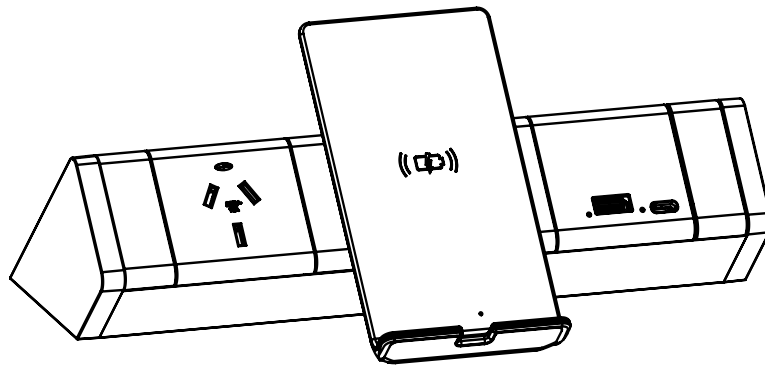


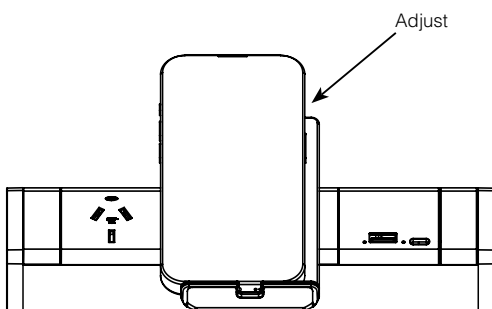
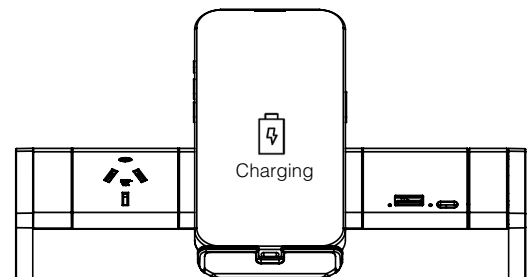
## HELISTAND WIRELESS CHARGER



**If you are experiencing wireless charging issues with your phone, here are a few fixes that you can try.**

Make sure that the wireless charger is connected properly to a power outlet and your phone is compatible with Qi wireless charging.

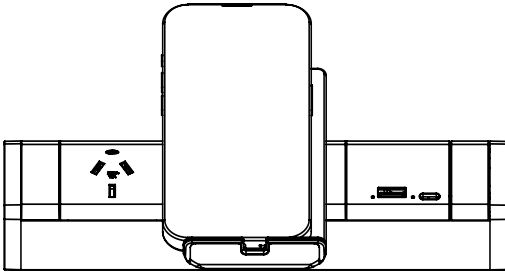
When you position your phone on the wireless charger, you should see a notification on the screen that tells you it's charging. The actual notification may vary according to the phone model.



Allow five (5) seconds and if you don't see a notification or message, try to adjust the position of your phone slightly to the left or right.

This may require micro-adjustment to find the optimal charging position for your phone.

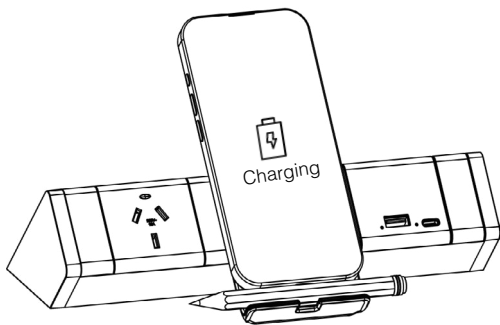
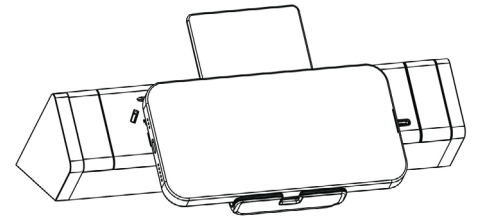
You can also try removing your phone case as some cases may be incompatible with wireless charging or may reduce charging efficiency.



If your phone stops charging after a short while, try repositioning your phone with micro-adjustments to left or right.

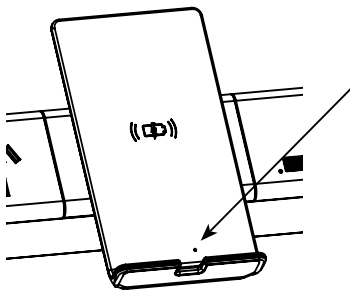
This will help ensure optimal charging position for your phone which differs by phone type and size.

Some phone models may charge better in horizontal orientation. Try positioning the phone in horizontal orientation as shown. Move the phone slightly to the left or right to find the optimal charging position.



Some smaller phones, such as the iPhone 12, may need to be raised slightly in order for the wireless charging to be enabled. We recommend placing a pen or pencil underneath the phone, while on the Helistand pad.

Some phone models have options for battery charging optimization which may affect wireless charging. Refer to the phone user manual for more information.



If above actions does not resolve the issue, try to reset the unit. Reset button location is indicated by the arrow in the picture. Use a sim card remover tool to briefly press and release the reset button through the reset hole.

## Temperature Concerns

When using your wireless charger, it is normal for your phone to become warm. This is due to the inherent nature of wireless charging technology.

For safety, most phones are designed to automatically stop receiving charge when they reach a specific temperature. (This usually ranges between 30-40°C)

### Tips to Reduce Phone Temperature During Wireless Charging:

- **Ensure proper alignment:** Proper alignment of the phone coil to the wireless charger coil is critical for efficient charging and to prevent overheating. Ensure that the phone is properly aligned to the wireless charger.
- **Remove the Phone Case:** If possible, remove your phone case while charging. Some cases can trap heat, causing your phone to get warmer.
- **Check Device Compatibility:** Ensure that the device being charged is compatible for wireless charging.

The above measures may help you keep your phone temperature in control while using your wireless charger.

Helistand Wireless Chargers are designed for wireless charging compatible Mobile Phones Only. Other accessories including airpods & watches may not be supported.