Battery Safety Mode

Summary
HP’s primary concern is for the safety of our customers. Batteries affected by this recall have the potential to overheat, posing a fire and burn hazard to customers. HP strongly encourages customers to cease use of affected batteries immediately. Many of these batteries are internal to the system, which means they are not customer replaceable. You should not remove them on your own. HP has developed a BIOS update for customers whose battery is affected by this recall program that will put the battery into “Battery Safety Mode”. By enabling Battery Safety Mode, the computer notebook can continue to be safely used by connecting to an HP power adaptor. HP will provide replacement battery services for each verified, affected battery, at no cost to you.

Entering Battery Safety Mode
To enter Battery Safety Mode, first update the system BIOS to the version shown in the table below or later. The latest BIOS can be found at the HP Software and Driver Download Page https://support.hp.com/us-en/drivers

<table>
<thead>
<tr>
<th>Platform</th>
<th>BIOS Release Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP ProBook 640/650 G2 Notebook PC</td>
<td>1.14</td>
</tr>
<tr>
<td>HP ProBook 645/655 G2 Notebook PC</td>
<td>1.11</td>
</tr>
<tr>
<td>HP ZBook 17 G3 Mobile Workstation</td>
<td>1.20</td>
</tr>
<tr>
<td>HP ZBook Studio G3 Mobile Workstation</td>
<td>1.22</td>
</tr>
<tr>
<td>HP ProBook 640/650 G3 Notebook PC</td>
<td>1.12</td>
</tr>
<tr>
<td>HP ProBook 645/655 G3 Notebook PC</td>
<td>1.12</td>
</tr>
<tr>
<td>HP ZBook 17 G4 Mobile Workstation</td>
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<tr>
<td>HP ZBook Studio G4 Mobile Workstation</td>
<td>1.12</td>
</tr>
<tr>
<td>HP X360 310 G2 PC</td>
<td>F.53</td>
</tr>
<tr>
<td>HP Pavilion X360 Notebook PC</td>
<td>F.53</td>
</tr>
<tr>
<td>HP Notebook 11</td>
<td>F.21</td>
</tr>
<tr>
<td>HP ENVY m6 Notebook</td>
<td>F.18</td>
</tr>
</tbody>
</table>
**All platforms EXCEPT HP Notebook 11 will follow the following steps**

Immediately after BIOS has been updated, and the system battery is part of the battery recall program, the following message will be displayed when the system reboots. If the battery is not part of the battery recall program, the message below will not be displayed and the system can continue operating normally.

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**Enable Battery Safety Mode**

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Your battery is subject to a Battery Safety Recall. In order to continue to safety, use your notebook PC, please ACCEPT the Battery Safety Mode. Battery Safety Mode will discharge your battery and disable future charging so you can continue to safely use your notebook PC using your HP Power adapter. Once your internal battery is replaced by a service technician, the battery can resume typical operation.

Certain HP Battery Diagnostics may not be able to provide reliable results while the notebook PC is in Battery Safety Mode. This is expected behaviour.

Please visit the HP Recall website at: [www.hp.com/go/batteryprogram2018](http://www.hp.com/go/batteryprogram2018) to learn more and to order your replacement battery. *If you DECLINE the Battery Safety Mode, your battery will continue to be at risk to overheat posing a fire or burn hazard until it is replaced or until Battery Safety Mode is accepted.*

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Using the Arrow Keys, highlight the “accept” button in blue and hit the Enter Key. After Battery Safety Mode is accepted the screen will turn black and the power button LED will blink for up to 30 seconds. This is expected behavior, and the unit should not be powered off during this time. The system will reboot and remain in Battery Safety Mode until a new, unaffected battery has been installed in the system.

If Battery Safety Mode is declined, the message above will be displayed every time the system boots until Battery Safety Mode is accepted.

**HP Notebook 11 will use the following steps**

After the system BIOS has been updated, and the system has booted, an HP Service Advisory Message will alert the user that the battery is part of the recall and inform the user to visit [www.hp.com/go/batteryprogram2018](http://www.hp.com/go/batteryprogram2018). If HPSA has not been turned on, the website [www.hp.com/go/batteryprogram2018](http://www.hp.com/go/batteryprogram2018) can also determine if the battery is part of the recall. The unit will need to be completely powered off. When powering the unit back on press the F10 Key during BIOS POST to enter BIOS Set Up.
Once in BIOS Set Up, select the “System Configuration” tab using the Right Arrow Key. Select “Battery Safety Mode” by using the Down Arrow Key and change the setting to “Enabled” by using the F5/F6 key.

Go to the “Exit” tab by using the Right Arrow Key and choose “Exit Saving Changes”, press the Enter Key, and select “Yes” in the dialog box.

After the system restarts, BIOS will display the following message and you should select “Accept”.

After the system restarts and boots into the Operating System, the system has been placed in Battery Safety Mode.
Continuing to Operate the System Safely Once in Battery Safety Mode

When Battery Safety Mode is enabled, the system will not charge the battery under any circumstance.

When Battery Safety Mode is first entered the system will first enter Battery Discharge Mode. In Battery Discharge Mode the battery will be forcibly discharged by blocking AC power into the system. The notebook PC will still be able to be used in Battery Discharge Mode while the battery is discharging and AC power is blocked.

Once the battery capacity is below 10%, the system will exit Battery Discharge Mode on the next system reboot. After exiting Battery Discharge Mode, the system will allow the AC adapter to power the system but not charge the battery. The system will not be functional without the HP Power Adapter plugged into the system once the system has exited Battery Discharge Mode while still in Battery Safety Mode.

Ordering a new Battery
Once the system is in Battery Safety Mode, download the HP Battery Validation utility from [www.hp.com/go/batteryprogram2018](http://www.hp.com/go/batteryprogram2018). Running the HP Battery Validation Utility will enable the ordering of a replacement battery and allow for various service options.

Exiting Battery Safety Mode

All Platforms EXCEPT HP Notebook 11 will follow the following steps

After the replacement battery has been installed, the system will verify that the new battery is not part of the recall, allowing the system to return to normal battery mode.

If the new battery is also affected by the recall, the notebook PC will again inform the user about the battery recall and ask the user to accept to enter Battery Safety Mode.

*HP Notebook 11 will use the following steps*

After the replacement battery has been installed, power up the system and press F10 during BIOS POST to enter BIOS set up.

Select “System Configuration” tab by using the Right Arrow Key. Look for the item “Battery Safety Mode” and change the setting to “Disabled” by using the F5/F6 key.

Go to the “Exit” tab by using the right arrow key and choose “Exit Saving Changes”. Press the Enter Key and select “Yes” in the dialog box.

After the system restarts and boots into Windows, the battery has exited Battery Safety Mode and is back to normal usage.
Frequently Asked Questions

**Can Battery Safety Mode be enabled on non-Windows OS?**
Battery Safety Mode is enabled through the system BIOS and therefore can operate on any OS.

**Can Battery Safety Mode be enabled if the BIOS file is password-protected?**
A password is not needed to accept or decline to enter Battery Safety Mode. Battery Safety Mode can be enabled even if the BIOS file is password-protected.

**Does the battery drain at a different speed when in Battery Safety Mode compared to normal mode?**
The battery will drain at the same speed when it is in Battery Safety Mode and normal mode.

**What should I do if the black screen and blinking lasts longer than 30 seconds after accepting Battery Safety Mode?**
If 30 second is exceeded, then user should hold the power button for 20 seconds then release power button for FULL shutdown and power-up. After the full shutdown and power-up the system will be in Battery Safety Mode.

**What if I turn my unit off immediately after accepting Battery Safety Mode?**
When the system powers-up the next time it will be in Battery Safety Mode.

**Is the system impacted in any other ways when in Battery Safety Mode?**
The main impact to the system will be that the battery will not be able to be charged and an HP Power Adapter will need to be plugged into the system.
- Certain HP Battery Diagnostic tools may not be able to access the battery after Battery Safety Mode is enabled. This is expected behavior.
- UEFI Diags prior to version 6.6.0.0 will not be able to recognize that a battery was put in Battery Safety Mode and could provide inconclusive results. Version 6.6.0.1 and later will recognize Battery Safety Mode.

Otherwise the system will function normally.

**How can managed IT see the status of the units in their install Base?**
Status can be monitored using the Get/Set command in the BIOS Configuration Utility (BCU). The output will be one of the following:
- Normal – battery not impacted by the recall
- Battery Safety Mode Enabled
- Battery Safety Mode Disabled
How can I determine if Battery Safety Mode is enabled?
For HP Notebook 11, HP ENVY m6 Notebook, HP X360 310 G2 PC and HP Pavilion X360 Notebook PC, the status of Battery Safety Mode can be checked in the BIOS set up menu described above for the HP Notebook 11.

For the ProBook and ZBook products, the status of Battery Safety Mode can only be check via BIOS Configuration Utility (BCU).

Once I update the BIOS with Battery Safety Mode, can I roll back to an older version of the BIOS that does not include this feature?
Rollback of the BIOS is allowed, but not recommended for Commercial platforms. Rollback is NOT allowed for consumer platforms.

What if I have issues updating the BIOS that contains Battery Safety Mode?
HP Customer Support should be contacted in the event of any issues when updating the BIOS.