My battery in my LabQuest original is showing a red icon and not charging

1. **Check software version: Tap - Home – Control Panel - System information**
   - If it is not the latest version then it is here:
     https://www.scientrific.com.au/downloads.php?c=software then apply the update.
   - Note that you will need to **reboot** the LabQuest and **charge** for 12 hours after applying the update.

2. If still not resolved then **remove and replace battery** using the following procedure:
   a. Shut down the LabQuest by choosing Home / System / Shut down
   b. Remove the battery and disconnect the AC power adapter.
   c. Wait 5 minutes.
   d. Insert the battery and connect the AC power adapter.
   e. Let the battery charge for 12 hours.

3. If your battery is more than 3 years old in may need replacing. You could swap a known fully charged working battery to check if the battery is at fault.

4. There is further reading at http://www.vernier.com/til/2741/ and http://www.vernier.com/til/2780/

5. If you are still having problems please contact support@scientrific.com.au directly for further advice.