

Trouble Shooting Qi Wireless Charging for Mobile Devices

Qi wireless charging for mobile devices is a relatively new technology. Apple devices support Qi wireless charging and companies such as Samsung, Microsoft, Nokia, Motorola and LG are part of the [Wireless Power Consortium](#) (WPC). The WPC back inductive charging and uses the [Qi standard](#).

Some smartphone users report charging problems that have nothing to do with the wireless charger itself. We've provided this troubleshooting guide to assist in those situations.

An important note: Every EVANNEX OWL has been tested BEFORE it is shipped and is certified to work properly and provide appropriate charging. We test both current and voltage on every OWL charger to ensure appropriate levels for smartphone wireless charging.

If your device is not charging, here are some potential areas to investigate:

Verify that your mobile device is Qi charging capable. If it is not, you'll need to purchase a Qi charging case designed specifically for your device.

If your smartphone is Qi charging capable, remove your existing phone case and retry. Some cases may impede wireless charging.

Do a hard restart for your phone. This may correct a minor software issue that impedes charging.

Be sure that your phone has the latest software update.

Try to charge your device on another Qi charger to verify that there is no defect in your device or your charging case.

Make sure you've placed your device directly over one of the Qi chargers and that it lies flat on the Qi charger. Also, try moving your phone a few millimeters right or left or upward. Some phones are very sensitive to the center point for charging.

If you're using a magnetic adhesive disc (on the back of the smartphone or its case) to affix your smartphone to a different on-board phone holder, it should be removed. The magnet can and often does impede wireless charging.

Verify that the USB plugs for Model 3 are fully seated and that your USB ports are working properly. First, use a standard USB cable, and plug in your device. If it works, the ports are working properly. Next, pull out and re-plug the OWL USB connectors. Try your smartphone again.

Be sure that the OWL USB cables have not been cut or broken during installation (highly unlikely, but possible).