Wireless Charger Info & Troubleshooting

Wireless charging uses magnetic induction to charge your QI enabled device. Do not place anything between your device and the charger. Magnetic mounts, magnetic cases, or other objects between your device and the charger might reduce performance or damage magnetic strips or RFID chips like those found in some credit cards, security badges, passports, and key fobs. If your case holds any of these sensitive items, remove them before charging or make sure that they aren't between the back of your device and the charger.

Setting up & using your wireless charger

Step 1 - Connect your wireless charger to a power source. For our Automatic pop up sockets, ensure the unit is correctly installed and connected to the mains power.

Step 2 - Place your QI enabled smartphone / device on the middle of the flat surface (look for the wireless charging symbol) - and if using a smartphone make sure its facing upwards.

Step 3 - Your QI enabled smartphone / device should start charging after it has been placed on top of the wireless charger.

Troubleshooting Steps

All of our wireless chargers are tested before being dispatched however if you have followed the above steps and the QI enabled smartphone / device did not begin charging there may be an issue with your device or the wireless charger. Follow through the below steps to determine why its not working as it should:

Step 1 - Make sure your device is QI enabled. Non-QI enabled devices will not charge wirelessly.

Step 2 - Restart your QI enabled smartphone or device - Some devices are prone to glitches which could be a reason as to why it's not wirelessly charging.

Step 3 - If you are using a case on your QI enabled smartphone or device - remove it. If your device / smartphone isn't charging or is charging slowly and your device / smartphone has a reinforced, metal case, or battery case, remove the case and try again.

Step 4 - Make sure your wireless charger is installed & plugged in properly to a power source.

Step 5 - Ensure your QI enabled smartphone or device has the latest updates installed. Some devices (especially Apple ones) are reliant on the firmware to unlock wireless charging capabilities, so its critical your device is fully up to date.

Automatic Pop Up Sockets BPF: D-01022-120A-001-435 / BOX15: 201120110143
Please note this product is not a dedicated QI wireless charger, it features a number of other sockets and connections therefore the wireless charger is only in one section of the unit, which can be found on the top (highlighted by the wireless charging symbol) please ensure you position your QI enabled devices over this section of the unit.

BPF **BOX 15**
www.bpfonline.co.uk
– INTERIOR UPSCALING –