

# 8 Steps to Better Battery Management

## Part 2



Lincoln, NE \* Omaha, NE \* Gering, NE \* Wichita, KS \* Cheyenne, WY

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### THE IMPORTANCE OF PROPER BATTERY CARE

Depleted batteries are a hidden, but common cause of product failure at customer sites. Often, what appears to be a malfunctioning product may just be poor performance caused by a weak or worn battery.

Without first checking the battery's condition, products are frequently sent in for unneeded repair. This can cause:

- ✓ Lost productivity
- ✓ Decreased satisfaction
- ✓ Duplicate repair rates with concurrent higher repair costs

Batteries are a consumable item, and their age and condition will impact the operation of the products they power. To help increase your satisfaction and improve product performance, *Motorola Enterprise Mobility Services* recommends that you implement this simple battery management process throughout your organization.

**Motorola Enterprise Mobility Services has identified best practices for managing and maintaining optimal battery usage. When implemented, this effective plan will help improve your productivity and satisfaction.**




--Motorola brochure, "Battery Management and Maintenance".

## FIRST-USE BATTERY CHARGING

General Guidelines: (refer to the user manual for your charger for specific instructions)

### First-Use Battery Charging

Battery Type	Charging Instructions
Nickel Cadmium (NiCad) Nickel Metal Hydride (NiMH)	<p>Press the Condition button (if your charger has one).</p> <ul style="list-style-type: none"><li>♦ Allow each battery to go through 3 discharge/charge conditioning cycles</li><li>♦ Each cycle may take up to 8 hours</li></ul> <p><b>NOTE:</b> Batteries should never be conditioned more than once a month, and done so only if the battery sees regular partial charge/discharge cycling.</p>
Lithium Ion (Li-Ion)	<p>There is no need to precondition the battery prior to first use.</p> <p>Simply place the battery in the charger to begin its cycle</p> <p><b>NOTE:</b> Li-Ion batteries may not reach full capacity for the first few cycles.</p>



**If the battery only works for a short period of time, it could have the following problems:**

- It is not fully charged. Typical Li-Ion batteries generally take 4-8 hours to charge. NiCad or NiMH batteries may take 1-14 hours to charge, depending on the charging device.
- NiCad and NiMH batteries have a memory effect. Should this occur, fully discharge and drain the battery, then fully charge the battery.

## BATTERY PROBLEMS



A weak battery can cause an error message to appear on your device. Before sending your product out for repair, be sure the battery is working properly. Some of the more common errors that may appear on your device are:

Error Message	Solution
Device is dead (display is blank or the unit will not power on)	Try to cold boot the terminal first. If this does not work, replace the battery with a known good battery.
When power button is pressed, the LED blinks on the charger	When the battery is too low and the power button is pressed, the LED will blink on the terminal. Replace the battery with a known good battery.

**NOTE: When the battery is inserted into the device, it must make connection with metal contacts inside the device's bottom housing. Make sure the contacts are not crushed or broken off.**

## CHARGERS

Something that is often overlooked: test the charger for proper operation.

- Place the battery in a different charger and try to charge
- Test the power supply by switching the transformers between chargers (if the same model)

Using a dedicated charger for each battery can simplify the process of identifying whether or not it's the battery or the charger. Just add a corresponding label to both the radio and the charger.



Multi-unit charger for  
BPR40 MAGONE



Desktop  
Charger



Travel  
Charger



Multi-unit  
Charger

## SUMMARY

A weak battery can cause product-specific error messages. **Always check the battery first before sending your unit in for repair.**

*Tech Tip: When bringing your radio in for repair for a charging or power problem, be sure to bring the charger and power supply that is regularly used on this radio so the technician can make a complete test.*

Reaping the full benefits from your Motorola batteries requires giving them proper care. Following these simple maintenance instructions can help you achieve optimum performance by improving device reliability and extending battery service life.



***Bring your depleted batteries to any FirstWireless shop for recycling.***

## IMPRES™ Fleet Management Battery and Charger Management System

### TAKE THE GUESSWORK OUT OF MANAGING A BATTERY AND CHARGER FLEET

IMPRES™ Fleet Management enables informed decisions that increase staff safety and productivity by:

- Determining when IMPRES batteries will no longer support a full work shift
- Ensuring users have the appropriate battery capacity based on their needs
- Proactively removing batteries that are not meeting performance expectations
- Ensuring chargers are appropriately distributed and use is maximized



**CONTACT US TODAY FOR MORE INFORMATION!**

[www.firstwirelessinc.com](http://www.firstwirelessinc.com)

[sales@firstwirelessinc.com](mailto:sales@firstwirelessinc.com)



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