

Products FAQ

Get quick answers to questions about specific products & technologies

Can i bring my powerbank with me when traveling on an Airplane?

Yes, TSA allows lithium powerbanks with a Watt hour rating up to 100 to be included in carry-on luggage. Most airlines will allow up to 160Wh batteries, please contact your airline to verify their policy.

We have provided links for TSA, American Airlines & United Airlines below for your convenience.

How Does "Wireless Charging" work

Wireless charging works by transferring energy from the charger to a receiver in the back of the phone via electromagnetic induction. The charger uses an induction coil to create an alternating electromagnetic field, which the receiver coil in the phone converts back into electricity to be fed into the battery. Not all Smartphones support wireless charging, check your user manual or manufacturer's product specifications to find out if your phone supports wireless charging.

What does mAh, Wh & IP rating mean?

1- "mAh" is milliamp hours, it is a measure of battery capacity. The higher the number the more charges you will get for your device.

2- "Wh" is watt hours, it is also a measure of battery capacity but it takes battery voltage into account. The higher the number, the more charges you will get for your device.

Examples: A 24,000mAh powerbank will have a Wh rating of 89. A 10,000mAh powerbank will have a Wh rating of 37.

3- "IP" rating stands for ingress protection. It is a measure for how easily solids and liquids can penetrate the surface of your device and cause possible damage. It is a 2-digit code with the first number representing protection from solids and the second protection from liquids. The higher the rating the more protection.

What is Quick Charge 3.0 & how do i know if my device is compatible?

Quick Charge 3.0 is a proprietary fast charging technology developed by Qualcomm, Inc. It safely provides more power to your phone and charges it faster than conventional USB chargers, you can get up to 65% charge in 30 minutes. For Quick Charge to work both the charger and the device (e.g. Smartphone) must have the technology built in. If your device does not have this feature it will charge, just not at the faster rate. Check your user manual or manufacturer's product specifications to see if your device is supported. Many Android phones support Quick Charge, Apple iPhone does not.

What is "Power Delivery" & how do i know if my device is compatible?

Power delivery or "PD" is a fast charging standard and works in a similar way to QC 3.0. It was developed by the USB implementers forum, a consortium of technology companies that worked together to develop a fast charging standard. Like QC3.0, both the charger and the device need to have the technology built-in to take advantage of the faster charging speed, Google Pixel, iPhone 8 and newer support it. Check your user manual or manufacturer's product specifications to see if your device is supported.

The Power Delivery standard is designed to provide up to 100 watts of power which is ideal for laptops and other large devices. For smaller devices like a Smartphone, 18 watts is typically all that is needed.

The charger regulates the power it provides to a device so a 100W PD charger is perfectly safe to use for a Smartphone. If your laptop came with a 90W charger and you connect it to a 45W PD charger it will charge safely, just not as fast as the charger that came with your laptop. It is not recommended to use

PD chargers below 30W to charge laptops, it may not be enough to power the laptop's large screen, and internal components.

How do i know what type of cable i need?

For Apple devices

- All iPhone models use a Lightning cable
- All iPad models use a Lightning cable except for the iPad Pro which uses USB-C
- All MacBook models use USB-C cables

For Android Devices

- Use either **Micro USB** or **USB-C**.
- Newer Android phones almost exclusively use **USB-C**.

For Kindle Fire:

- The latest generation uses **USB-C**, previous models used **Micro USB**.

*Note: Look at the input port on your device, the shape of the port will tell you what you need.

Can I use my USB wall charger in other countries?

Yes, Digipower USB wall chargers support 100-240V universal voltage requirements. You may need to purchase an inexpensive country plug adapter depending on the country you are traveling to.

How do i pair my speaker to my phone?

Pairing:

- 1- Turn on the Bluetooth feature on your device.
- 2-Turn on speaker/headset (for older model Bluetooth speakers/headsets you may need to press and hold the power button for approx 5 seconds to enter into pairing mode.)
- 3- In your phone/laptop/tablet go to settings,Bluetooth,pair new device.
- 4- Once the name of the device you are trying to pair with appears on your phones screen click on it and follow any additional prompts your device may give to finalize the pairing.