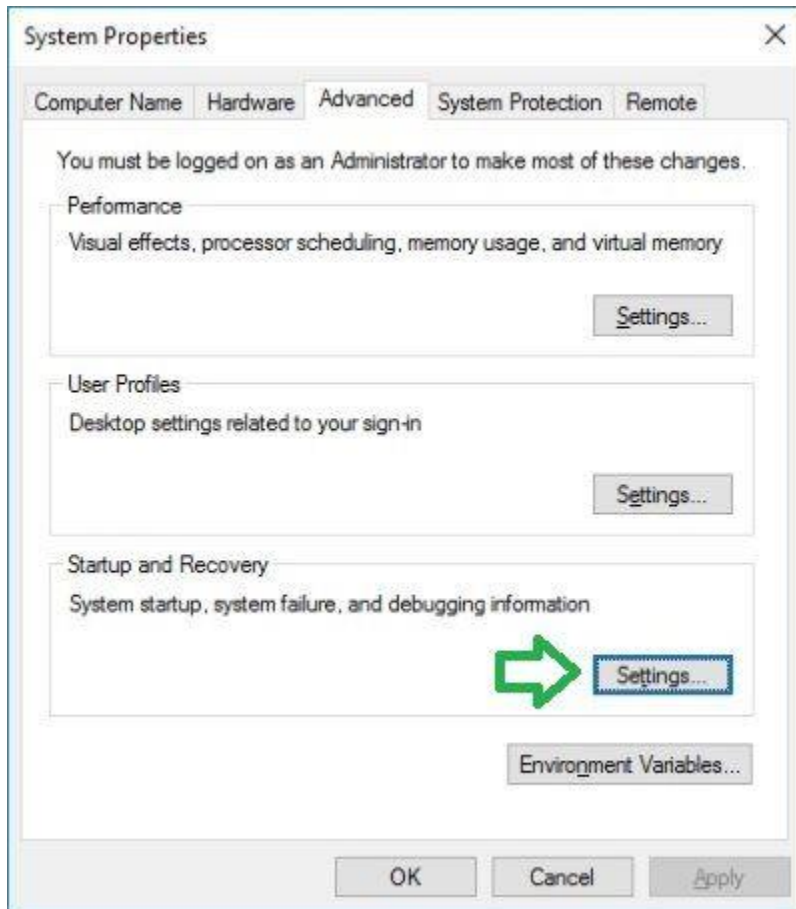
Although the steps below are for Windows 10, executing similar steps is working in earlier versions of Windows as well.

1. Run/search "**systempropertiesadvanced**" (which is "**system properties advanced**" without any spaces) as below screenshot to open Windows System Properties with the 'advanced' tab selected. You can also open Windows system properties and select 'advanced system settings' instead.

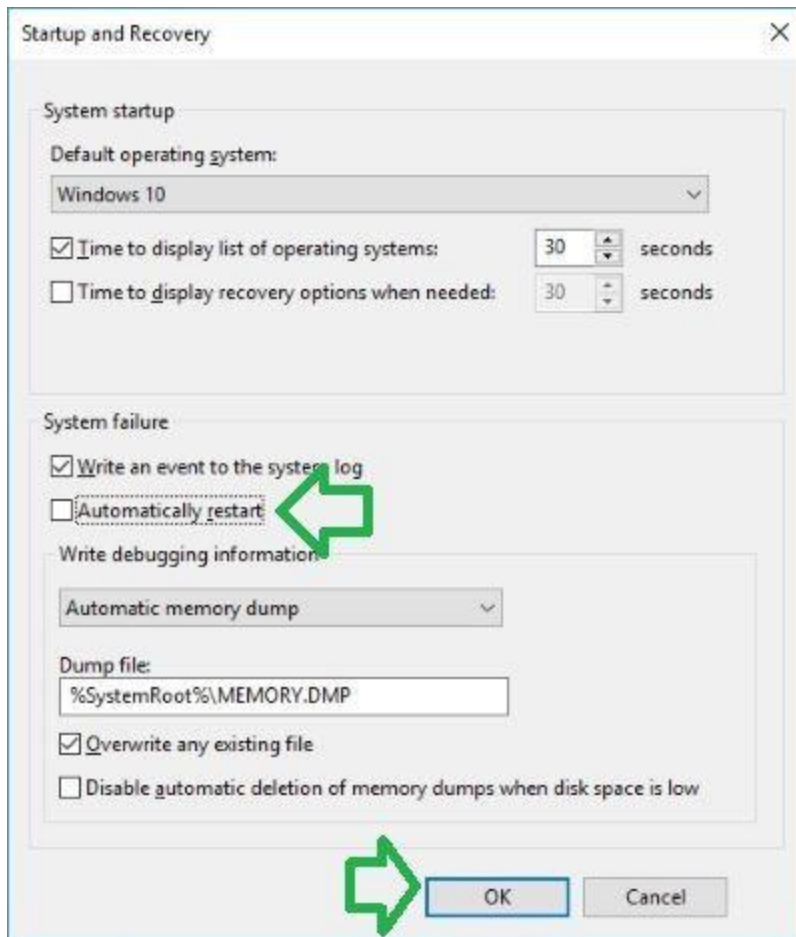


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2. Under the **Advanced** tab in System Properties, click the **'Settings'** for the **'Startup and Recovery'** section as below screenshot.



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3. Once the Startup and Recovery settings window has appeared, **uncheck the box 'automatically restart'** in the **system failure** section and hit **'OK'** as in the screenshot below.

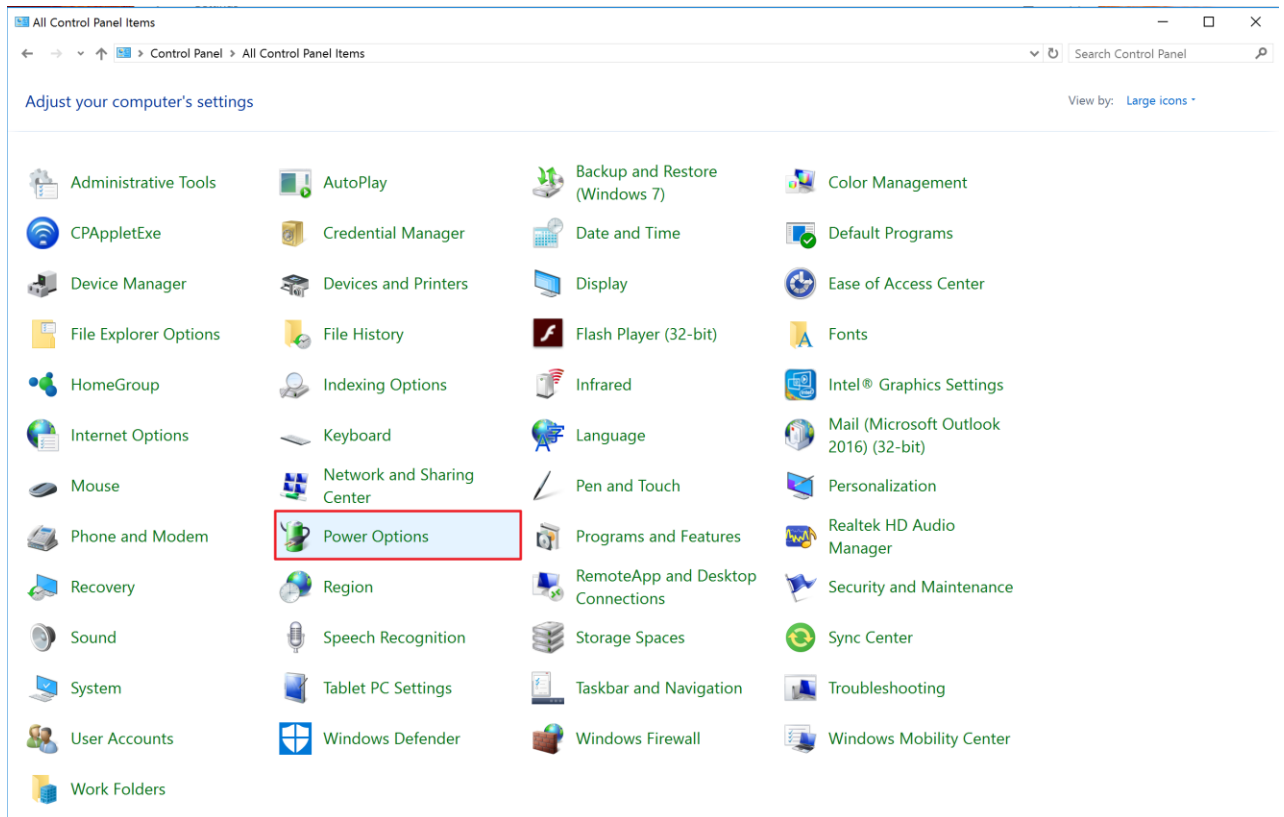


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4. When a bluescreen appears next time, it will remain on the screen and give you time to read the message as well as take a picture. If you notice any specific filenames mentioned in the bluescreen, search online to get a better solution if a specific program is related to that filename and bluescreen.

How to adjust and choose when to turn off the display of Notebook?

1. Enter **Control Panel** > Choose **[Power Options]**



2. From the menu at left column, click [Choose when to turn off the display]

Power Options





Control Panel Home

Choose what the power buttons do

Choose what closing the lid does

Create a power plan

 Choose when to turn off the display










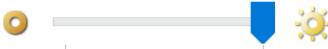
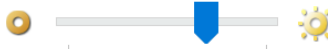
 Change when the computer sleeps

3. You can choose to **turn off the display** based on your requirement. You can also turn the Notebook to **Sleep mode** under the circumstance that it hasn't been used for a long time.

If you don't want your screen turns black every time when leave the laptop alone for a while, you can set up Turn off the display as Never.

Change settings for the plan: Balanced

Choose the sleep and display settings that you want your computer to use.

	 On battery	 Plugged in
 Turn off the display:	10 minutes 	10 minutes 
 Put the computer to sleep:	Never 	Never 
 Adjust plan brightness:		

[Change advanced power settings](#)

[Restore default settings for this plan](#)

5.

Save changes

Cancel