



Tech Info Library

Intelligent Battery Recondition Software Troubleshooting (2/95)

Article Created: 1 February 1995

TOPIC -----

When I run the Intelligent Battery Recondition application on my PowerBook 540c I get the message "Status: Please attach AC adapter." I already plugged in the AC power adapter, but the installer still will not go past this message. What could be the problem?

DISCUSSION -----

The Intelligent Battery Recondition application will not run if it cannot detect any AC power. The problem you describe indicates that your PowerBook 500 Series AC power adapter may be the reason you cannot charge your battery.

At this point, you may want to have the AC power adapter voltage checked by an authorized Apple Service Provider.

If you have another AC adapter, try to run the Intelligent Battery Recondition application again using this AC power adapter. If the Intelligent Battery Recondition application runs without getting the same error message, you will know that the problem is with your other AC power adapter, not with your battery.

Support Information Services
Copyright 1995, Apple Computer, Inc

Keywords: kpbook, ksts, hts

=====

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 17108