

Surface Studio 2 | Battery not charging. TODO

You receive the new Expensive Studio 2, And your battery is not charging. I researched this issue and found some possible answers you can try.

1. Turn on the computer, Once on. Press and hold the power button. Don't let go until its at a complete reboot. (Don't just let it turn off. Wait for it to also turn on.) Again Just to be clear, hold down the power button from on, to off, to on again, do not let it go until you see the Windows logo come back up.
2. Someone mentioned the download of [Download Intel® Graphics Command Center](#) Where you can see the **charge rate**. Meaning the **discharging Rate** and **Charge Rate**. Once you download it, You will click on power.
3. Windows Updates: He mentioned that he did a windows update, Here is the confusing part of his steps, He let the PC charge or discharge for a bit before the PC died on him. After the windows updates applied for him it worked.
4. Others have mentioned the idea of charging the PC via the C-USB Charger. This is not something i recommend, Since i believe in resolving a issue. (But good for reference)
5. Another comment: Workaround is to charge with C-USB Charger for 30 Sec and then disconnect it. Then the laptop starts charging through surface connect port.

So this is something i will test in my LAB and see what is the fix for it.

Someone suggested that this is probably a firmware/driver issue. If its a firmware issue we need to figure out away to be able to charge the Studio to 40% in order to upgrade firmware.

TODO:

Test Solutions. 1-5

Test if issues is indeed firmware:

Create a new article or more research on this Topic.

Source 1:

https://www.reddit.com/r/Surface/comments/ggp5lf/fixd_surface_laptop_studio_not_charging/?capt

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Source 2:

https://www.reddit.com/r/Surface/comments/yve9g4/127w_power_supply_and_surface_laptop_studio/

Source 3:

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