ANKER | MODEL A1504

Troubleshooting Guide

Anker MagStand Charging Station, 25W Max Qi2.2 All-in-One MagSafe Charger

Q1 What should I do if my charging station isn't working or charging my devices?

Note: This product does not have a built-in battery and cannot function as a power bank. It must be connected to a wall outlet to charge your devices.

First, check whether the entire charging station is not working or only one charging output is affected (the wireless charging module, retractable cable, or USB-C port). Also, check whether the screen turns on normally. Then try the following steps:

1. Try charging with a different device or using a different charging cable to rule out device- or cable-related issues.
2. Plug the charging station into a different wall outlet to rule out an outlet-related issue.
3. Unplug the charging station and leave it disconnected for 5 minutes. Then plug it back in to restart it.

Q2 Why isn't the wireless charging module charging my phone, or why is it charging slowly?

Please try the following steps:

1. Make sure the power cord is securely connected to a working wall outlet.
2. Remove your phone case and try again. Use an official MagSafe magnetic case, and avoid cases thicker than 2.5 mm or those that are not MagSafe-compatible.
3. If possible, try charging another compatible phone to determine whether the issue is specific to your phone.
4. If charging is slow, make sure the charging station is in Fast Mode. In Care Mode, wireless charging power is limited to 7.5W.
5. Use the charging station in a cool, well-ventilated environment. High temperatures may cause charging power to decrease automatically.
6. Charging speed naturally decreases as the battery level increases, especially after it reaches 50%, to help protect battery health.

Q3 Why does my device get warm when charging my phone or multiple devices at once?

It is normal for the charging station to become moderately warm during use, especially in Fast Mode or when you use your phone while charging. The product has undergone rigorous safety testing and features Anker's ActiveShield™ 5.0 temperature protection technology. To help reduce heat:

1. Avoid power-intensive activities on your phone while charging.
2. Use the charging station in a cool, well-ventilated environment.

Q4 Is it normal for the charging station to feel warm during use?

Yes. It is normal for the charging station to become slightly warm during use due to internal operation and power conversion. The product has undergone rigorous safety testing and features Anker's ActiveShield 5.0 temperature protection technology to help maintain safe operating temperatures.

Q5 Why does my charging station keep stopping and restarting?

Charging may briefly pause when you connect or disconnect a device, switch charging modes, or when high temperatures trigger automatic power reduction. If charging resumes automatically, this is normal. If charging interruptions continue, try the following steps:

1. Check whether the interruptions affect all charging outputs or only one (the wireless charging module, retractable cable, or USB-C port).
2. Try charging a different device or using a different charging cable.
3. Plug the charging station into a different wall outlet.
4. Unplug the charging station and leave it disconnected for 5 minutes. Then plug it back in to restart it.

Q6 Why isn't the retractable cable or USB-C port charging, or why is charging slow?

Please try the following steps:

1. If the USB-C port is not working or charging slowly, try a different charging cable to rule out cable-related issues. The retractable cable is built into the product and cannot be replaced, so try charging a different device instead.
2. Plug the charger into a different power outlet.
3. Unplug the charging station and leave it disconnected for 5 minutes. Then plug it back in to restart it.
4. Disconnect devices from the other charging outputs and charge your device using only the affected output. Power is shared across outputs, so charging multiple devices simultaneously may reduce the power available to each device.
5. Use the charging station in a cool, well-ventilated environment. High temperatures may cause charging power to decrease automatically.
6. The retractable cable is rated for 3A. If your device requires a 5A cable to achieve 60W charging, it may not reach 60W with the built-in cable. Charging power also naturally decreases as the battery level increases.

Q7 Why isn't the weather screensaver displaying, or why is it showing incorrect information?

If the weather screensaver isn't displaying or shows incorrect information, try the following steps:

1. Make sure the screensaver is enabled under Settings > Screen Settings > Screensaver.
2. Make sure you're signed in to your account and connected to a 2.4 GHz Wi-Fi network. The weather screensaver is not available in Guest Mode or when connected through Bluetooth only.
3. Allow location access when prompted by selecting "Allow While Using the App." If the app displays a location error, check your phone's location settings and try again.
4. Weather data updates once per hour, so a slight delay in the displayed information is normal.
5. To display the weather for a different city, tap the city name on the weather screensaver page and select another city.
6. If Wi-Fi won't connect, press and hold the button below the screen for 15 seconds to reset Bluetooth and Wi-Fi. Then reconnect through the app and try again.
7. Restart the app or charging station and try again.

Q8 Why won't my custom photos upload or appear on the screensaver?

If your custom photos fail to upload or appear on the screensaver, try the following steps:

1. Make sure the screensaver is enabled under Settings > Screen Settings > Screensaver.
2. Check the photo requirements. You can upload up to 8 photos, each no larger than 20 MB. Photos are automatically compressed and uploaded after cropping.
3. Check your phone's network connection and make sure the app has permission to access your photos. Then try again.
4. Restart the app or charging station and try again.

Q9 Why did my AI pet screensaver fail to generate or transfer?

If your AI pet screensaver fails to generate or transfer, try the following steps:

1. Make sure the screensaver is enabled under Settings > Screen Settings > Screensaver.
2. Check the photo requirements. The photo must be no larger than 10 MB, with your pet's face clearly visible and well-lit. Avoid backlighting.
3. Make sure your pet is one of the supported animals: cats, dogs, rabbits, hamsters, guinea pigs, chinchillas, ferrets, sugar gliders, squirrels, meerkats, raccoons, capybaras, miniature pigs, and hedgehogs. Photos containing people, primates, large farm animals, birds, reptiles, fish, fictional characters, or non-animal subjects will not pass the review process. Rejected photos in these categories will not count toward your monthly generation limit.
4. Generation typically takes about 10 minutes. If generation fails, the attempt will automatically be credited back to your monthly allowance, and you can try again.
5. Make sure the charging station remains linked to your account and connected to the internet. If a Wi-Fi interruption or an offline device causes the transfer to fail, your generated animation will be saved. Once the charging station reconnects, confirm the transfer again in the app.
6. Restart the app or charging station and try again.

Q10 Why is my laptop charging slowly or showing a slow-charging notification?

The charging station can deliver up to 60W to a laptop. Make sure this meets your laptop's power requirements. Some laptops use proprietary charging protocols and may only support full-speed charging with their original power adapters. As a result, you may see a slow-charging notification when using a third-party charger. To troubleshoot:

1. Connect your laptop using the retractable cable or USB-C port, then check the charging station's screen to see whether power is being delivered normally.
2. Disconnect devices from the other charging outputs so that only your laptop is charging. Check whether charging returns to normal.

Q11 Why won't my device charge to 100%?

Please try the following steps:

1. Check your device's battery settings (for example, Settings > Battery) to see whether features such as Optimized Battery Charging are limiting charging.
2. Try charging a different device or using a different charging cable.
3. Place the charging station in a cool, well-ventilated environment. High temperatures may cause your device to reduce charging power or temporarily pause charging.

Q12 Why does the charging station feel warm even when no devices are connected?

When the charging station is plugged into a wall outlet but no devices are connected, Bluetooth and the screen continue to operate in low-power modes to support basic functions. As a result, the charging station may feel slightly warm even when it isn't actively charging a device. This is normal.

Q13 Is the fan noisy, and can I turn it off at night?

The charging station features a built-in cooling fan that helps manage heat during charging. In Fast Mode, the fan operates at a noise level below 25 dB, which is lower than the World Health Organization's recommended 30 dB nighttime noise level for bedrooms.

1. If you're sensitive to fan noise at night, enable Care Mode. This automatically turns off the fan for silent charging without fan noise.

Still need help?

If you are unable to resolve the issue after following the steps above, please contact Anker Customer Support.