



# Alcatel OT-208 battery troubleshooting

Sometimes the way your battery charges suddenly changes. This guide will help figure out where the problem is and how to find a solution.

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## INTRODUCTION

There are a few things that can be going on when the charge life of our devices change. One big factor that plays a role in battery life is when and how often you charge the battery. The best way to make sure your battery charges properly and maintain its lifespan is to charge it when it is dead. A lot of times batteries can go bad when they are charged too much and too often. Many times these problems are not the battery at all. In fact phone chargers are just as likely to go bad.

## Step 1 — Locate the Battery



- On the back of the phone there is a black panel
- Near the bottom left corner of the panel there is an arrow and an indentation.
- This is where you will pull off the black panel.
- Underneath is the battery. There is a groove in the red plastic just above the battery.
- Use this groove to pull out the battery. When you are ready to put the battery back in, it must be placed the way it was when you took it out.

## Step 2 — Test the battery



- Make sure it is inserted properly. There are two indicators that it is correct. The remove arrow is on the front and point up; and the gold plates on the bottom match the gold prongs on the device.
- Make sure the battery is inserted before placing the device on a charger.
- Make sure it is completely dead before placing it on the charger. There is a battery icon on the top of the screen. When it is empty, the battery is dead.
- The best way to get maximum use out of your battery make sure you are using an Alcatel battery and charger.

## Step 3 — How to test your charger



- If the charger is the problem, check your outlets first.
- If you put the charger in the port and it flashes on for a second and then stops charging, the charger is the problem.
- If this is the case, go ahead and order a new charger.

To reassemble your device, follow these instructions in reverse order.