

# Maestro “A” Internal Battery Charging Procedure

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The following guide will provide the necessary step-by-step procedure for charging the internal battery for a Maestro version “A” control console.

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## Obtaining Technical Support

If you encounter any issues charging your Maestro, please contact FlexRadio technical support by opening a HelpDesk ticket online at <http://helpdesk.flexradio.com>

**Hours of Operation:** Our Technical Support engineers are available Monday – Friday from 8:00 am-5: 30 pm Central Time. If you call after business hours, on a holiday or weekend, please leave a detailed message and we will return your call during regular business hours in the order it was received.

If you need assistance opening a HelpDesk support ticket, please refer to the [HelpDesk Assistance Center](#) home page for step-by-step instructions.

## Information about this Procedure

For identification purposes, the original Maestro or Maestro “A” are models with serial numbers in the form xxxx-xxxx-0100-xxxx and have the power button located at the **top** left-hand side of the case.

**If the original Maestro (referred to as Maestro “A”) is not used for 6-8 weeks, the internal display battery can discharge to such a low level that when power is connected to the Maestro, the display cannot initialize the charging circuitry to recharge the internal battery. In this state, the Maestro is no longer operational. This procedure describes how to recharge the Maestro Internal battery to make the Maestro operational again.**

Please Note that if you do not feel comfortable performing this procedure, you can open a HelpDesk ticket in order to receive an RMA to have FlexRadio Service perform the battery recharging for a nominal fee.

## Prerequisites

Please have the following items available before attempting this procedure

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### Required Tools and Cables

#1 Phillips screwdriver

#2 Phillips screwdriver

USB micro (female) / USB A charging cable

[https://www.amazon.com/gp/product/B00MEBEOW8/ref=od\\_aui\\_detailpages00?ie=UTF8&psc=1](https://www.amazon.com/gp/product/B00MEBEOW8/ref=od_aui_detailpages00?ie=UTF8&psc=1)

Low amperage USB Charger – this can be a laptop’s USB port or a Smartphone charger.

## Opening the Maestro Case

Switch off your Maestro.

Remove the battery compartment cover and remove the battery bank if one is installed. Store the battery compartment cover in a safe location for reassembly later.

Using a #2 Phillips screwdriver, remove the screws that attach the tilt feet or fixed stand to the Maestro. Store the screws and the tilt feet/stand in a safe location for reassembly later.

Remove all seven (7) screws from the Maestro rear chassis, using a #1 Phillips screwdriver and put them in a secure place for reassembly later. See the image below.

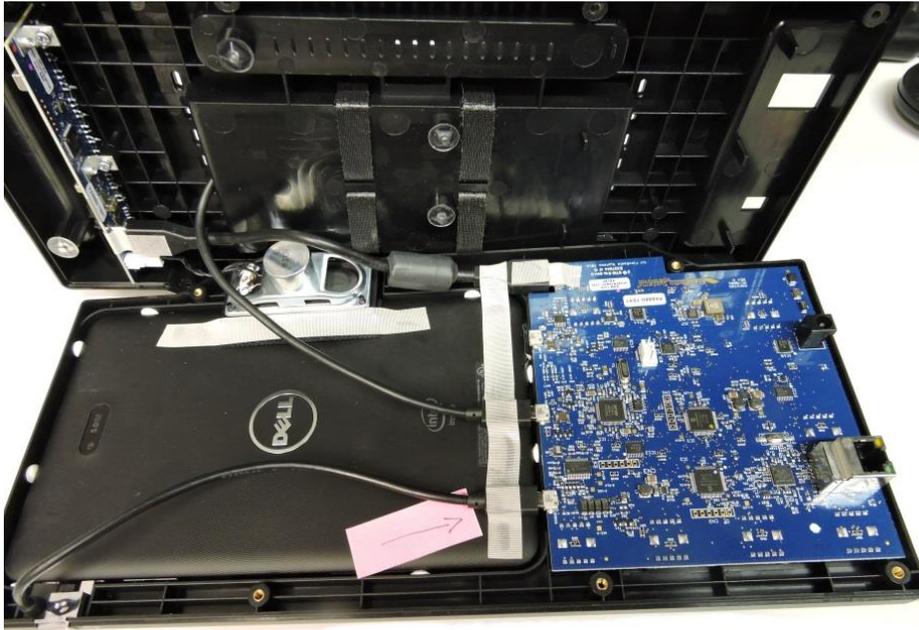


**NOTE:** Be careful not to lose the ON/OFF button with the small spring inside located at the top of the front chassis! If you have purchased the clear front panel Maestro cover, leaving it on will secure the power bottom in place. Alternatively, you can use a small piece of tape to hold it in place too.

**NOTE:** It is not generally necessary to replace the removed or broken Tamper Proof Seal at the bottom of the Maestro. It may be removed or cut with the tip of a thin blade knife if necessary to open the two halves of the Maestro case.

**Note:** When opening the Maestro case, pay attention not to disturb the clear plastic bump stops inside the Maestro cover.

**Open the Maestro chassis no more than 90 degrees.** *Opening the chassis just enough to access the Display micro USB cable is highly recommended.* When opening the case wider, be mindful of the tiny speaker and the audio cable at the bottom of the Maestro. See the image below.



## Connecting the Charging Cable

Pull back the tape securing the Display micro USB cable (red arrow on the image above) and carefully remove the cable from the PCB board.

Connect the Display micro USB (male) cable to the USB micro (female) / USB A charging cable to as shown below (red arrow on the image below).



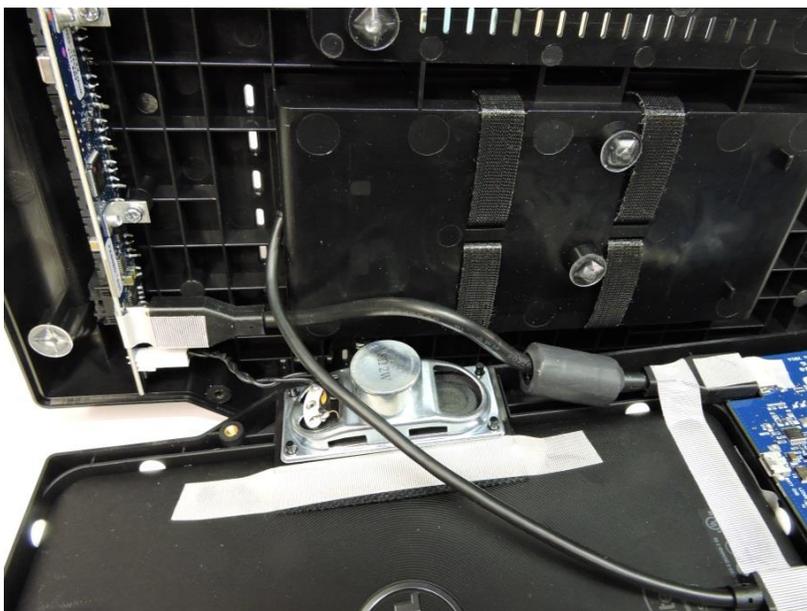
In the Charging cable, connect the USB A (male) connector to the low amperage USB charger. The charger can be powered by a laptop's USB port or a Smartphone battery charger that accepts a USB A cable. Allow the Internal Display battery to charge for **at least one (1) hour**. Do not use a high amperage tablet charger as the display requires an initial "slow charge" for proper battery re-charging.

## Closing the Maestro Case

Remove charger cable from Display micro USB cable and reconnect it to the Maestro board. Check the proper positioning of the battery bank power cable (2<sup>nd</sup> from the bottom) and audio cable (with ferrite bead), making sure they are securely fixed in place by the adhesive tape. Make sure that the USB A connector end of the battery bank power cable is properly fed into the battery bank compartment as shown below.



Properly orientate the thick audio cable with the ferrite core around the bottom of the speaker as shown below.



Once the cables are oriented correctly, carefully close both halves of the Maestro chassis together ensuring that none of the cables have been pinched.

This action must be done smoothly and without excessive pressure. If it does not fit together easily with a snug fit, open again and check the position of the audio cable with the ferrite core.

Make sure that the Ethernet connector is oriented correctly so that it fits through the back chassis hole properly.

When both halves of the Maestro chassis are in the proper position, they can be closed easily.

Check to make sure that the USB A connector end of the battery bank power cable is properly fed into the battery bank compartment and did not slip back into the unit while closing both halves of the Maestro chassis.

Replace all seven (7) screws on the Maestro rear chassis. Tighten snugly, but do not over tighten.



Using the #2 Phillips screwdriver, reinstall the tilt feet or the fixed tilt stand on the Maestro.

You can connect the battery bank to the USB connector and replace the battery compartment cover at this time.

## Final Maestro Battery Charging

**NOTE: At this point, the internal display battery is not fully recharged.**

The initial charging is done with the computer or Smartphone charger only provided enough charge to enable the display to initialize the power charging logic of the display, so a complete charge is necessary.

Once the Maestro has been reassembled, to completely recharge the internal display battery requires charging for several hours at a higher amperage using the supplied AC Power Adapter. When the AC power adapter is connected to the Maestro, it will boot up. Press and release the power button to shut it down during this last charge cycle. **Allowing the Maestro to charge for six (6) to eight (8) hours is recommended before using.**