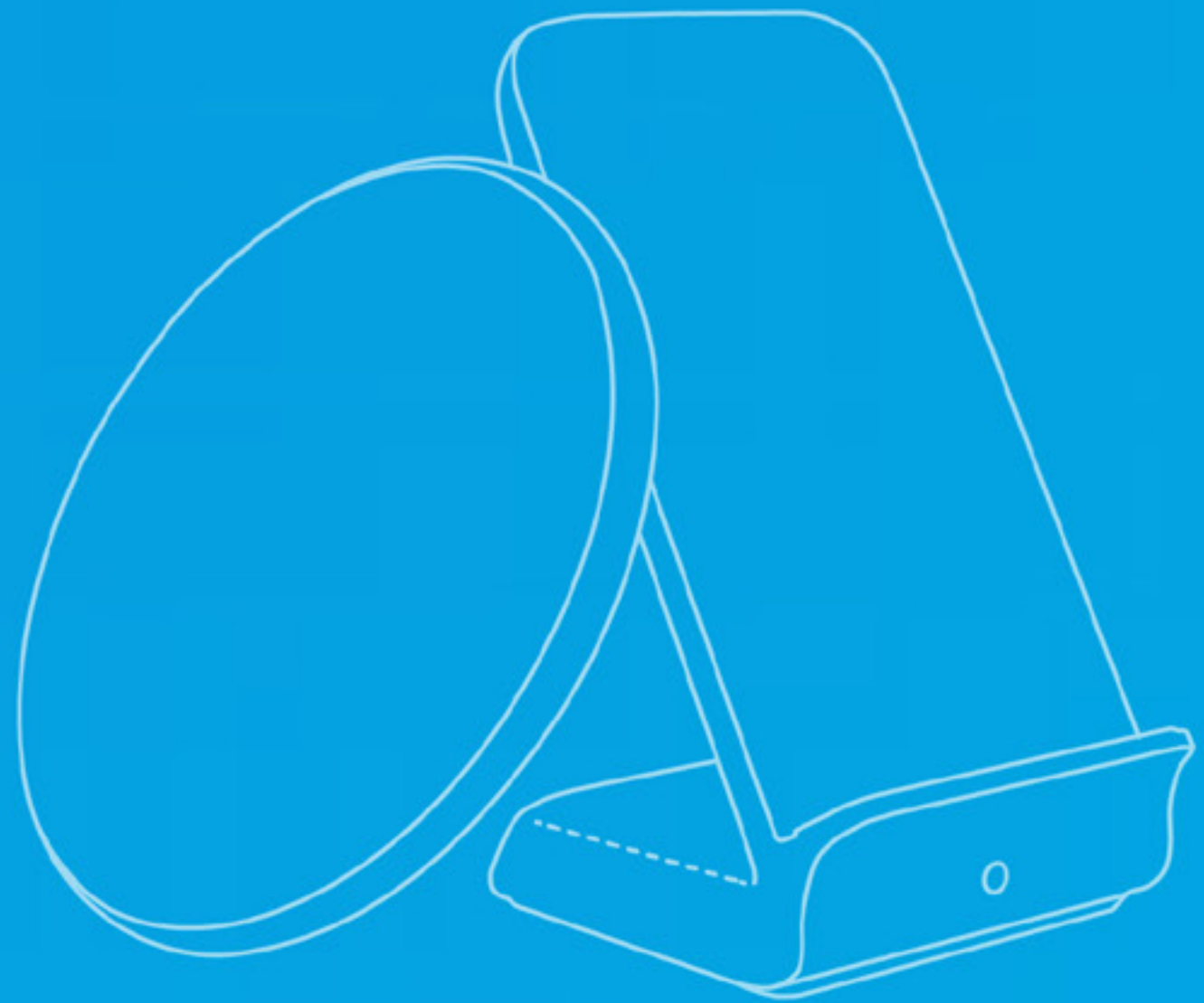


Wireless Charger Troubleshooting Guide

- ◆ Before you start
- ◆ Attachments
(Must-Read!)
- ◆ Phone Brands &
Power Input
- ◆ Further Steps



For Anker
10W Wireless Chargers

Before you start:

For Anker 10W Wireless Chargers

This document will help you identify problems and get the most out of your experience with our wireless chargers.

It is important to note that although wireless chargers are a transformatively convenient way to charge, they are not yet capable of the charging speeds provided by traditional wired chargers.

Attachments (Must-Read!)

If you're experiencing interrupted or slow charging, check the following:

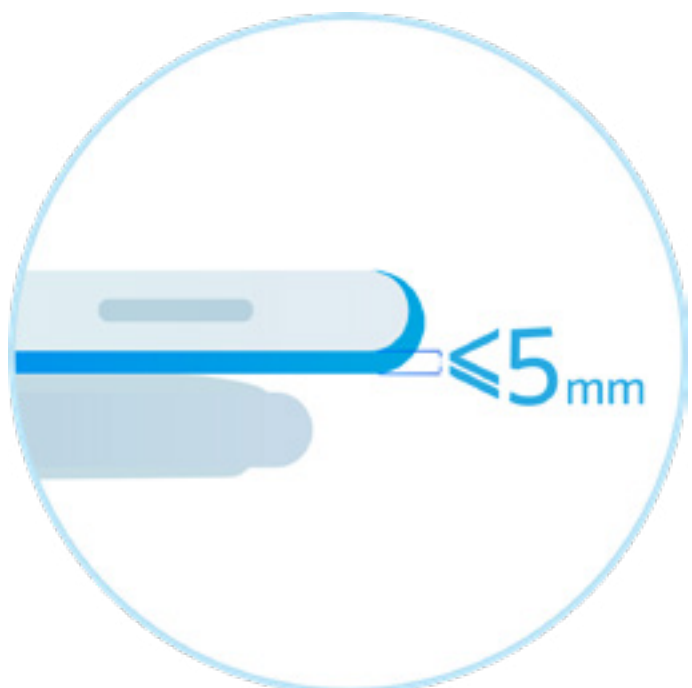


The back of your phone should **not** have any metal, pop sockets, or credit cards.



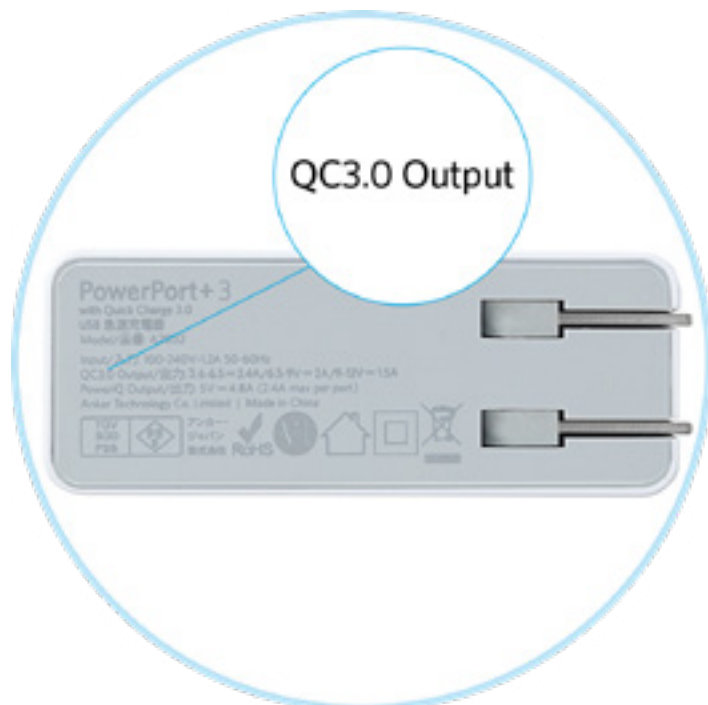
Put the phone in the **center** of the charging surface (this lets the charging coil in your phone line up with the one inside the wireless charger).

The wireless charging coil on Sony phones is located slightly below center.



Phone cases should be **no thicker than 5 mm** for effective charging.

Choose the correct adapter for your wireless charger:



Quick Charge or Power Delivery adapter for Fast Charge Modes.



5V/2A adapter for Standard Charge Mode.



Not compatible with 5V/1A adapters.

Phone Brands & Power Input

For Anker 10W Wireless Chargers

Apple



iPhone X



iPhone XS



iPhone XS Max



iPhone 8 / 8 Plus



iPhone XR

Standard charging **only: 5W**

This wireless charger can be used with wall chargers, desktop chargers, car chargers, and power strips with an **output of 5V/2A or above**. Not compatible with the iPhone stock charger (5V/1A).

Phone Brands & Power Input

Samsung

For Anker 10W Wireless Chargers



Galaxy S9/S9+



Galaxy S10/S10+/S10e



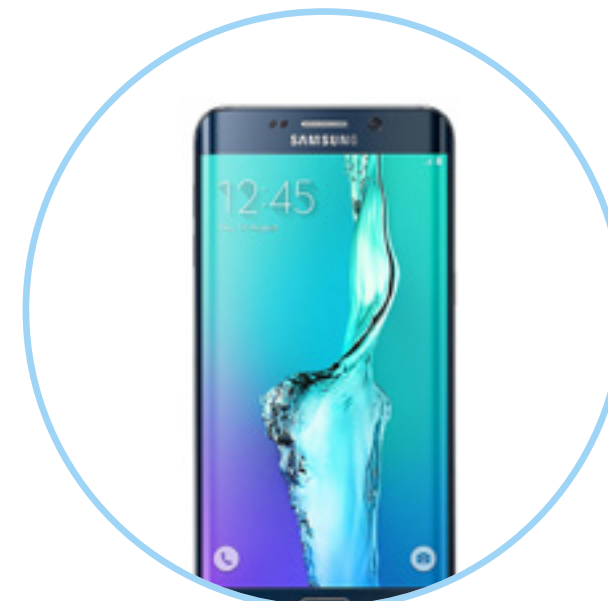
Galaxy S8+ / S8



Galaxy Note 9



Galaxy S7 / S7 edge / S7 Active



Galaxy S6 edge

Two charging modes: **10W fast-charging mode** and **5W standard mode**.

For the best results, use a **Quick Charge** wall charger, desktop charger, car charger, or power strip (**output power of 9V/2A or 12V/1.5A**).

For standard **5W** charging mode, use with wall chargers, desktop chargers, car chargers, and power strips with an **output of 5V/2A or above**. Not compatible with the iPhone stock charger (5V/1A).

Phone Brands & Power Input

For Anker 10W Wireless Chargers

Google



Pixel 3



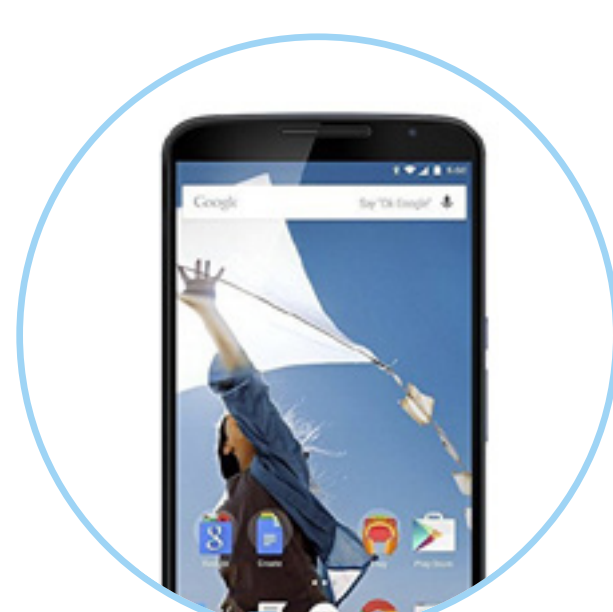
Pixel 3XL



Nexus 4



Nexus 5



Nexus 6



Nexus 7 (2013)

This wireless charger provides a standard 5W charge (Standard Charge Mode) to all wirelessly-charged devices.

Use with wall chargers, desktop chargers, car chargers, and power strips with an output of 5V/2A or above. Not compatible with the iPhone stock charger (5V/1A).

※ For Pixel 3 / Pixel 3XL (The phone's screen will display the message: Charging slowly.)

Phone Brands & Power Input

LG

For Anker 10W Wireless Chargers



LG V30+ / V30



LG V35



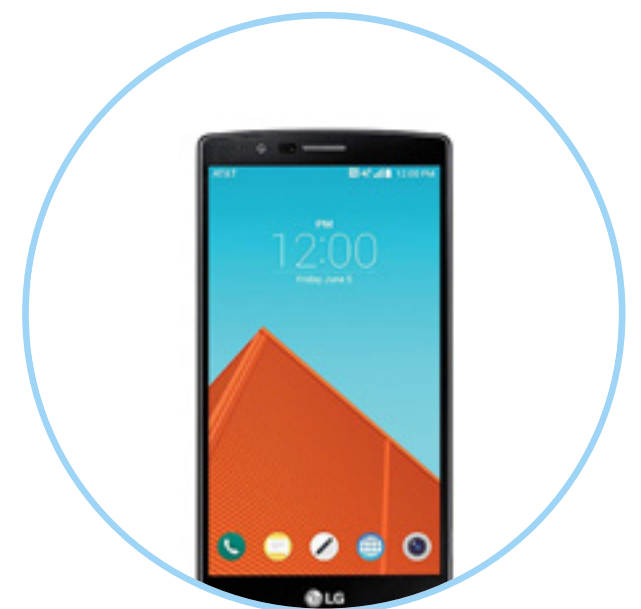
LG G7 ThinQ



LG G7+



LG G6 (US version only)



LG G4

Standard charging **only: 5W**

Use with wall chargers, desktop chargers, car chargers, and power strips with an **output of 5V/2A or above**. Not compatible with the iPhone stock charger (5V/1A).

Phone Brands & Power Input

For Anker 10W Wireless Chargers

Sony



Sony Xperia XZ3



Sony Xperia XZ2 Premium



Sony Xperia XZ3

Standard charging **only: 5W**

Use with wall chargers, desktop chargers, car chargers, and power strips with an **output of 5V/2A or above**. Not compatible with the iPhone stock charger (5V/1A).

Phone Brands & Power Input

For Anker 10W Wireless Chargers

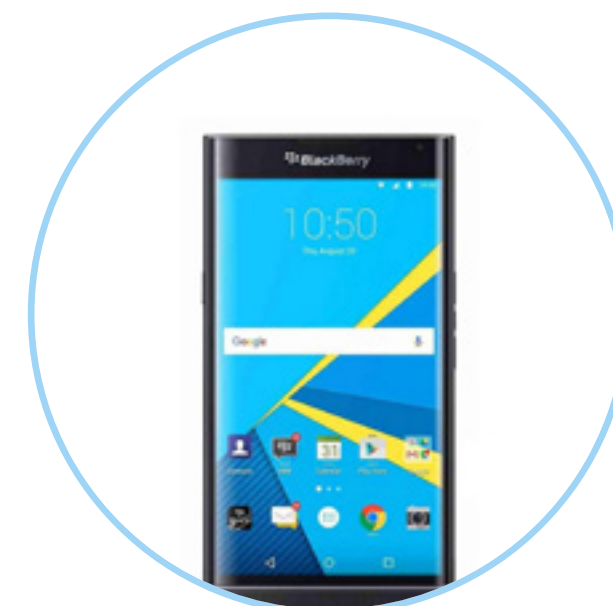
Other Brands



Huawei Mate series



Nokia 8 Sirocco



BlackBerry Priv



Nokia Lumia 1520



Nokia Lumia 1020



Nokia Lumia 930



Nokia Lumia 929



Nokia Lumia 928



Nokia Lumia 920

Standard charging **only: 5W.**

Use with wall chargers, desktop chargers, car chargers, and power strips with an **output of 5V/2A or above.** Not compatible with the iPhone stock charger (5V/1A).

Further Steps

For Anker 10W Wireless Chargers

If you're using the recommended wireless charger with an appropriate wall charger and have removed any potential charging obstructions, but are still experiencing issues, try:

- 1 Replacing the cable connecting your wall charger to the wireless charger.
- 2 Rebooting your phone.

If your problem has not been solved by following the above steps, please reach out to us via Amazon's message center. To expedite your case, please have the following information at hand: your **phone's model, the type of wall charger** you are using, and the type of phone case you are using (with a link if possible). Optionally, you may include a video to illustrate the problem you are having."