How do you know if your battery is in sleep mode? If the handset is properly placed on the charging cradle and the lights do not illuminate, the battery may be in sleep mode. If so, simply follow the steps below to wake up the battery.

**Step One**
Plug in the charger and place the handset on the charger.

**Step Two**
Leaving the handset on the charger, unplug the charger by unplugging the power supply from either the cradle or the wall.

**Step Three**
Wait 10 seconds and then plug the power supply back into the cradle or the wall.

This will reset the handset and it will begin charging (lights on charging cradle will begin cycling through). Note: Charging a handset from the sleep mode may take slightly longer than normal. If the process described above fails to recover the handset, authorized service may be required.