

FAQ: Wireless Chargers

1. **What is Wireless Charging?**
Wireless charging is the process of electrically charging battery-powered devices and equipment without the need for a wired electrical power connection. It enables the wireless transfer of electrical charge from a charging device or node to the recipient device. Wireless charging is also known as inductive charging, although it is one of the forms/techniques of wireless charging.
2. **How does Wireless Charging work?**
Wireless charging is based on inductive charging, whereby the power is created by passing an electrical current through two coils to create an electromagnetic field.

When the receiving magnetic plate on the mobile device comes into contact with the transmitter - or at least within the specified range - the magnetic field generates an electrical current within the device. This current is then converted into direct current (DC), which in turn charges the built-in battery.
3. **Is wireless charging safe?**
Wireless charging systems must obey a set of rules and regulations related to electromagnetic interference (EMI/EMC). All PROLiNK products meet these rules and regulations managed by Wireless Power Consortium (WPC). [Learn more](#).
4. **Why should you only purchase Qi-certified Wireless Chargers?**
 - Qi-certified devices and wireless chargers have been thoroughly tested for safety, reliability and compatibility with all other Qi products for a seamless, satisfying wireless charging experience.
 - Qi-certified products have passed rigorous tests for safety, interoperability and usability.
 - Avoid unnecessary risks such as risk of injury, risk of damaged devices and risk of incompatibility.
5. **Are PROLiNK wireless chargers Qi-certified?**
Yes. All PROLiNK wireless chargers are Qi-certified. [Link](#)
6. **Is Wireless Charging faster than charging via a cable?**
Wired charging is still faster than wireless charging. When using wireless charging, the charging efficiency is about 70% from the charger used.
7. **What is fast wireless charging?**
Some phones and wireless chargers support fast charging. With fast wireless charging, the battery is simply charged faster by increasing the charging power. This results in shorter charging times.
8. **My phone feels a little warm to the touch after charging. Should I be concerned?**
No. It's normal for your phone to get slightly warm when charging wirelessly, so this is nothing to worry about. All PROLiNK products have passed appropriate safety tests. When using a regular plug-in charger, you'll notice that the charger warms up a little. It's the same with wireless charging.
9. **What happens if I put a piece of metal on the charger?**
The charger does not start charging. The transmitter of a wireless charging system can detect if a piece of metal is located on its surface (foreign object detection). In this case, the transmitter either does not start charging at all or it stops charging.
10. **How shall I place my phone on the charger?**
Place your phone face-up on the wireless charger. For optimal performance, make sure it is placed in the middle of the charger.

11. Can I charge multiple devices at the same time on one wireless charger?
Depending on the model, you can wirelessly charge one or two phones at the same time by placing them next to each other on the dual charging pad.
12. How do I know my device is charging?
If your device is charging, the charging symbol appears on the screen of your device. Some PROLiNK wireless chargers have a LED light that also indicates that your phone is being charged.
13. Can I use wireless charging with a phone case?
It depends on the design of the case. As long as its back panel is no thicker than 3mm, wireless charging should work fine. However, if the back panel is thicker, or if the case contains a battery or other metal, it will prevent the phone from charging wirelessly.
14. Does it include a power source?
No, the package only includes a wireless charging pad/stand/station and a USB cable. You will need to plug the charger into a USB charge. We highly recommend our USB Charger with Qualcomm QC3.0 for 7.5/10W fast charging.
15. How fast will it charge my phone?
 - For the iPhone 8, iPhone 8 Plus, and iPhone X, iPhone Xs, iPhone Xs Max, iPhone XR, iPhone 11, iPhone 11 Pro, and iPhone 11 Pro Max, it'll charge your phone at 7.5 W.
 - For Samsung devices with Qi certification, it'll charge your device at 10W.
 - For all other Qi-certified devices, it'll charge your device at 5W.
 - Wireless charging is highly impacted by the heat of the charger and temperature of the room.

* PROLiNK PQC501 only provides a maximum of 5W charging output.
16. Is it MFi certified?
Wireless charging doesn't fall into the category of products that are subject to MFi certification. Therefore, Drop Wireless Charger is not MFi certified, but you can rest assured it'll work with your iPhone 8, iPhone 8 Plus, iPhone X, iPhone Xs, iPhone Xs Max, iPhone XR, iPhone 11, iPhone 11 Pro, or iPhone 11 Pro Max.
17. Can I charge my Apple Watch with it?
Unfortunately not.
18. Will it charge my AirPods or AirPods Pro?
Yes, it will charge your AirPods (with Wireless Charging case) and AirPods Pro. A full charge takes between 3-5 hours.
19. My PROLiNK wireless charger does not work properly, what should I do?
If your PROLiNK wireless charger does not work properly, first check the user manual supplied with the product. If this does not help, you can contact the store at which you bought it or [contact us](#).
20. Is my device Qi compatible?
To find out if your device is Qi compatible, please refer to this [compatibility list](#).
21. Can I wirelessly charge a phone that does not support wireless charging?
It depends. To wirelessly charge a phone that does not have wireless charging, you need a case for your phone that supports wireless charging. Attach the Qi wireless charging phone case and wireless charging is enabled for your phone.
22. Does wireless charging work with the Apple iPhone?
Yes. The iPhone 8, iPhone 8 Plus, iPhone X, iPhone XS, iPhone XS Max, iPhone XR, iPhone 11, iPhone 11 Pro and iPhone 11 Max can be charged wirelessly according to the Qi standard. Earlier models of the Apple iPhone do not support wireless charging.

23. Why my iPhone charges slowly?

There are few possibilities:

- Please ensure if you have connected the wireless charger to a Qualcomm QC3.0 USB charger (18W).
- If your iPhone has a thick case, metal case or battery case, try removing the case.
- If your iPhone might get slightly warm while it charges, software might limit charging above 80 percent. Your iPhone will charge again when the temperature drops.
- Room temperature also affects the charging if it is too warm, recommended room temperature is 25°C and below.
- If your iPhone vibrates—when it gets a notification, for example—your iPhone might shift position. This can cause the wireless charger to stop providing power to your iPhone. If this happens often, consider turning off vibration or Do Not Disturb.

[Learn more.](#)

24. Does wireless charging work with the Samsung devices?

Yes. The Samsung Galaxy S9, Samsung Galaxy S8, Samsung Galaxy S7 and Samsung Galaxy S6 series, Samsung Galaxy Note 5 and Samsung Galaxy Buds+ are all Qi certified.