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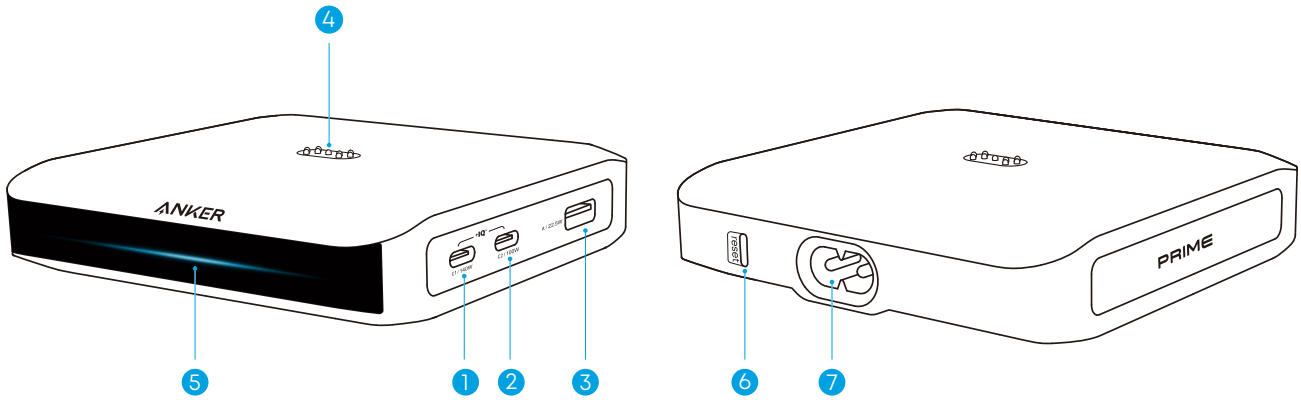
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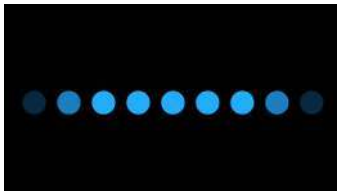
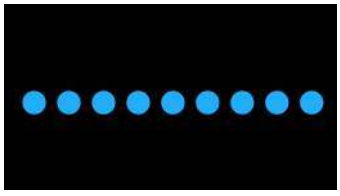
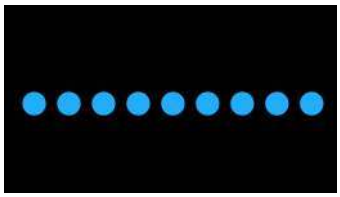
- **Questions About the App**
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Specifications

At a Glance



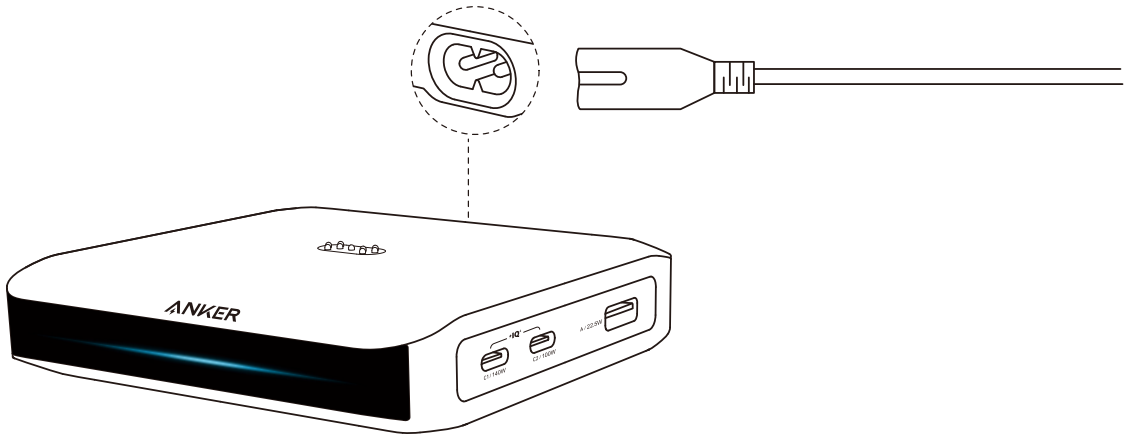
① USB-C1 Port
② USB-C2 Port
③ USB-A Port
④ Pogo Pin (Charging Connector)
⑤ Indicator Light
⑥ Reset Button
⑦ Input Port

Charging Base Status	Indicator Light	
Power On	The light illuminates from the center, flashes once, and then remains lit.	
Device Connected to USB Port	The light flashes twice.	
Power Bank Connected to Pogo Pin	The light converges from both sides toward the center.	
Firmware Update	The light animates from left to right.	
Bluetooth and Wi-Fi Reset	The light flashes slowly until Bluetooth is reconnected.	

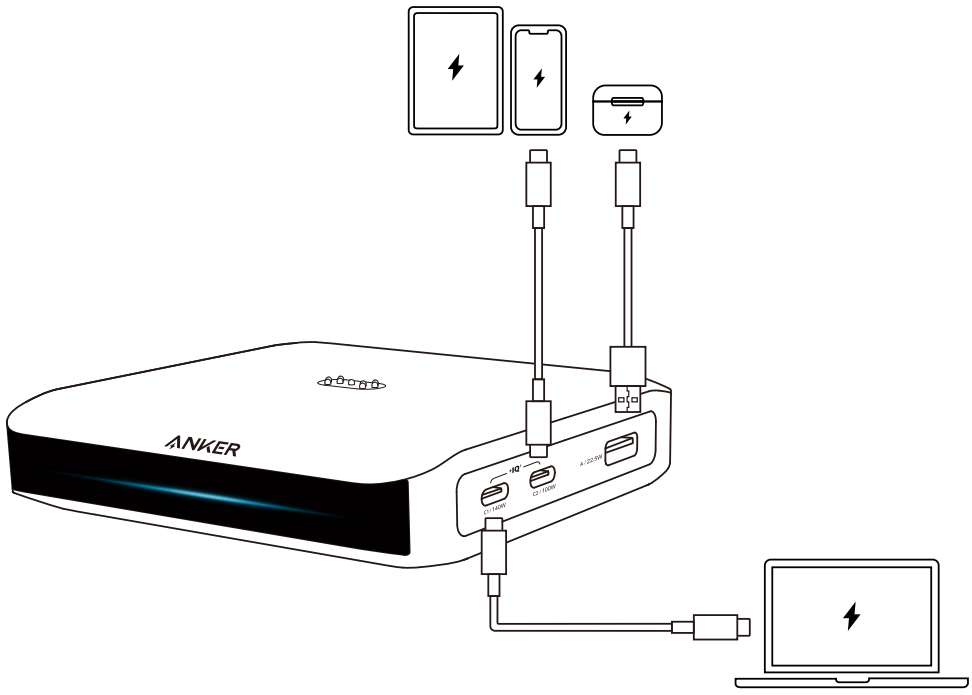
To toggle the light on or off, press the reset button once or adjust settings in the Anker app after paring the charging base with your phone via Bluetooth.

Charging Your Devices

Connect the input port to a power outlet. When the charging base is powered on, the indicator light turns on from the center, flashes once, then remains solid blue.



Charge your devices via the USB ports. The indicator light will flash twice when a new device is connected.

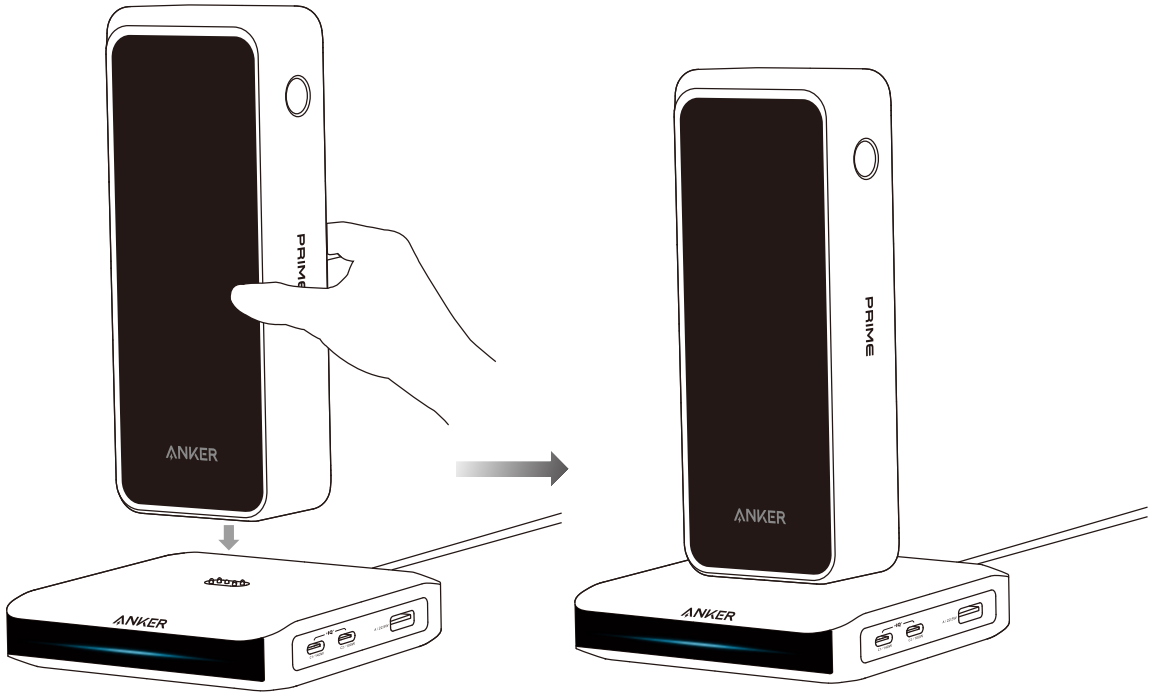


Recharging the Power Bank

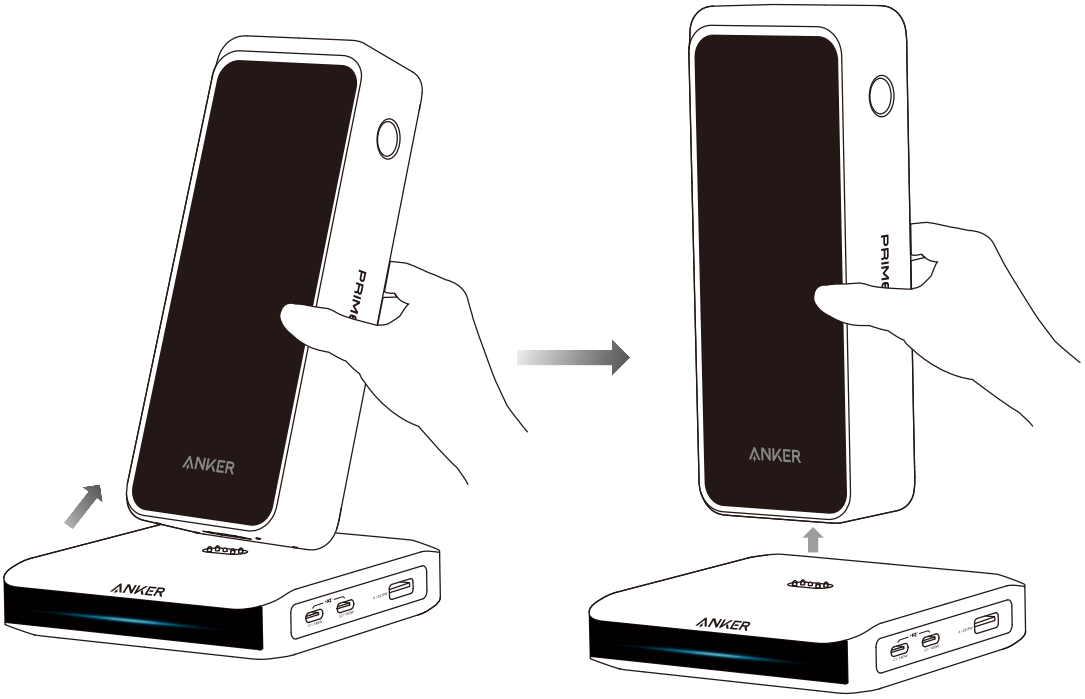
Pogo Pin charging is compatible with the following power banks:

- Anker Prime 12,000mAh Power Bank (130W)—Model A1335
- Anker Prime 20,000mAh Power Bank (200W)—Model A1336
- Anker Prime 27,650mAh Power Bank (250W)—Model A1340
- Anker Prime Power Bank (26K, 300W)—Model A110A
- Anker Prime Power Bank (20K, 220W)—Model A110B

Align the bottom of the power bank with the Pogo Pin (charging connector), and place the power bank vertically on the base. The light will converge from both sides toward the center.



To remove the power bank, tilt it slightly backward and lift it up.



Simultaneous Charging and Recharging



Note:

- The power bank cannot charge other devices while being recharged via Anker 100W Charging Base—Model A1902. This function is only supported when using Anker Prime Charging Base (150W, 3 Ports)—Model A1903.
- If the power bank temperature becomes too high, input power may decrease to maintain safety. When input drops below 30W, output will pause to prevent the battery level from falling.

Bluetooth and Wi-Fi Connection

1. Download the Anker app: https://www.anker.com/app-download

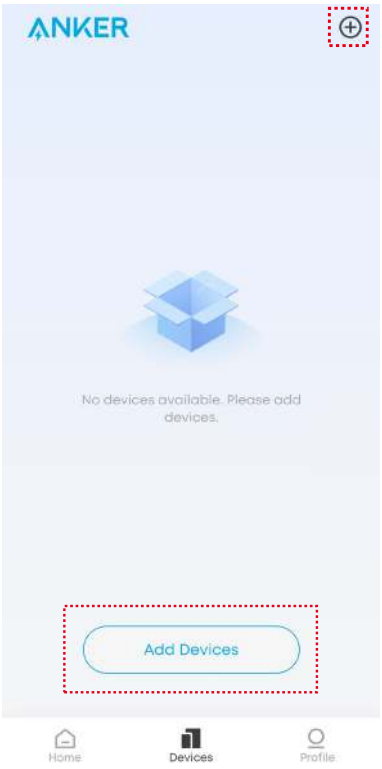


2. Bluetooth of the charging base is turned on by default. Keep it near your router with a strong 2.4 GHz signal. Make sure your phone's Bluetooth is enabled and keep the charging base within 33 ft (10 m).

3. Open the app, and tap the “+” icon in the top-right corner or select “Add Devices” at the bottom of the Devices page. Follow the in-app instructions to complete the connection setup.

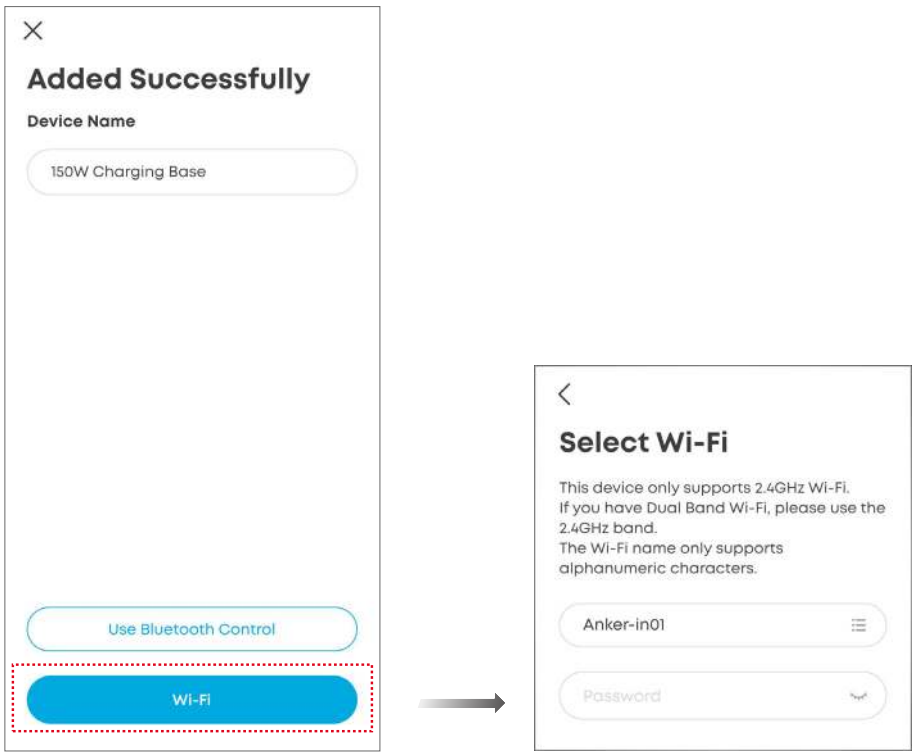
If pairing fails, check:

- The charging base is powered on.
- Bluetooth is enabled on your phone.
- The charging base is near your phone.



4. After Bluetooth pairing, select your Wi-Fi network and enter the password. If you choose “Use Bluetooth Control”, you can configure Wi-Fi later in the “Settings” page of the device.

Note: The charging base only supports 2.4 GHz networks. 5 GHz networks are not supported.



Wi-Fi connectivity allows you to:

- View real-time information about connected devices remotely.
- Automatically perform software and firmware updates overnight.
- Download new clock display styles for paired power banks.

5. After successful pairing, you can check the real-time data and modify detailed settings.

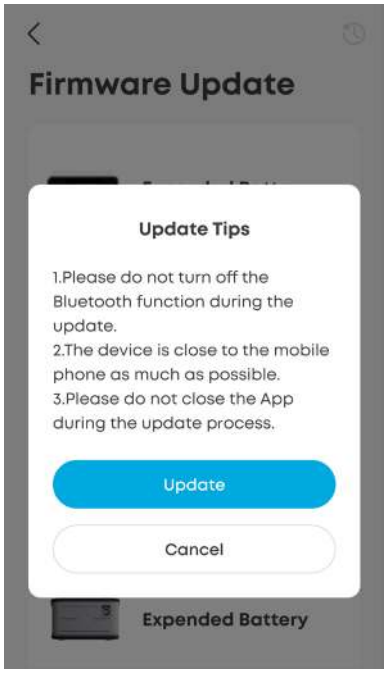


① Settings
② Real-Time Charging Data
③ Cable and Protocol Information

Note: Because the USB-C2 port and USB-A port share the same circuitry, cable and protocol information will not be displayed when both ports are in use at the same time.

6. If a software or firmware update is available, update it through the app. The light will animate from left to right, and the charging base will pause output to protect your devices.

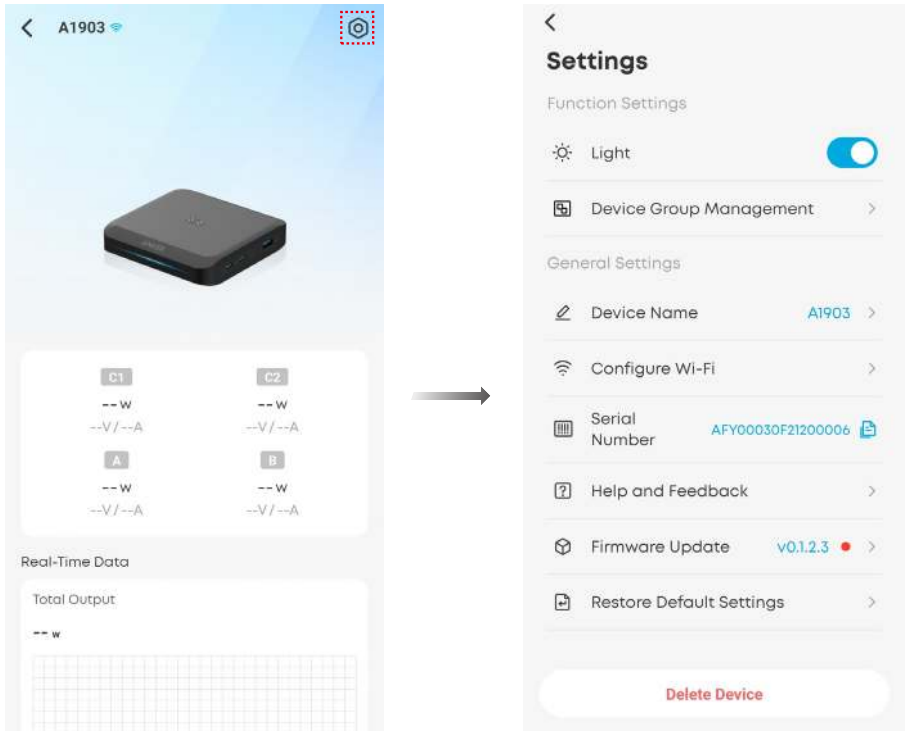
Do not unplug the charging base or turn off Bluetooth during the firmware update. Make sure your network connection is stable and keep the Anker app open until the update is complete.



7. To reset Bluetooth and Wi-Fi, press and hold the reset button for 7 seconds, then release. You can then repeat the steps above to connect the charging base to a new phone or app account. The light will flash slowly until Bluetooth is reconnected.

Anker App Settings

Tap the “Settings” icon in the top-right corner of the device page to view and modify detailed settings.



Light	Turn the charging base's light on or off.
Device Group Management	Manage the power banks paired with the charging base.
Device Name	Customize the name of your charging base.
Configure Wi-Fi	Select a 2.4 GHz network from the list and enter the password to connect the charging base to Wi-Fi.

In-App Combination of Charging Base and Power Banks

You can combine the following devices via the Anker app for more features. Each group can include one charging base and up to four power banks.

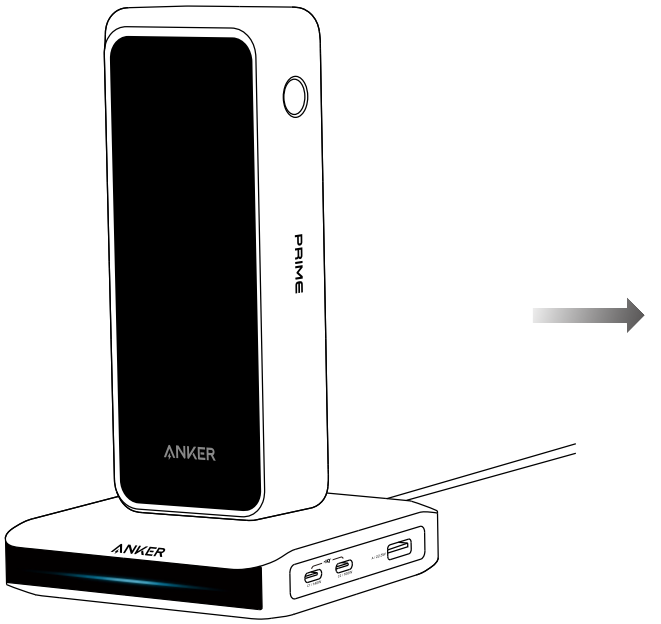
Charging Base	Power Bank
Anker Prime Charging Base (150W, 3 Ports)—Model A1903	Anker Prime Power Bank (26K, 300W)—Model A110A Anker Prime Power Bank (20K, 220W)—Model A110B

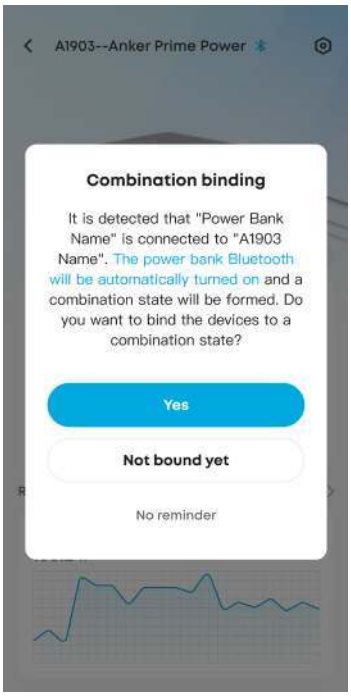
Note:

- Anker 100W Charging Base—Model A1902 does not support app connection.
- Power banks do not support Wi-Fi independently.

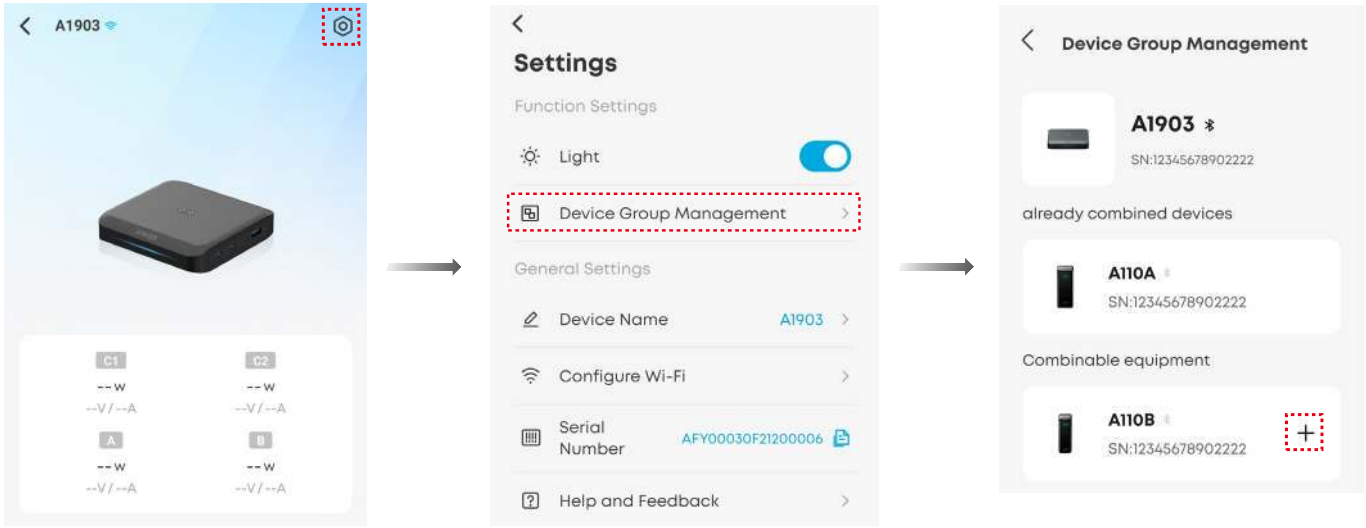
1. Before starting, ensure that the charging base and the power bank are added to your Anker app account, and that the charging base is properly connected to a Wi-Fi network.

2. Place the power bank vertically on the charging base, and a combination notice will appear in the Anker app. Confirm the notice to activate the power bank's Bluetooth and complete the pairing process.

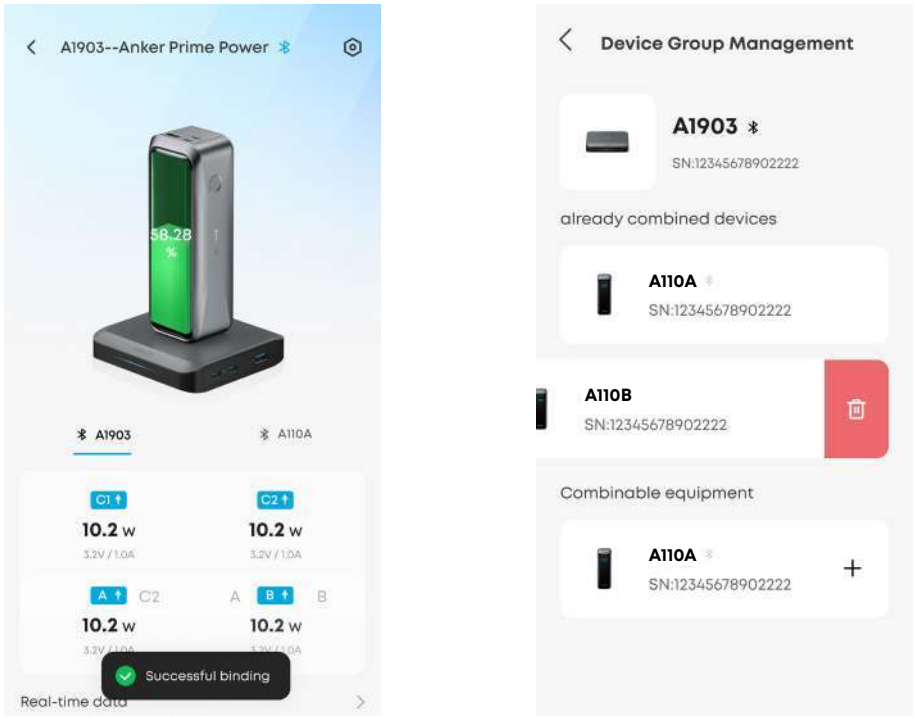




If the power bank is already added to your app account, you can also tap the “Settings” icon in the top-right corner of the charging base page. Then tap “Device Group Management” to pair the power bank with the charging base.



3. After combination, you can monitor real-time charging data for all paired products. Each group can include one charging base and up to four power banks.
To remove a device, swipe left on its name and tap the trash can icon.



FAQ

Questions About the App

Do I need to log in to the Anker app account to use this product?

All product features can be used without logging in (tourist account). However, if you need to upload logs for troubleshooting, you must log in first.

What should I do if Bluetooth pairing fails?

When multiple Bluetooth devices are nearby, pairing may fail.

- Make sure Bluetooth is enabled on both your phone and this product, and place them close together.
- Move to an area with fewer Bluetooth devices and try again.
- Press and hold the button for 7 seconds to reset Bluetooth, then try again.

What should I do if Wi-Fi network configuration fails?

- Make sure Bluetooth is turned on. The charging base must pair with your phone by Bluetooth before Wi-Fi setup.
- Confirm the network is 2.4 GHz. The charging base supports 2.4 GHz only, not 5 GHz.
- Check if the Wi-Fi signal is stable.
- Verify the Wi-Fi name and password. Both the Wi-Fi name and password are case-sensitive and space-sensitive.

What should I do if the firmware update fails?

- Make sure the network connection is stable. Keep the product close to your phone and leave the Anker app open until the update finishes. The update process usually takes 7 to 10 minutes.
- Do not turn off Bluetooth, charge other devices, or touch the button of the charging base during the update.
- If the update still fails, contact Anker customer support. You can also upload logs in the app's Settings menu to help the development team troubleshoot.

Why doesn't the app show cable and protocol information when both USB-C2 and USB-A ports are in use?

Because the USB-C2 and USB-A share the same circuit, cable and protocol information cannot be displayed when both ports are used at the same time. If only USB-C2 port is used, the information shows normally.

Why doesn't the app show cable and protocol information when the USB-A port is in use?

When the USB-A port outputs 5V, the charging base cannot read cable and protocol information for some devices due to protocol limits. When the output voltage is not 5V, the information shows normally.

Questions About Charging

Is it normal for the power display to fluctuate when charging or unplugging devices?

It is normal for the current to fluctuate within a certain range during charging. When a device is unplugged, the charging base redistributes power to the remaining devices. This may cause temporary power fluctuations, which is also normal.

Why can't the single-port output reach 140W?

- First, confirm that your device supports 140W input power. Both the cable and the device must support 140W to reach the maximum output.
- Charge with the USB-C1 port. The USB-C2 port and USB-A port do not support 140W charging.
- Charging speed may be reduced appropriately when your device becomes too hot, especially during long use. Try charging in a cool environment (32 - 77°F / 0 - 25°C) and pause use of devices that are charging.
- Charging power also changes with battery level. When the battery exceeds 80%, charging power decreases automatically to protect battery health.
- When charging a 16" MacBook Pro, the required cable depends on the chip model. For M1 and M2 models, only use a USB-C to MagSafe 3 cable; for M3 and M4 models, you can use either an EPR (140W / 240W) USB-C to USB-C cable or a USB-C to MagSafe 3 cable.

Why can't the output reach 150W?

Only Anker Prime Power Bank (26K, 300W)—Model A110A supports 150W charging through the Pogo Pin connector.

Other Questions

Is it normal for the charging base or connected devices to feel warm during charging?

It is normal for devices to generate heat during power transfer, especially during long charging sessions or when using your phone for gaming or video streaming. Devices with metal casings may feel warmer to the touch because they are designed to dissipate heat more efficiently. Use the product in a cool, well-ventilated place (32 - 77°F / 0 - 25°C) and pause use of devices that are charging.

Is it normal for the charging base to feel warm even when no devices are connected?

Yes. The product has Bluetooth and an indicator light, which stay active by default and increase power use. This can make the product feel slightly warm to the touch. To lower power use, press the button once or use the Anker app to turn off the indicator light.

Why do the readings in the App differ from those on a power bank or third-party tool such as POWER-Z?

- Display differences are normal. Both the charging base and the power bank may show readings with a slight delay.
- Each device measures power in a different place—at the output port, the battery cell, or the device input. Cable aging and transmission losses can also affect results.
- The power bank's display only shows one decimal place.

Specifications

Input	100 - 240V ~ 2.5A, 50 - 60Hz	
Output	USB-C1	5V ⎓ 3A / 9V ⎓ 3A / 12V ⎓ 3A / 15V ⎓ 3A / 20V ⎓ 5A / 28V ⎓ 5A (140W Max)
	USB-C2	5V ⎓ 3A / 9V ⎓ 3A / 12V ⎓ 3A / 15V ⎓ 3A / 20V ⎓ 5A (100W Max)
	USB-A	5V ⎓ 3A / 9V ⎓ 2A / 10V ⎓ 2.25A / 12V ⎓ 1.5A (22.5W Max)
	Pogo Pin	15 ~ 27V ⎓ 10A (150W Max)
	USB-C2 + USB-A	15W Max
	Total Output	150W Max

Default exposed network interfaces and services

BLE (Bluetooth Low Energy) Configuration

Status Description: When the device is not yet connected to a network, it will automatically enable BLE broadcasting and activate BLE services to provide Bluetooth network configuration capabilities.

Notes

During BLE configuration processes, please ensure your network environment is stable and follow the device's instructions to complete the setup.