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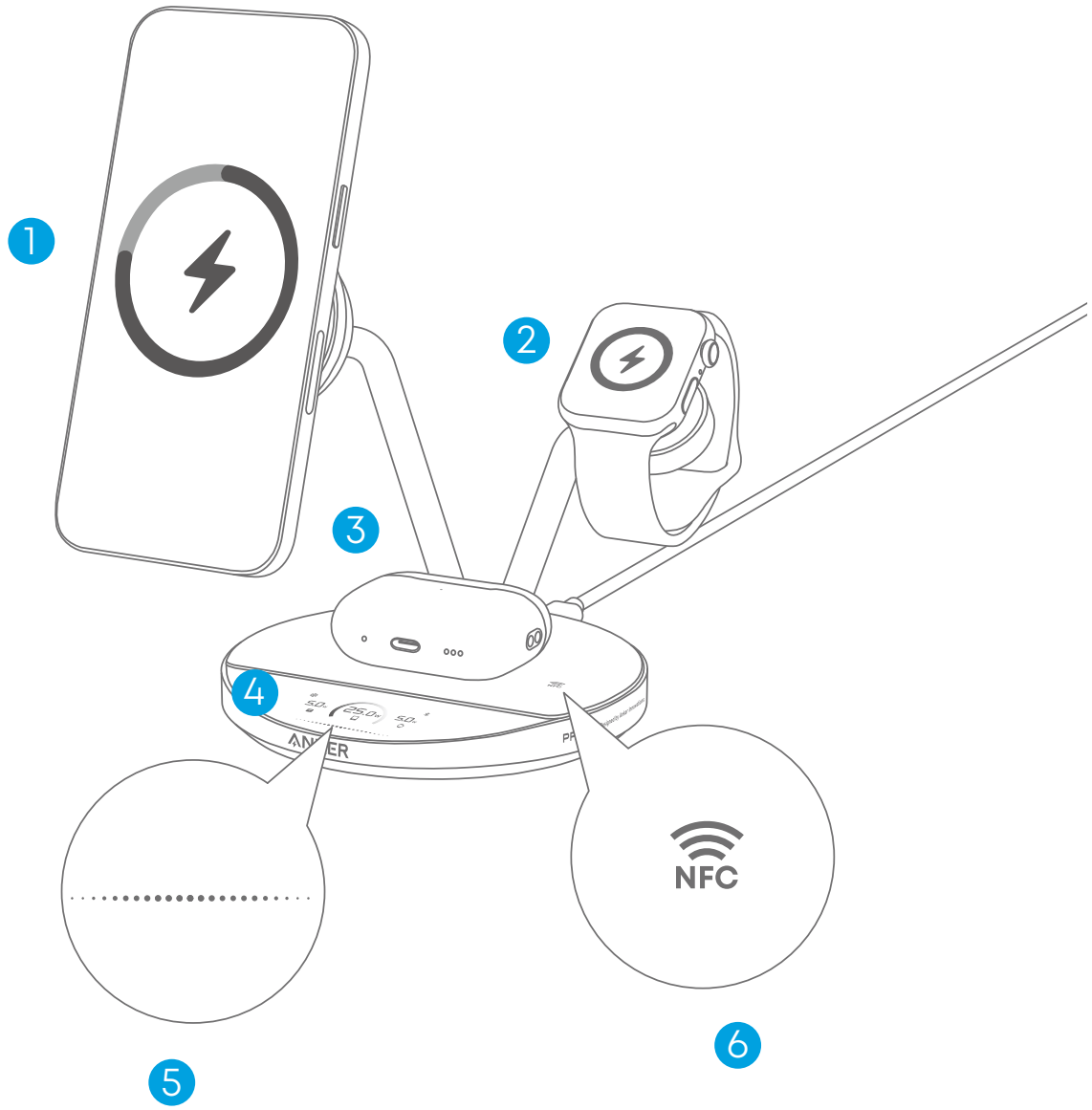
FAQ

- Questions About the App
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Specifications

Charging Your Devices

Wirelessly charge your iPhone, Apple Watch, and AirPods simultaneously.

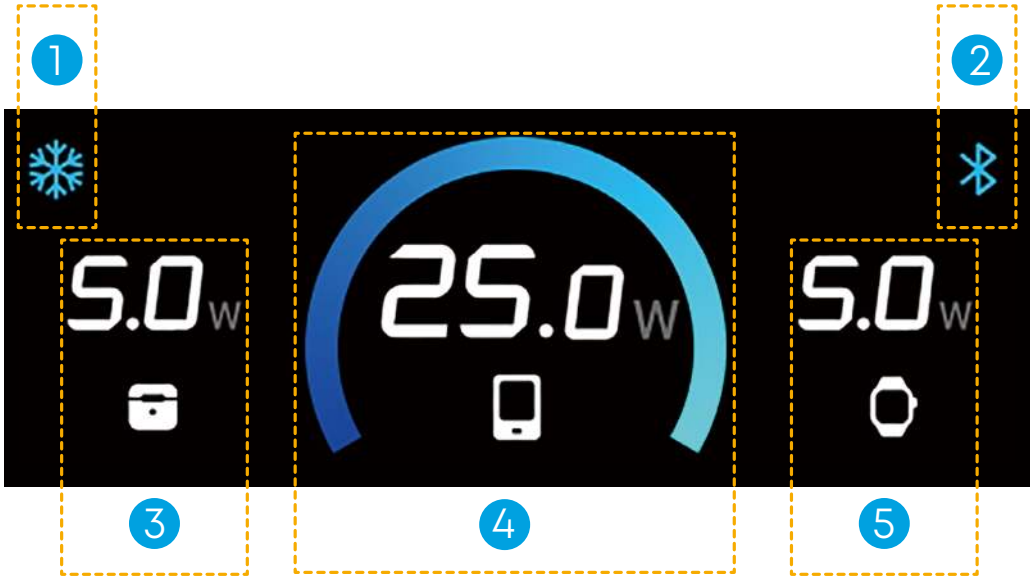


① Phone Charging Module	Delivers 25W max for phones that support the Qi2.2 standard.
② Apple Watch Charging Module	Delivers 5W max and is certified under Apple's Made for Watch (MFW) standard.
③ Earbuds Charging Module	Delivers 5W max.
④ Screen	Displays charging status, phone temperature, and settings.
⑤ Touch Area	Swipe or tap the line or nearby surface to switch between screens and adjust settings.
⑥ NFC Area*	Tap with your phone to quickly download or open the Anker app.

*NFC (Near-Fireld Communication): a short-range technology that allows devices within a few centimeters of each other to exchange information wirelessly.

Screen Display Guide

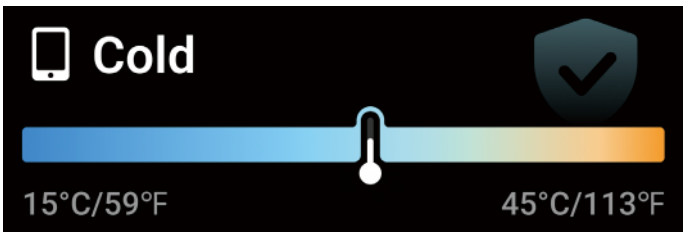
Startup Screen



① Charging Mode
② Bluetooth (Icon Appears Gray If Bluetooth Is Not Connected)
③ Earbuds Charging Status
④ Phone Charging Status
⑤ Apple Watch Charging Status

Temperature Protection

To help prevent overheating, protect battery health, and support safe charging, the wireless charger actively monitors the temperature of the phone charging module. The screen shows the current temperature level from low to high as “Ultra-Cool”, “Cold”, and “Moderate”.

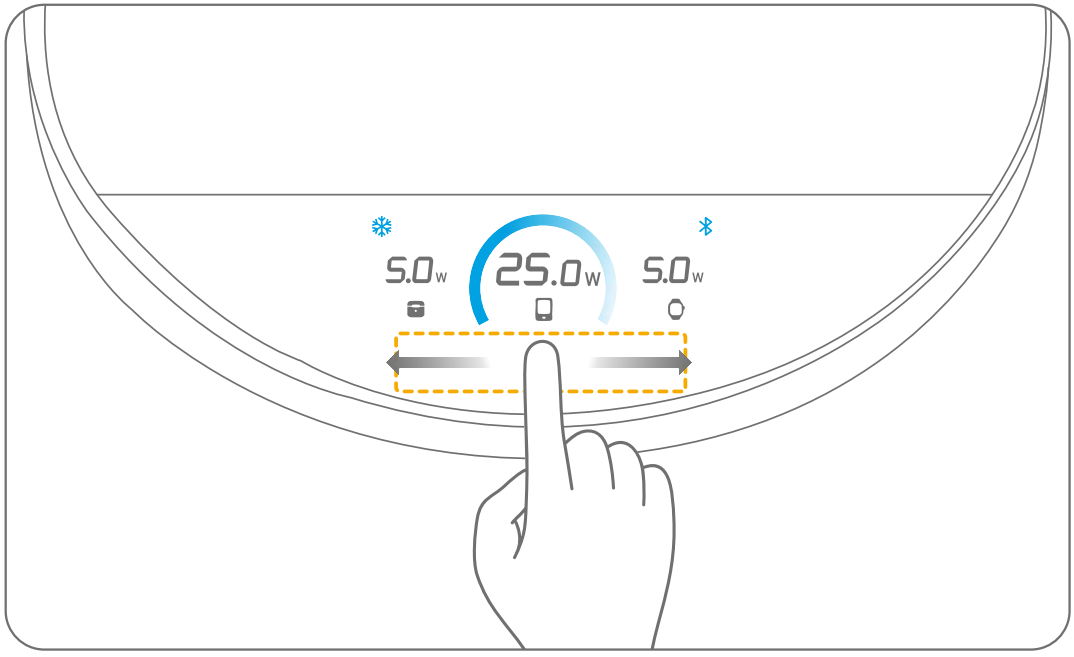


Settings

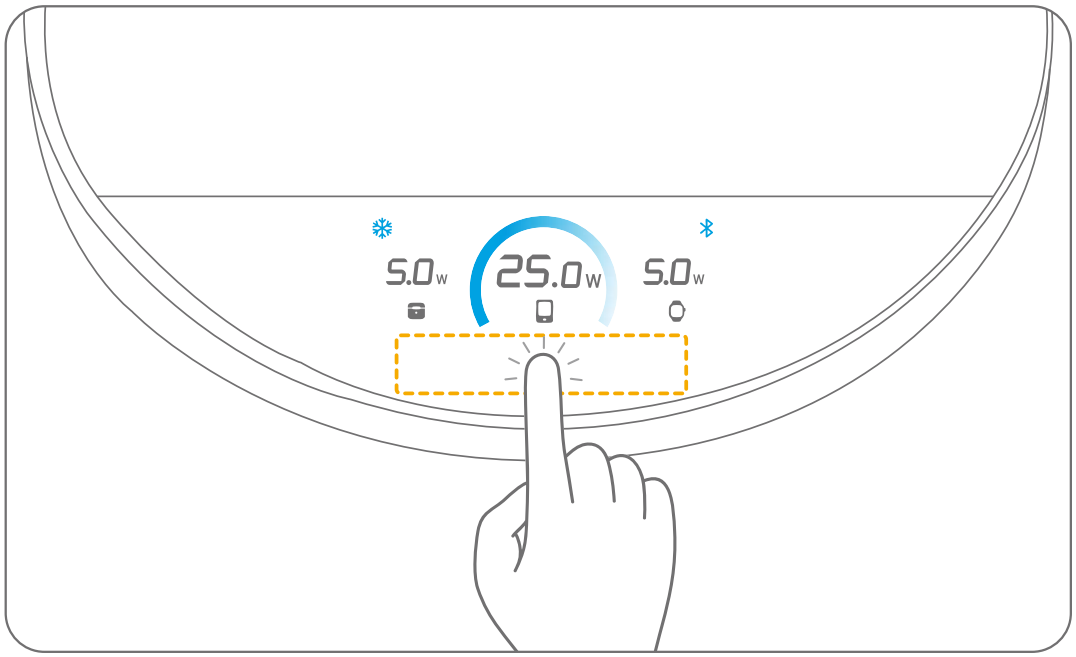
Screen Brightness		Adjustable from 20% to 100%.
Charging Modes		Boost Mode: Provides full-speed wireless charging while maintaining safe temperatures with the help of the built-in thermoelectric cooling fan.
		Ice Mode: Delivers enhanced cooling to keep temperatures low, helping to prevent overheating or performance slowdowns (recommended when using your phone while it's charging).
		Sleep Mode: Disables cooling and turns off the display for a quieter environment and lower power consumption.
Screen Timeout		Set how long the screen stays on with no interaction. 30 s / 1 Min / 5 Min / 30 Min
Screensaver		Once the screen timeout period ends, the screen switches to the screensaver. Note: If the device is powered off or restarted, the screensaver time may become inaccurate. For the correct time display, connect to the Anker app via Bluetooth. The app will synchronize with standard time to update the display.

Interactions

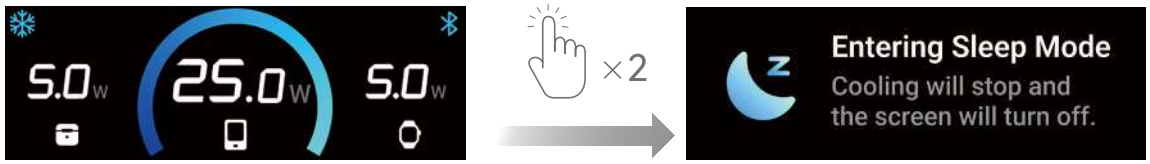
Swipe in the touch area to switch between screens and options.



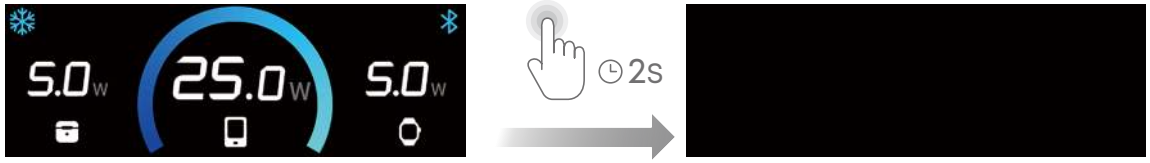
Tap in the touch area to confirm or go to the next menu.



Double-tap to instantly activate Sleep Mode.



Press for 2 seconds to turn off the display.



Press for 7 seconds to reset the Bluetooth.

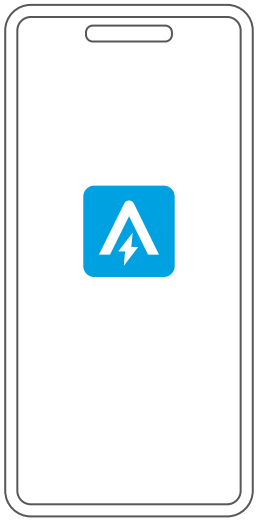


Press for 15 seconds to reset the device to factory settings. Do not release until the reset is complete.



Bluetooth Connection

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



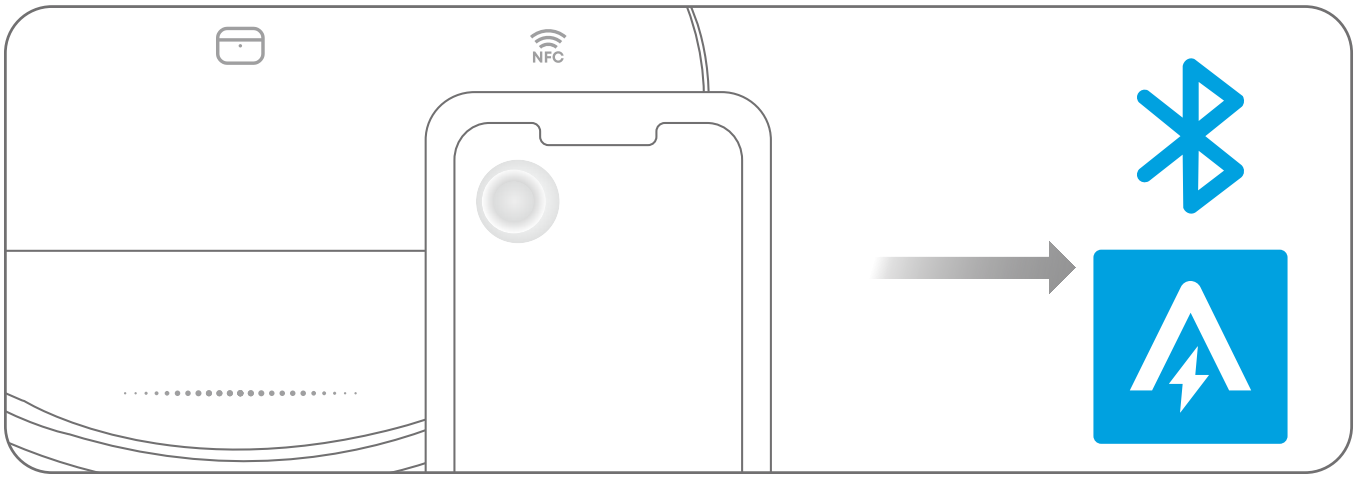
Anker

Download on the App Store

GET IT ON Google Play

You can also bring your phone close to the charging base, and tap the area below the NFC icon with the top of your phone (make sure your phone's NFC feature is turned on). An app download notice will then appear.

Note: If the app is already installed and you've previously completed pairing, an NFC prompt will appear instead. Tap to open the app, and Bluetooth paring will restart automatically.



2. Make sure your phone's Bluetooth is enabled and keep the charger 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. The app will begin scanning for nearby Anker devices. Then select the product image and set a name to complete pairing.

If pairing fails, check:

- The charger is powered on.
- Bluetooth is enabled on your phone.
- The charger is near your phone.

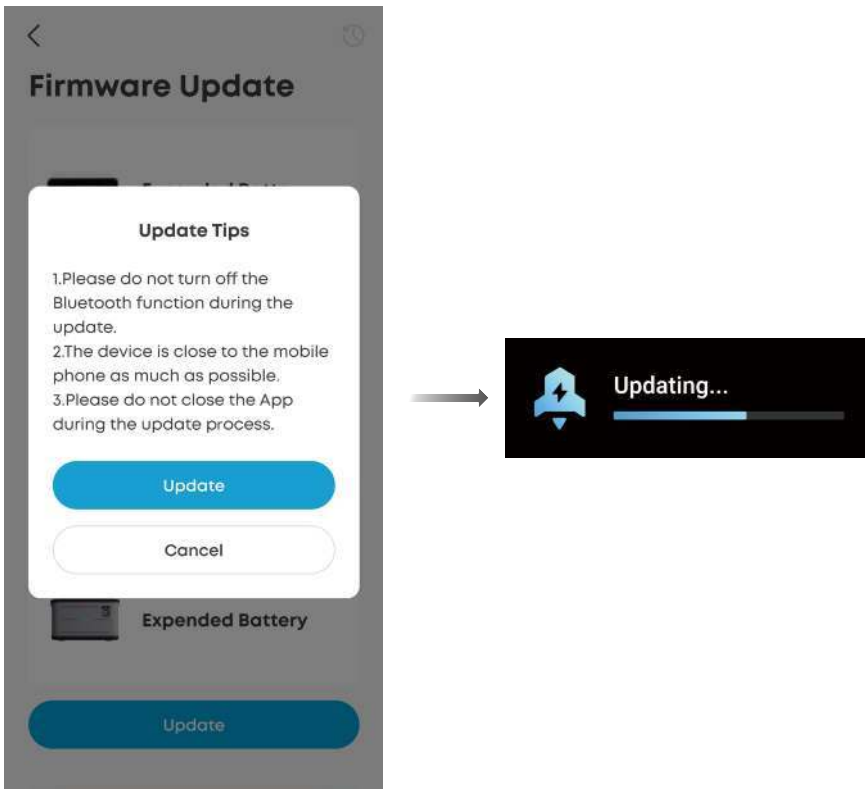


4. After successful pairing, you can check the real-time data and modify detailed settings.



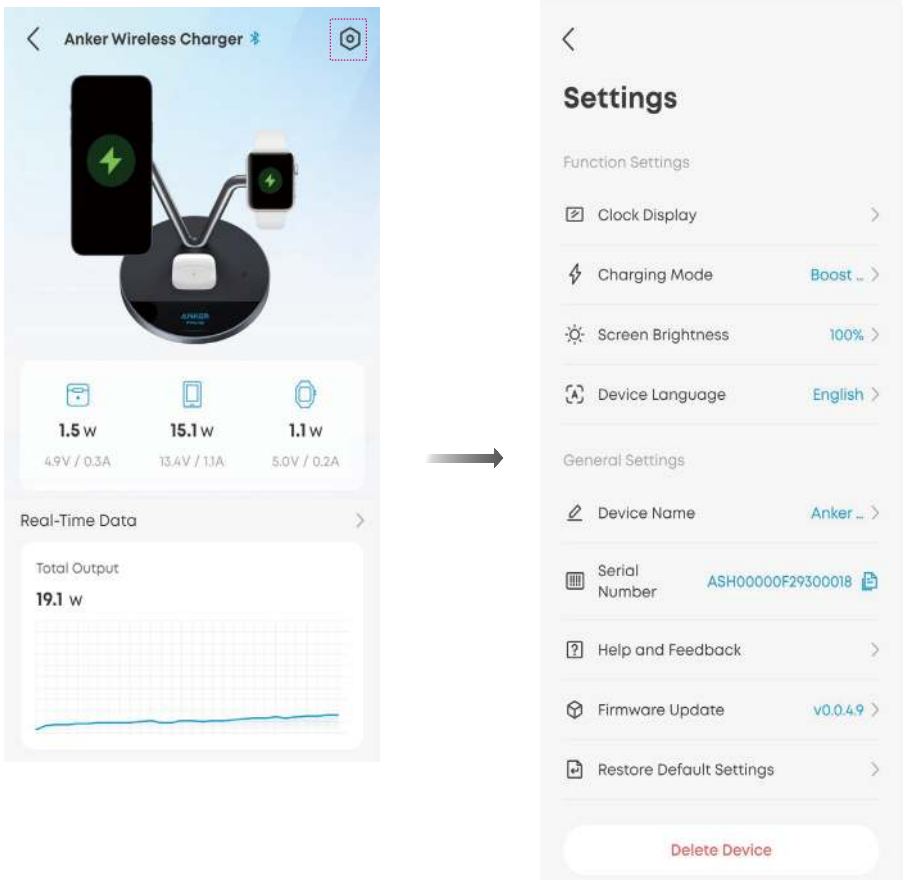
① Settings
② Real-Time Charging Data
③ Total Output and Power Curve (Tap to See Per-Port Graphs)
④ Charging Modes
⑤ Screen Brightness

5. If a software or firmware update is available, update it through the app. Do not unplug the charger or turn off Bluetooth during the update. Make sure your network connection is stable and keep the Anker app open until the update is complete.



Anker App Settings

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



Clock Display

Tap “Clock Display” and toggle on the first button. You can then configure the following settings:

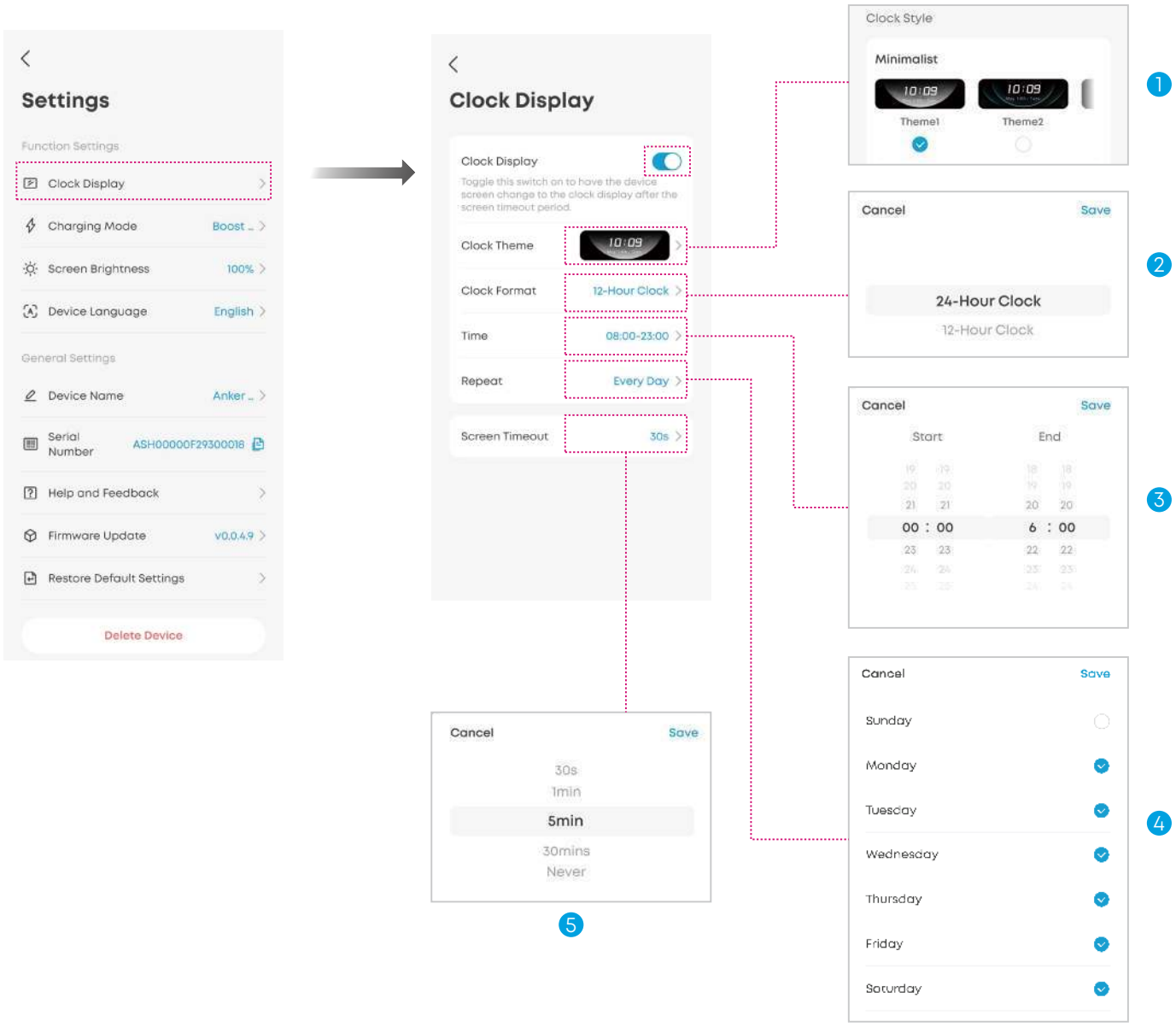
① Clock Theme: Select your preferred clock appearance.

② Clock Format: Select 12-hour or 24-hour format.

③ Time: Set the time of day when the screensaver activates.

④ Repeat: Select the days of the week the screensaver should appear.

⑤ Screen Timeout: Once the screen timeout period ends, the display switches to the screensaver.



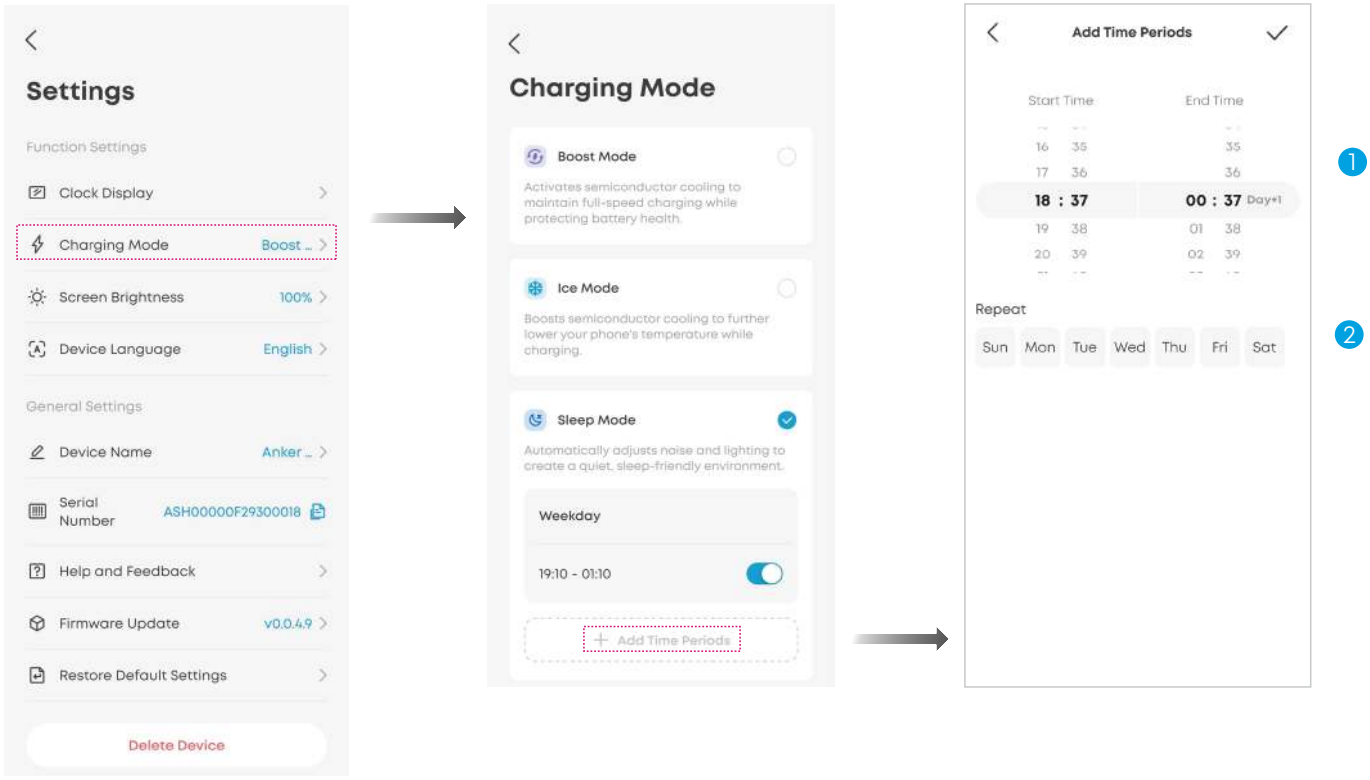
Charging Mode

Tap “Charging Mode” and select your preferred mode.

You can also schedule up to three tasks to automatically activate Sleep Mode. Tap “Add Time Periods” and configure the following settings:

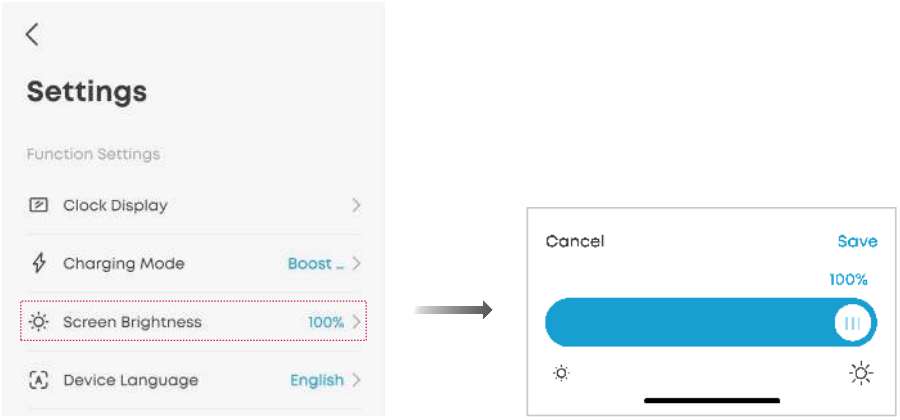
① Time: Set the time of day when Sleep Mode activates.

② Repeat: Select the days of the week to repeat the task.



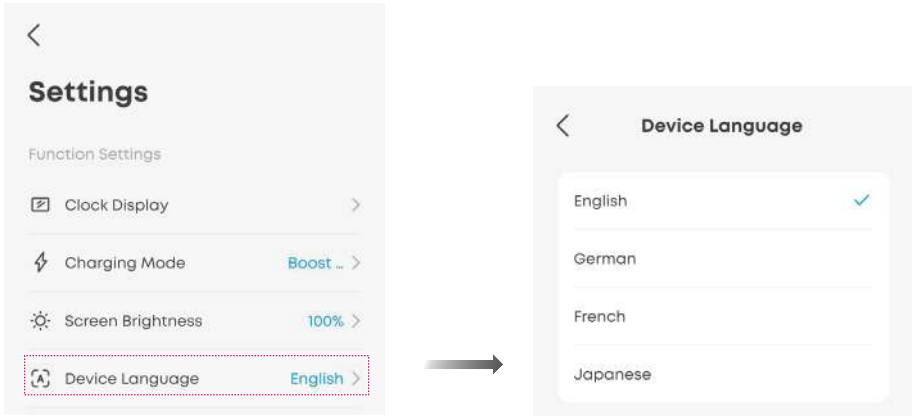
Screen Brightness

Tap “Screen Brightness” and slide the bar to adjust the display brightness of the charger screen.



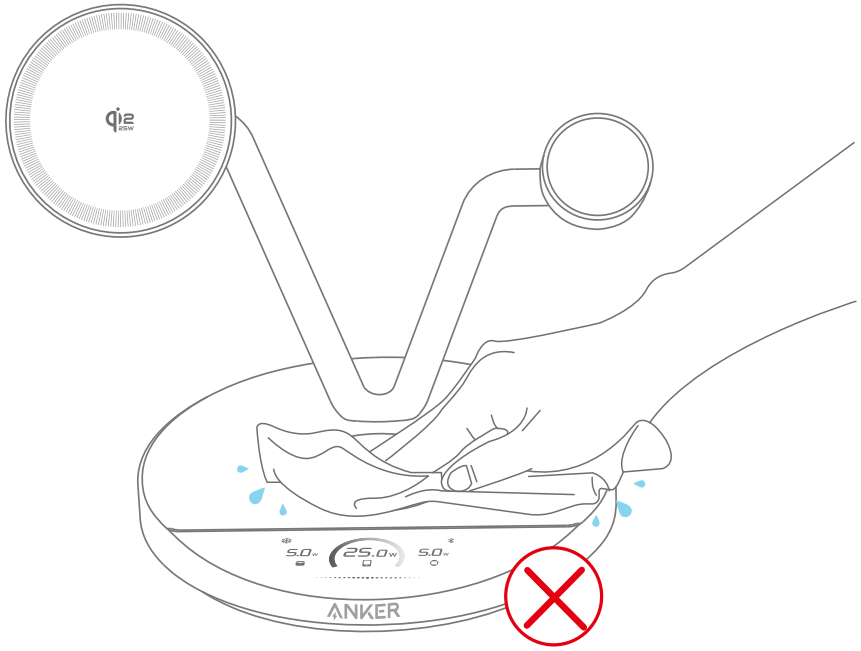
Device Language

Tap “Device Language” and choose your preferred language. The screen of the wireless charger supports four languages: English, German, French, and Japanese.

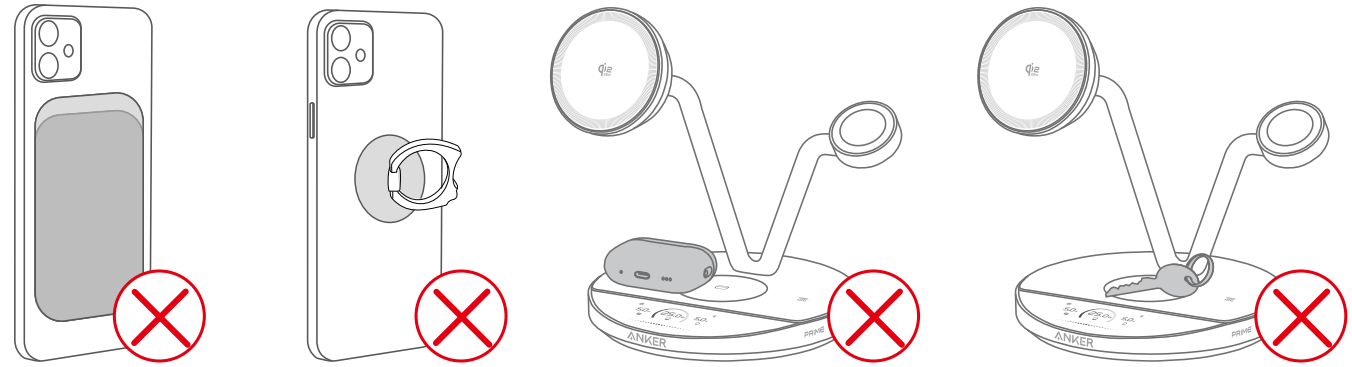


Important Notes

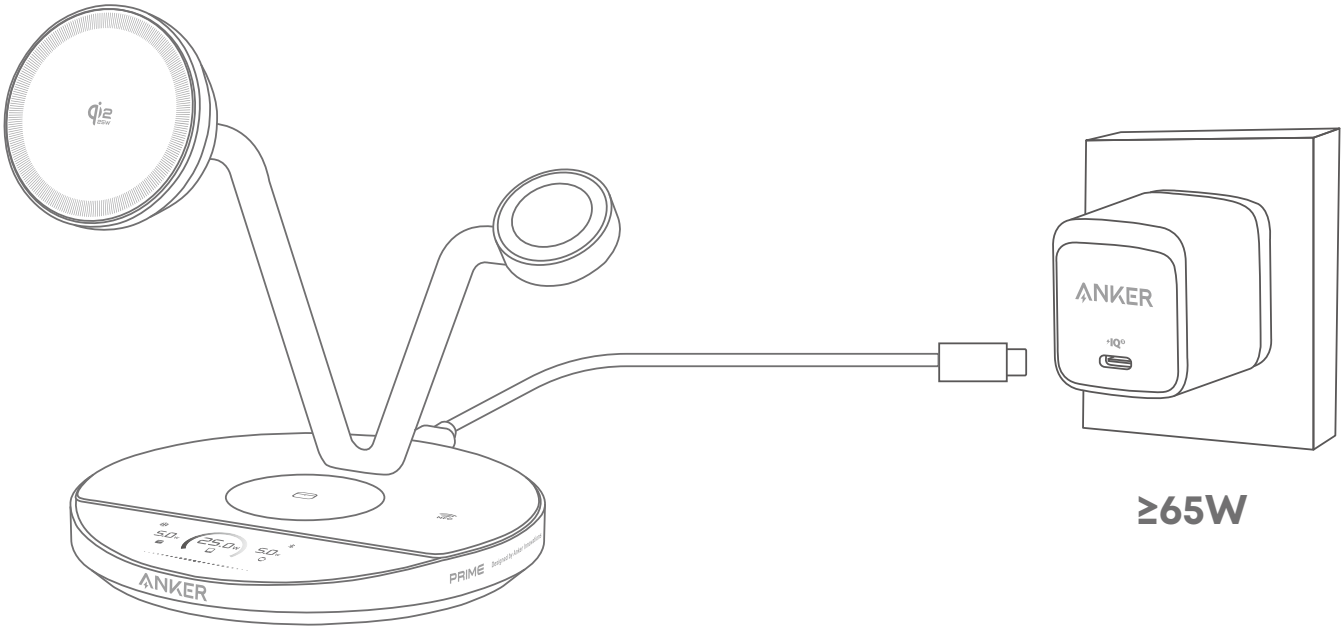
If the product is used in a dusty or smoky environment, regularly clean the fan located behind the phone charging module using a dry cloth, soft brush, or hair dryer. Do not use a wet cloth or expose the product to water.



Adjust the position of your devices to align them properly with the charging surface. Remove any metal objects between your device and the charger to maintain proper charging performance.



If the adapter doesn't provide enough power or isn't compatible, wireless charging may slow down or stop. For optimal performance, use the included adapter or one with an input of at least 65W.



An abnormality notice may appear when:

- Devices are not properly placed.
- Metal objects are detected.
- The connected adapter is incompatible or provides insufficient power.
- The internal fan is not functioning properly.

Please follow the above notes while using the product. For further help, check the contents below or contact our support team.

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 (guest 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 your phone, and place your phone close to the charger.
- 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 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 charger screen 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.

What should I do if the NFC connection fails?

- Make sure your phone's NFC feature is enabled.
- The NFC sensing area varies by phone model, but is usually located near the top of the phone, slightly to the left of the camera. Adjust your phone's position and try tapping the NFC area again.
- Check your phone's system settings, and make sure that notifications for the Anker app are turned on.
- Restart your phone and try again.
- Update both the Anker app and the charger firmware to the latest versions for improved NFC stability.
- If issues persist, refer to the user guide or contact Anker customer support for model-specific compatibility help.

Questions About Charging

Is the wireless charger compatible with Android phones?

This product is designed exclusively for iPhones that support magnetic wireless charging, starting with iPhone 12 and later models.

The wireless charging function is compatible with:

- iPhone Series 17 / 16 / 15 / 14 / 13 / 12 (Except iPhone 16e)
- Apple Watch Series 11 / 10 / 9 / 8 / 7 / Ultra (Fast Charging Supported)
- Apple Watch Series 1 - 6
- TWS Earbuds with a Wireless Charging Case

For more details on compatibility with specific models, visit our official website or contact our customer support team.

Why is wireless charging not working or slower than expected?

- Charging speed may be reduced appropriately when your device becomes too hot, especially during long use like gaming or video streaming. Try using the product in a cooler environment (32 - 77°F / 0 - 25°C), or activating Ice Mode for enhanced cooling.
- Incompatible phone cases may cause the product to heat up and affect wireless charging. For the best performance, use Apple's official magnetic cases. Avoid cases thicker than 2.5 mm or cases that are not MagSafe-compatible.
- Make sure that the adapter is firmly plugged into a working outlet.
- Use the included adapter or one with at least 65W input for a better charging experience.
- Confirm that your earbud charging case supports wireless charging. If possible, use official Apple's official charging cases, and avoid adding third-party case covers that may block wireless charging.

Why can't I charge my phone at 25W?

- **Device Compatibility:** Check that your phone supports the Qi2.2 25W charging standard. iPhone Series 16 and later (excluding iPhone 16e) will support Qi2.2 after updating to iOS 26.
- **Battery Level:** 25W charging is available only when the phone's battery is below 80%. Once above this level, charging speed is automatically reduced to protect battery health.
- **Temperature:** Charging speed may be reduced appropriately when your device becomes too hot, especially during long use. Try charging in a cool environment or activate Ice Mode.
- **Power Fluctuation:** 25W is the maximum output, but real-time charging power changes dynamically based on temperature, battery level, and the phone's internal charging strategy. Maximum power is not sustained at all times.

- **Charging Power Mesurement:** To view accurate power output, use professional tools like Power-Z to measure the adapter's input to the wireless charger. With about 80% conversion efficiency, an input of 28 - 31W reflects a 25W output to your phone. Avoid relying on third-party apps, as iOS 10 and later restrict their access to real battery data. These apps only display approximate values and cannot accurately reflect charging performance.

Why does my Apple Watch show 0W during charging?

The watch charging module is certified with Apple's Made for Watch (MFW) standard, delivering the same performance as Apple's original charger. It is normal if your Apple Watch displays 0W during charging. This is part of Apple's system strategy to protect the battery and extend its lifespan. Real-time power output is not always shown, but charging remains safe, stable, and effective, with no negative impact on your device.

Why is the charging power for Apple Watch and earbuds so low?

The wireless charger distributes optimal power to Apple Watch and TWS earbuds. These devices are designed with internal limits, typically capping input at 5W or less. Even when using a higher-wattage charger, the devices will regulate power input to protect battery health. This is normal and does not affect safety or performance.

Other Questions

Why is the screensaver time inaccurate?

If the product has not been paired with your phone for a long while, the screensaver clock may become inaccurate. The time display may also be delayed after the product is powered off or restarted.

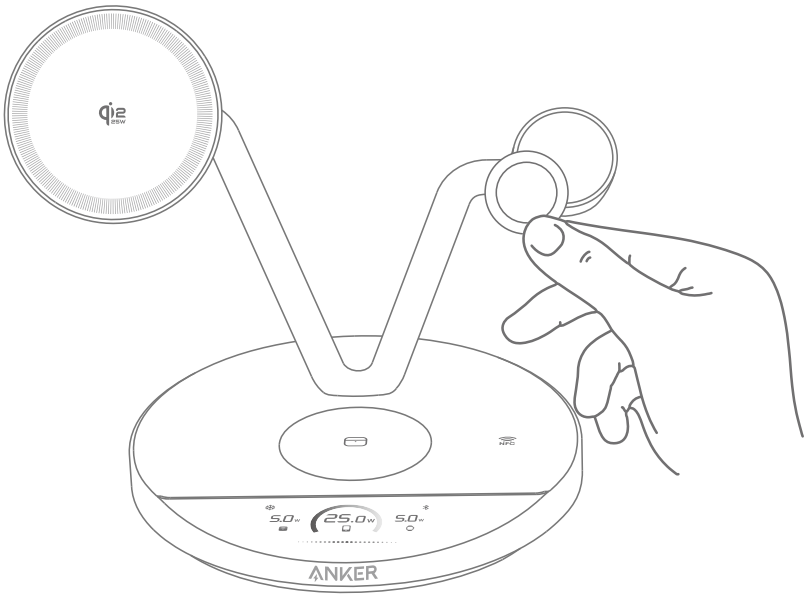
To restore accurate time, connect the product to the Anker app via Bluetooth. The system will automatically synchronize with standard time without needing manual input.

Are the phone and watch charging modules adjustable?

The phone charging module is designed to charge the phone in both portrait and landscape orientations and can be tilted up to about 70 degrees. The watch charging module is fixed at a 40-degree angle to provide stability and a clear viewing angle.

My watch doesn't stay stable while charging. What can I do?

Use the included anti-slip sticker to keep your watch steady while charging. It will not interfere with charging performance.



Why does the product produce noise?

The internal thermoelectric cooling fan may produce some noise when it is activated to help dissipate heat. When the product is in Boost Mode, the noise level remains below 29 decibels, which is quiet enough for most everyday use. When using the charger at night, especially in a bedroom, we recommend switching to Sleep Mode, which turns off the fan and screen to provide a silent and dark charging environment.

Is it normal for the product to feel warm or hot?

It is normal for the charger to feel warm, especially during long charging sessions or when using your phone for gaming or video streaming. The metal body is designed to dissipate heat more efficiently, which can make it feel warm to the touch.

If the product feels too warm, try moving it to a cooler room (32 - 77°F / 0 - 25°C). Activating Ice Mode or Boost Mode also helps to cool down.

Specifications

Input	9V ⎓ 3A / 12V ⎓ 3A / 15V ⎓ 3A / 20V ⎓ 3.25A
Output	Phone: 25W Max Apple Watch: 5W Max TWS: 5W 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.