

## My battery in my LabQuest2 is showing a red icon and not charging

1. If it is a new LabQuest **check that the plastic film cover** over the battery terminals (inside) has been removed. <http://www.vernier.com/til/2692/>
2. **Check software version: Tap - Home - System - System information**
  - If not the latest version is here:  
<http://www.vernier.com/support/updates/labquest/labq2/> then apply the update.
  - Note that you will need to **reboot** the LabQuest and **charge** for 12 hours after applying the update.
3. 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.
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](mailto:support@scientrific.com.au) directly for further advice.