

FAQ

SKU# CCOBXXXXTC07
CCOBXXXXTC08

Product Name: 10W Qi Wireless Charger

Why are certain models not being charged with this wireless charger?

Some older phone models e.g. Samsung Galaxy Note 2/ 3 need an extra receiver to support wireless charging.

Can I charge the phone with a phone case attached?

We suggest you remove the case if the phone case is thick.

How do you charge at maximum charging speed?

Usually the phone wireless charging coil is at the center of the back side but some of them are off-center. For maximum charging speed, please check with your phone manufacturer where the charging receiver is located.