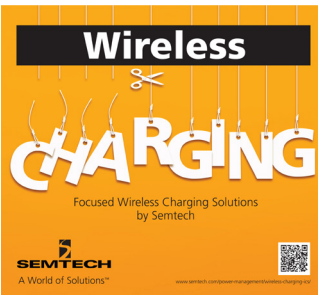


LinkCharge CT

FAQ

FREQUENTLY
ASKED
QUESTIONS

COMPATIBILITY

1. How do I know if my device will work with LinkCharge CT (countertop)?

All devices with integrated wireless charging, a wireless charging sleeve, or a wireless charging power ring connected via the lightning or microUSB connector should work with LinkCharge CT.

2. Do I need an accessory for my device to wirelessly charge with LinkCharge CT?

For devices that do not have integrated wireless charging, a wireless charging sleeve or a wireless power ring is required. These can be purchased online through most major electronics retailers.

3. Does LinkCharge CT work with any tablet, phone, etc.?

LinkCharge CT works with most 5W, standards-compliant smart devices and mobile phones. It also works with faster charging, 9W phones.

4. Any limit to the number of devices that can be in proximity to each other when multiple LinkCharge CTs are installed on a single surface area?

There is no limit to the number of devices that can be in proximity to each other for charging to work. As long as there is only one device per LinkCharge CT, proximity of other devices will not affect the charging.

5. How closely can multiple LinkCharge CTs be installed next to each other on one surface?

Multiple LinkCharge CTs can be installed next to each other, as long as they are installed at least 6 inches apart.

6. What is the operating frequency of this module?

The system is compatible with the inductive industry standard (Qi), whose operating frequency is in the range of 100Khz – 205 KHz.

GENERAL

7. How long does it take to charge a device?

The length of time needed to charge a device depends on the power level of the device. 9W devices charge faster than 5W devices.

8. Does LinkCharge CT include the power supply and adapter?

Power supply and adapter are not always included with the product depending on the quantity and the version ordered. Please contact a Semtech sales representative or distributor for additional information.

9. What is the communication interface to these modules?

The interface to these modules is microUSB.

10. Do all the transmitters include the microUSB port?

Demonstration units may not have microUSB ports, but all orders placed in bulk order will include the microUSB port. Please contact a Semtech sales representative or distributor for additional information.

11. Can you charge multiple devices from one transceiver?

This LinkCharge CT generation only charges one device at a time.

INSTALLATION

12. Can LinkCharge CT be tested by placing a compatible device on top of the coil?

Never place a device directly on a LinkCharge CT coil or you risk damaging the device. When testing the unit, use spacers between the coil and the device. See the LinkCharge CT Datasheet and Installation Guide for more details.

13. What tools are needed for installation?

Required tools for installation may differ depending on your geographical location or country. Please refer to the LinkCharge CT Datasheet and Installation Guide for a list of required tools.

14. Can LinkCharge CT be attached to a surface with silicone adhesive instead of screws?

Silicone adhesive can also be used to attach the charger, but in most cases, it is an inferior solution to using mounting screws. See the LinkCharge CT Datasheet and Installation Guide for more information.

15. What is the recommended thickness of the surface?

The surface can be any thickness as long as the critical 0.25 - 0.3 inch coil to surface top spacing is provided. A 1-inch surface is recommended because a LinkCharge CT, milled into the surface per the specifications in the LinkCharge CT Datasheet and Installation Guide, will be flush with the bottom of the counter.

16. Do I need to cut out extra space where the power cord connects to the device?

Yes, extra space should be considered for the power cord during the installation process.

17. Is there an install service provider I can use?

There is no specific installation service provider, but a regular maintenance person or contractor will be able to complete the project by following the LinkCharge CT Datasheet and Installation Guide. View the LinkCharge CT [installation video](#) for additional information on how to install.

OTHER

18. Do you have templates for charging stickers available for download?

We do not currently offer surface top stickers for download.

19. What if my questions were not answered here?

Please see the LinkCharge CT website below or contact a Semtech sales representative or distributor with unanswered questions.

For more information on Semtech LinkCharge® CT
Wireless Charging product visit

www.semtech.com/linkcharge

TROUBLESHOOTING & MAINTENANCE

20. Does a protective cover or case need to be removed from a mobile device before using LinkCharge CT?

Most protective covers or cases, including wallet cases, will need to be removed for charging.

21. What should be done if the device does not charge when placed on the charging point?

If a device will not charge when placed on the charging point, the receiver and the transmitter are probably not aligned properly. For mobile devices with built-in wireless charging, a common solution is to double check the alignment of the charging coil in the charging unit. In phones, this is typically placed right below the phone camera. Make sure to position this part of your device precisely on the area that indicates the wireless charging point on the designated surface. If you are unsure where the charging coil is located, reference your personal device's user manual.

22. How often will there be firmware updates? Is there a way to update all devices at once or does it need be done per unit?

A firmware change can be expected only if the standardizing bodies (WPC) make a change to the wireless charging specification. This LinkCharge CT generation can only be updated one at a time.

23. What other maintenance is required besides firmware updates?

There is no additional maintenance required besides a possible firmware update.

24. Does LinkCharge CT ever need to be reset, restarted or disconnected from the main power supply?

LinkCharge CT does not need to be reset, restarted, or disconnected at any point.

25. What happens if liquid is spilled near the charge location while charging?

If liquid is spilled on or near the wireless charging surface, remove your device and thoroughly wipe the surface dry before replacing the device on the charging surface. Be advised, unless your device is waterproof, there is always risk of damage from contact with liquid.

26. What happens to LinkCharge CT if water is spilled on the surface?

Semtech's LinkCharge CT is installed under the surface, unlike other wireless charging units that are milled to the top of a surface, so there is no risk of damage to the charging unit if liquid is spilled on top of the surface.

