

## Questions & Answers

“Is it possible to de-install the tool? If yes, how?”

“No. Once the update has been applied, it cannot be de-installed.”

“Can the upcoming message/pop-up window be stopped/prevented?”

“No. If customer cancels it, pop-up will be shown every booting.”

“Can the tool be exclusive stopped/exempt in the WU procedure?”

“Customer can set to stop WU installation by Windows manual operation. This is not recommend.”

“Before installing the tool, my battery was always at 85% or higher. How will you compensate?”

“No. Fujitsu is not going to compensate. To be safe, System’s battery control is changed.”

“If the battery was limit down so much, are there still any problems or risk?”

“To be safe, System’s battery control is changed.”

“I would like to swap the battery (free of charge) to a functioning or not affected one? How can I get?”

“Fujitsu does not give battery as FOC. To be safe, System’s battery control is changed. Above that condition, customer can use system safety.”

“If the tool will be not installed / installation canceled, will the pop up window coming up again later?”

“Yes”

“Will the EC firmware flash (1811 – LB E754 under Win7) be done automatically?”

“PMU firmware? If so, Yes. Update tool judges what update item is needed in customer’s system.”

“Is BIOS update a must?”

“It depends on Model. Update tool judges what update item is needed in customer’s system.”

“How to tread customer who has a so called “fixed/frozen” BIOS?”

“Customer does nothing to do. Update tool judges what update item is needed in customer’s system.”

“Is it necessary to install the tool?”

“Fujitsu strongly recommends to install the tool.”

“Can the installation be ignored and if yes, how? Please explain in detail.”

“If customer does windows update cancellation, they can stop. But no recommend.”

“Is the reduction about 15% correct or will this be different depending on the age of the battery?”

“Is this case BIOS and PMU firmware update? Theoretically, that reduction is 15%. However, it would be variety depending on the battery age condition.”

“How and when and under which condition will the reduction be done on my battery?”

“After tool is installed, when full-charge-capacity reduces to under 70% by compared with initial FCC, this function will initiate.”