

Battery plugged in ,charging but still stop at 0%

Posted by delladmin - 30 Dec 2016 05:47

Hi,

Please do test the AC adapter if it's working or not.

- Remove the battery off the laptop then connect just the AC adapter then boot it up.
- If the laptop will boot up with just the AC adapter that means it's just the battery that is faulty.
- But since you've already tried a different battery that could mean it's the battery terminal.
- Another test would be to try a different AC adapter that has the same voltage without the battery again.
- If it will not work that could mean it's the charging port that is faulty.

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