

Replacing the RTC Battery in DA Series Computers

Moxa Technical Support Team

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About Moxa

Moxa is a leading provider of edge connectivity, industrial computing, and network infrastructure solutions for enabling connectivity for the Industrial Internet of Things. With over 35 years of industry experience, Moxa has connected more than 111 million devices worldwide and has a distribution and service network that reaches customers in more than 91 countries. Moxa delivers lasting business value by empowering industry with reliable networks and sincere service for industrial communications infrastructures. Information about Moxa's solutions is available at www.moxa.com.

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1 Introduction

RTC battery life typically ranges from 2 to 3 years, depending on system usage and environmental conditions. A depleted battery often results in an incorrect BIOS date and time or loss of BIOS settings, which may sometimes prevent the operating system from loading properly.

This document provides guidelines for preventing loss of BIOS configuration and includes step-by-step instructions for replacing the RTC battery in the event of battery depletion.

1.1 Applicable Series

- DA-820E Series
- DA-820C Series
- DA-720 Series
- DA-682C Series
- DA-681C Series
- DA-680 Series

2 Preventing Loss of BIOS Configuration Data

The BIOS functions and settings to prevent loss of BIOS configuration data when the RTC battery depletes along with the series/models that support them are listed in the following table:

BIOS function/ Product Series	DA-680	DA-681C	DA-682C	DA-720	DA-820C	DA-820E
Load Default After Cleaning RTC Battery	Supported	Supported	Supported	Not Supported	Supported	Supported
Active Management Technology Support	Not Supported	Not Supported	*Supported	Not Supported	*Supported	*Supported

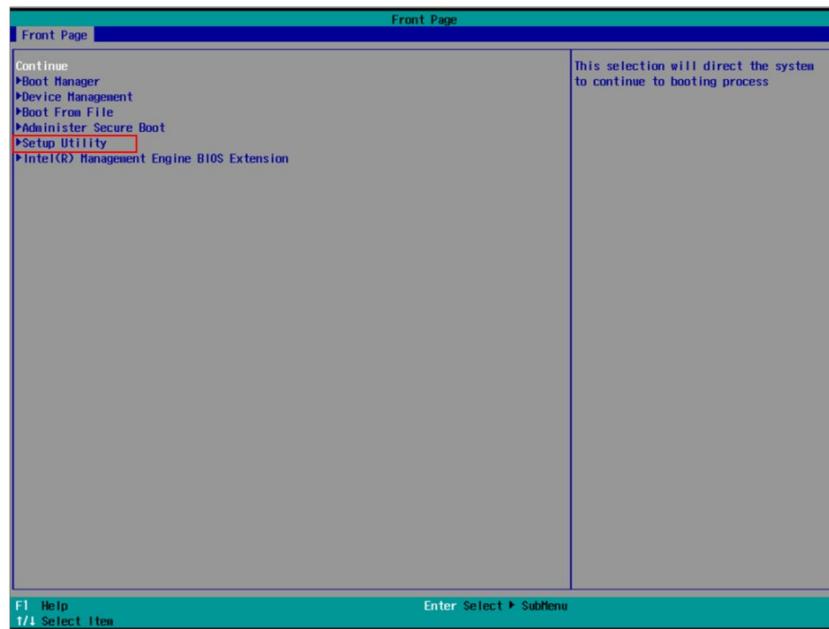
**Not supported in models with Intel® Celeron® and Intel® Core™ i3 processors.*

Note If the above functions are not available on the BIOS page of a supported series/model, contact Moxa technical support to update to the latest BIOS version.

To configure the data loss prevention settings in the BIOS, do the following:

1. Power on your system and press the **F2** key during startup to enter the BIOS setup.
2. On the main BIOS screen, navigate to **Setup Utility** to access the BIOS configuration menu.

BIOS Front Page > Setup Utility



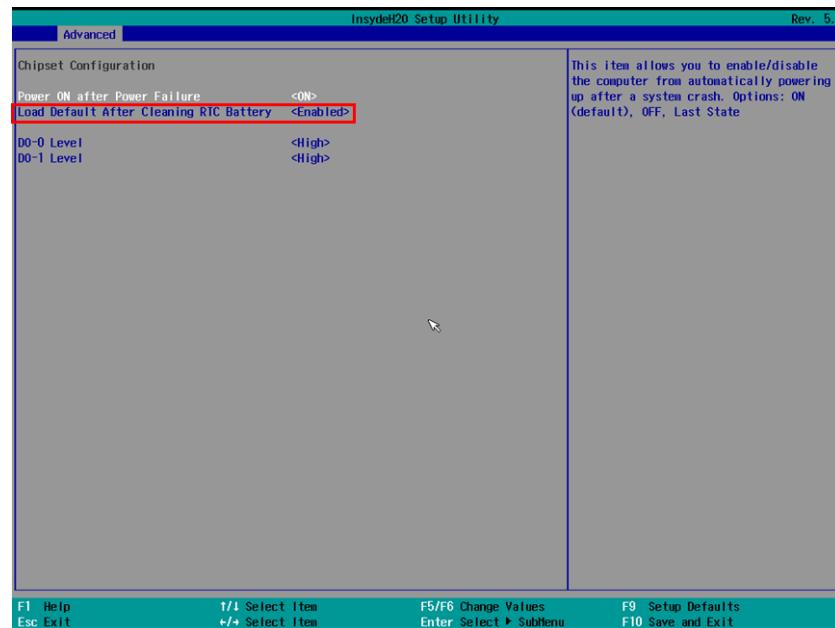
3. Go to the **Advanced** tab and select **Chipset Configuration**.

Setup Utility > Advanced Page > Chipset Configuration



4. Set **Load Default After Cleaning RTC Battery** to **Disabled**.

Chipset Configuration > Load Default After Cleaning RTC Battery

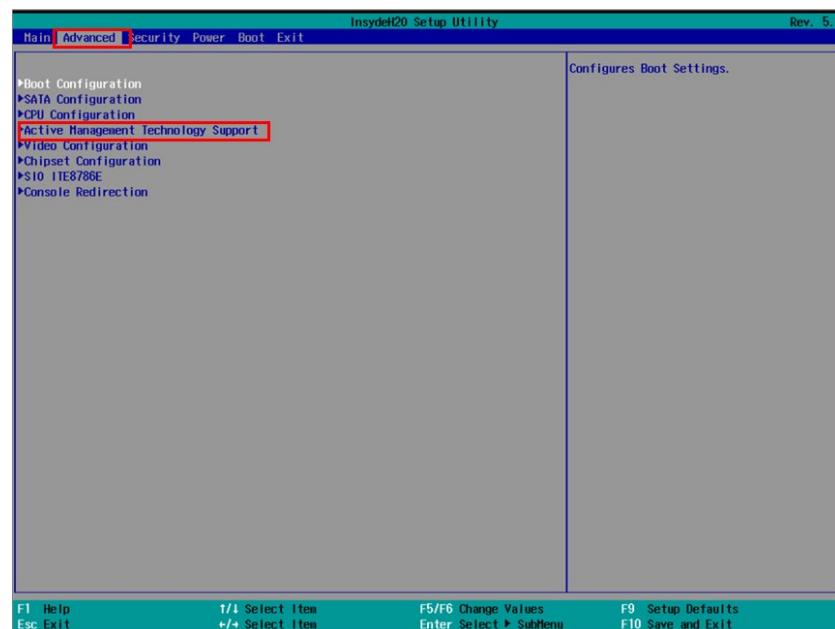


If you have configured Intel® Active Management Technology (Intel® AMT) for your DA computer, configure these additional settings:

Note Intel® AMT is not supported in Intel® Celeron® and Intel® Core™ i3 models.

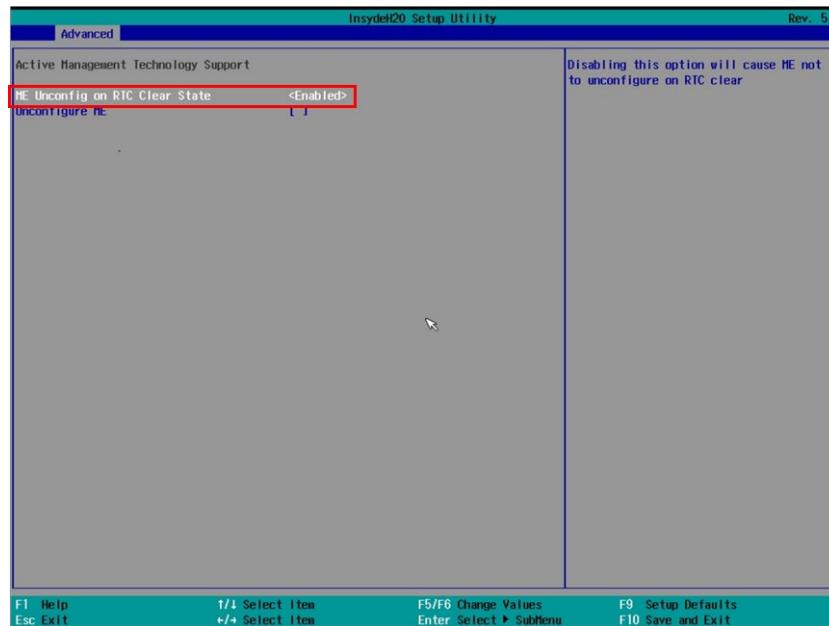
5. Go to the **Advanced** tab and select **Active Management Technology Support**.

Advanced Page > Active Management Technology Support

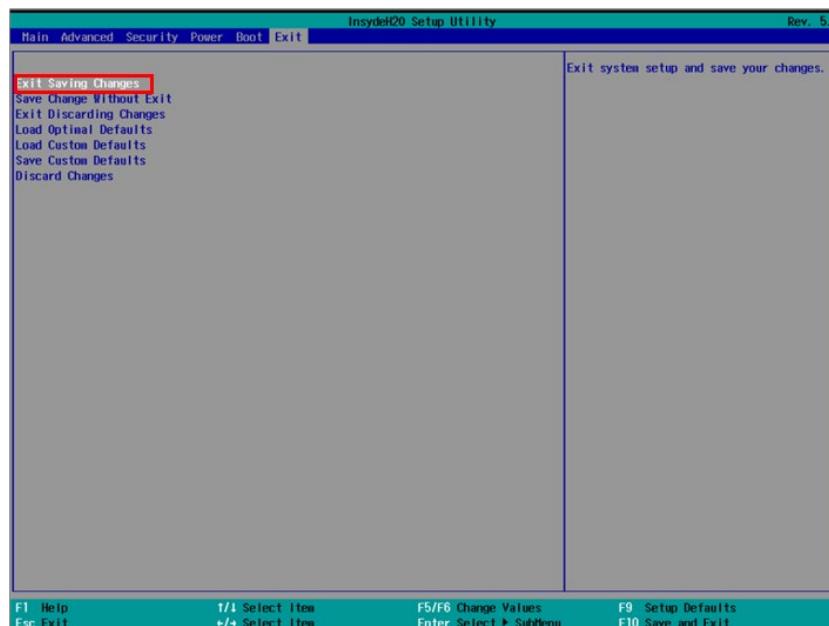


6. Set the **ME Unconfig on RTC Clear State** option to **Disabled**.

Active Management Technology > ME Unconfig on RTC Clear State



7. Select **Exit Saving Changes** to save all the changes before clicking **Exit** in the BIOS setup.



The settings help preserve both BIOS and AMT configurations in the event of the removal or depletion of the RTC battery.

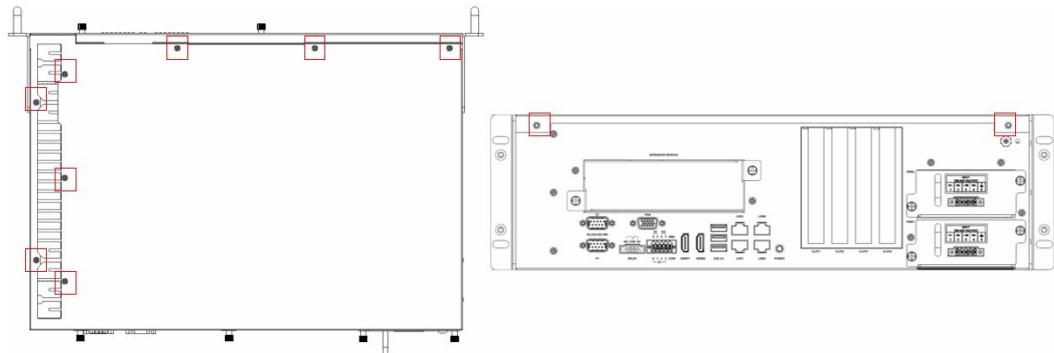
3 Replacing the RTC Battery

The hardware mechanism to replace the RTC battery is different for the various DA computers. Refer to the following sections for detailed instructions.

3.1 DA-820E Series

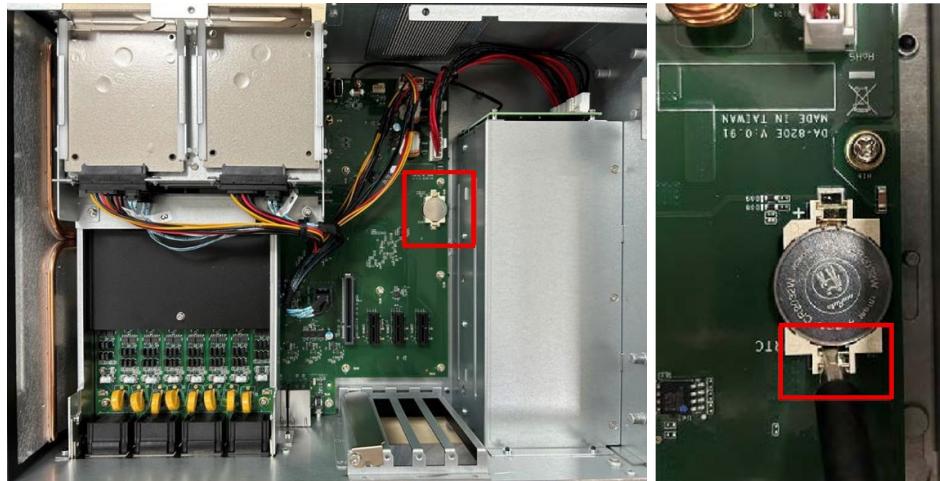
To replace the RTC battery on the DA-820E Series computer, do the following:

1. **Disconnect the DA-820E from the power source** to ensure its safety during the battery replacement process.
2. **Remove the top cover** by unfastening screws on the upper cover and the back of the computer to access the RTC batter slot.

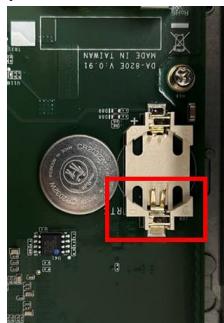


3. **Remove the RTC battery.**

The RTC battery slot is at the upper-left corner of the system, next to the internal USB slot. Use a flat-head screwdriver to gently press the edge of the battery slot.



Note The battery holder without the battery is shown here. To easily release the battery, gently press the area marked with a flat-head screwdriver.



4. **Insert a new RTC battery.**
We recommend the **Murata CR2032W** model.
5. **Replace the top cover** and fasten the screws to secure it.

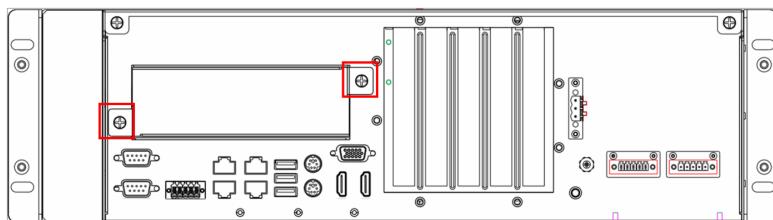
3.2 DA-820C Series

To replace the RTC battery on the DA-820C Series computer, do the following:

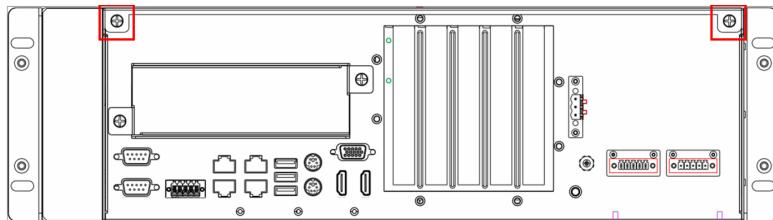
1. **Disconnect the DA-820C from the power source** to ensure its safety during the battery replacement process.
2. Open the door to the SSD storage on the front panel and **remove the SSD trays**.
Close the SSD storage door after removing the trays.



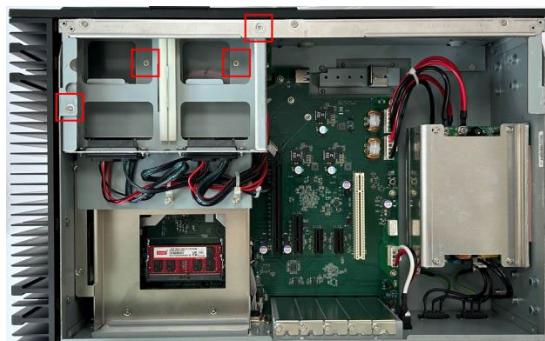
3. **Remove the expansion module slot door** (Moxa proprietary slot) by unfastening two screws.



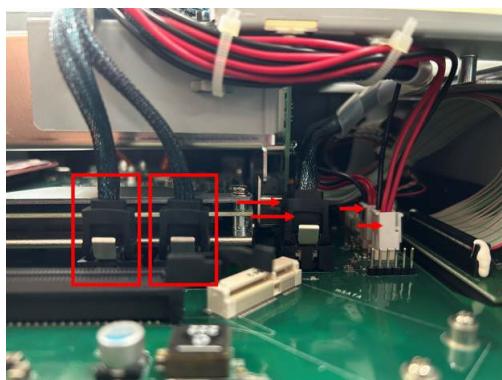
4. **Remove the top cover** by unfastening the screws located on the back of the unit.



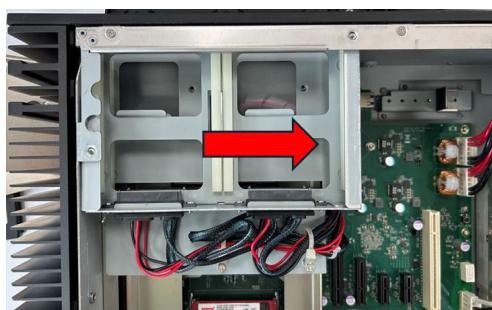
5. **Unfasten four screws** (indicated in the figure) to release the SSD storage case.



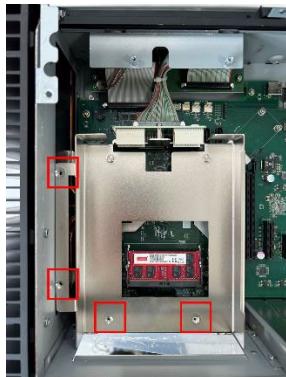
6. **Disconnect the SSD power cables** (2 red cables on the right) **and SATA cables** (4 dark blue cables on the left).



7. **Slide the SSD storage case away from the heatsink** to remove it and carefully set it aside.



8. Remove the **Moxa proprietary slot case** by unfastening four screws (indicated in the figure) and lift it vertically to remove it.



9. Remove the **RTC battery**.

The RTC battery slot is next to the heat pipes. Use a flat-head screwdriver to gently press the upper edge of the battery slot to release the battery.



Note We recommend using a short screwdriver or screwdriver head to make it easier to reach and press the battery holder at a proper angle to release the battery. Gently press the area indicated in the figure.



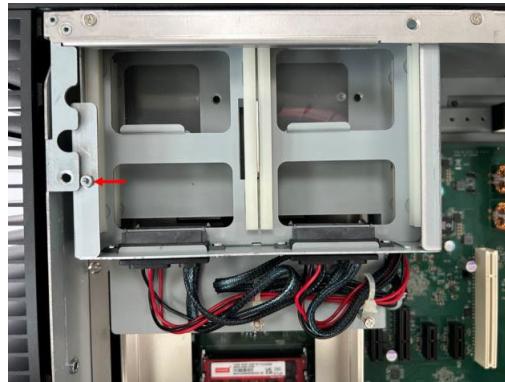
10. Insert a new RTC battery.

We recommend the **Panasonic BR2032** model.

11. Reinstall the **Moxa proprietary slot case** and fasten the screws.

12. Reconnect the SSD power and SATA cables, then reinstall the SSD storage case:

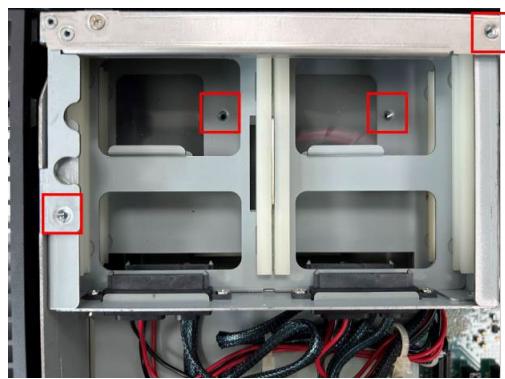
- Align the storage case with the area indicated.



- Hold the SSD storage case and slide it toward the heatsink side.



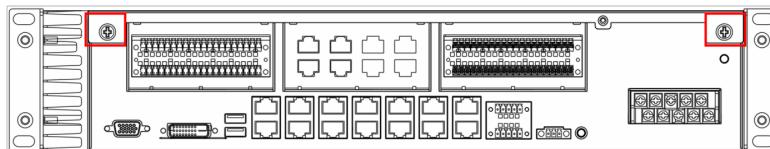
- Ensure all four screw apertures are aligned and fasten the screws to secure the SSD storage case.

**13. Reinsert the SSD trays** into the SSD slots.**14. Reattach the upper cover** and fasten the screws to secure it.

3.3 DA-720 Series

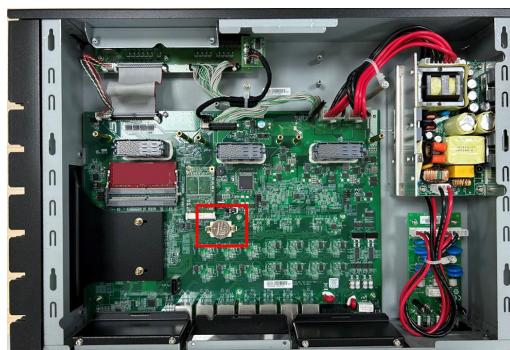
To replace the RTC battery on the DA-720 Series computer, do the following:

1. **Disconnect the DA-720 from the power source** to ensure its safety during the battery replacement process.
2. **Remove the top cover** by unfastening screws located on the back of the computer.



3. **Remove the RTC battery.**

The RTC battery slot is next to the mSATA slot. Use a flat-head screwdriver to gently press the upper edge of the battery slot.



Note The battery holder without the battery is shown here. To easily release the battery, gently press the area marked with a flat-head screwdriver.



4. **Insert a new RTC battery.**

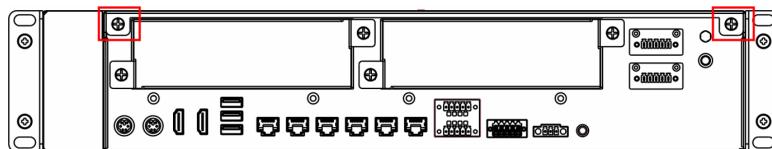
We recommend the **Panasonic BR2032** model.

5. **Replace the top cover** and fasten the screws to secure it.

3.4 DA-682C Series

To replace the RTC battery on the DA-682C Series computer, do the following:

1. **Disconnect the DA-682C from the power source** to ensure its safety during the battery replacement process.
2. **Remove the top cover** by unfastening screws on the back of the computer.

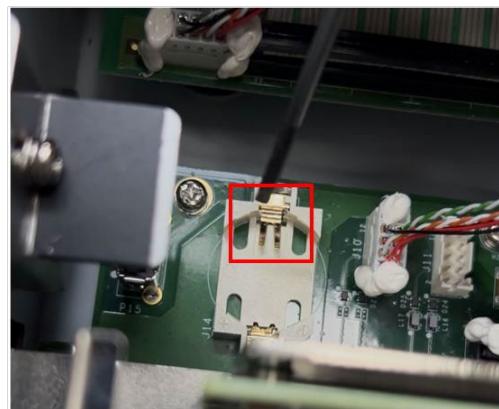


3. **Remove the RTC battery.**

The RTC battery slot is next to the internal USB slot. Use a flat-head screwdriver to gently press the upper edge of the battery slot.



Note The battery holder without the battery is shown here. To easily release the battery, gently press the area marked with a flat-head screwdriver.



4. **Insert a new RTC battery.**

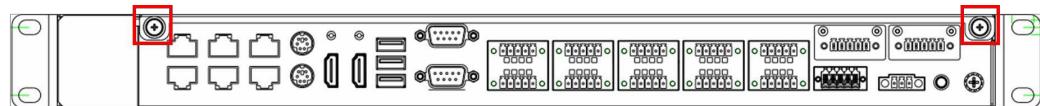
We recommend the **Panasonic BR2032** model.

5. **Replace the top cover** and fasten the screws to secure it.

3.5 DA-681C Series

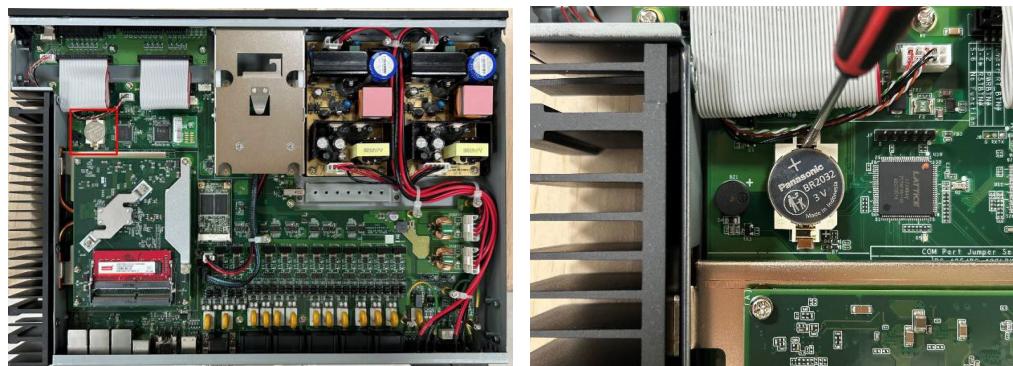
To replace the RTC battery on the DA-681C Series computer, do the following:

1. **Disconnect the DA-681C from the power source** to ensure its safety during the battery replacement process.
2. **Remove the top cover** by unfastening screws on the upper cover of the computer.



3. **Remove the RTC battery.**

The RTC battery slot is next to the heatsink. Use a flat-head screwdriver to gently press the upper edge of the battery slot.



Note The battery holder without the battery is shown here. To easily release the battery, gently press the area marked with a flat-head screwdriver.



4. **Insert a new RTC battery.**

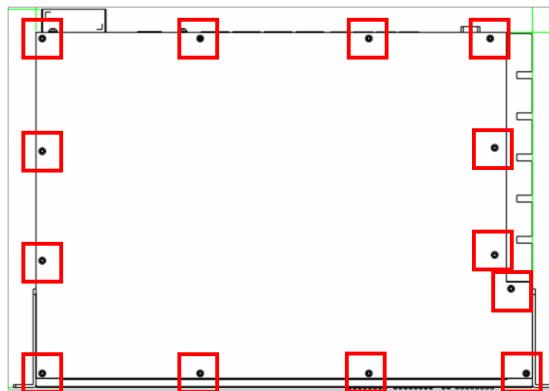
We recommend the **Panasonic BR2032** model.

5. **Replace the upper cover** and fasten the screws to secure it.

3.6 DA-680 Series

To replace the RTC battery on the DA-680 Series computer, do the following:

1. **Disconnect the DA-680 from the power source** to ensure its safety during the battery replacement process.
2. **Remove the top cover** by unfastening screws on the top of the computer.

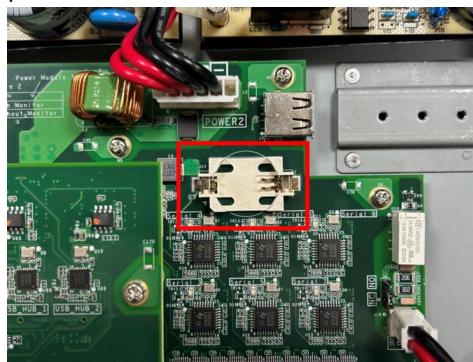


3. **Remove the RTC battery.**

The RTC battery slot is next to the internal USB slot. Use a flat-head screwdriver to gently press the edge of the battery slot.



Note The battery holder without the battery is shown here. To easily release the battery, gently press the area marked with a flat-head screwdriver.



4. **Insert a new RTC battery.**
We recommend the **Panasonic BR2032** model.
5. **Replace the top cover** and fasten screws to secure it.