

# Service Bulletin

## Battery Protection Mode Wake-Up

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### Description

This service bulletin provides the details for waking up the iPac™ out of Battery Protection Mode. Battery Protection Mode is enabled when the battery goes below a minimum operating charge. The iPac will not wake up and fully charge without following both procedures below in full. When the unit is in Battery Protection Mode, it will remain off, and pressing the button will not wake it up; it will appear unresponsive. Plugging the Charging Cable in or placing it on the Cradle for a few minutes will not wake the pen up.

### Battery Protection Mode

Battery Protection Mode is enabled to prevent the battery from depleting to the point that it can no longer hold a charge. In this state, the battery will never fully charge because it is in Battery Protection Mode. To fully charge the iPac, you must first wake it up from Battery Protection Mode.

1. Install the iPac onto the Cradle (P/N 16041) or connect it to the Charging Cable (A/C Adaptor with Mini USB, P/N 16040-430). Refer to Figures A and B.

**Note:** When using a Charging Cradle, be sure that the iPac is seated properly and that the contacts are fully making contact with the contact points on the Cradle. If the iPac is not seated properly onto the Cradle and the contacts are not touching, it will not charge and the unit will not be able to wake up out of Battery Protection Mode.

2. Charge the iPac for 30 minutes.

**Note:** While still in Battery Protection Mode, the iPac will appear to not be charging because the screen will remain blank and it will remain off. However, the battery is charging to a point to wake it up out of Battery Protection Mode.

3. To exit Battery Protection Mode, lift the iPac out of the Cradle or unplug it from the Charging Cable, and then reinstall it onto the Cradle, or plug the Charging Cable back into the iPac. This will wake the iPac up and turn it on. Refer to Figures A and B.

**Note:** Any time the battery goes below a certain charge, it will go back into Battery Protection Mode. This procedure must be followed any time the iPac goes into this state, or proper charging of the battery will not be possible.

### Charging Mode

Once the iPac is not in Battery Protection Mode, it is in normal charging mode and can be fully charged. Leave it to charge either on the Cradle or plugged into the Charging Cable until the battery is charged for a minimum of one hour, or until the battery indicator is full.



Figure A Place in Cradle



Figure B Connect Charging Cable