

## **Anker Prime 27,650mAh Power Bank (250W) FAQ**

Q: What's the watt-hour of this power bank?

A: 99.54Wh.

Q: Can I bring this power bank on an airplane?

A: Yes, this power bank has a capacity of 99.54Wh and is allowed to be carried on an airplane.

Q: Does the power bank support pass-through charging?

A: Yes, it supports pass-through charging (excluding recharging on the base).

Q: Which charging protocols are supported by the power bank?

A: The power bank supports charging protocols including BC1.2/Apple 2.4A/QC3.0/PD3.1/PPS via the USB C port and BC1.2/Apple 2.4A/QC3.0/FCP/SCP/AFC/UFCS/SuperVOOC via the USB A port.

Q: Why can't the other ports of the power bank charge when it is recharging on the base?

A: The power bank disables its power output while recharging on the base to prioritize the safety and longevity of its battery. To charge your devices, please use the USB port on the base.

Q: How do I change the LED light display mode while charging the power bank on the base?

A: To change the LED light display mode, place the power bank on the base and connect it to the Anker app. Then, access the app to adjust the LED light settings for the base.

Q: Why does the power decrease after a while during charging/discharging?

A: To ensure product safety and normal operation, when the internal temperature of the power bank is high, the input/output power is reduced through smart AI temperature control technology to protect your devices.

Q: Why can't I connect to the power bank when using the mobile APP?

A: To connect to the mobile APP, first ensure that both the power bank and the Bluetooth on your phone are turned on. Secondly, maintain a distance within 10 meters between the phone and the power bank without strong signal interference. Excessive distance and strong signal interference can cause Bluetooth to fail to connect.