Best practices – How to put a battery into ship mode

Using Ship Mode To Disconnect The Battery

Prior to servicing a notebook that ships with a non-removable battery, you need to ensure that the battery is disconnected from the system. This is essential before a teardown in the Service Center and before replacing any CSR parts for the customer.

To enable ship mode

Use the following steps
1. The notebook must be OFF with the AC and DC power source connected to the system.
2. Press "Win + Backspace + Power button" and hold them for 5 seconds (the unit will boot up temporarily).
3. Verify that the system auto shuts down.
4. Remove the AC power adaptor.
5. Press the power button.
6. Confirm that the unit does NOT boot up.

To disable ship mode

Use the following steps
1. Connect the AC power adaptor to the notebook.
2. Press the power button to power on the notebook.
3. Ship mode is disabled automatically.

Replacing a FRU

Replacing the system board
1. Place the notebook into ship mode.
2. Disassemble the notebook and replace the system board.
3. Re-assemble the notebook and put back the original battery.
4. Connect the AC power adaptor.
5. Press the power button to power on the notebook.
6. Verify that the notebook is working as expected.
7. Place the notebook into ship mode before returning the notebook to the customer.

Ship mode: How To video
A video that demonstrates how to enable and disable shipping mode when servicing a notebook with a non-removable battery will be available shortly.