

# OtterSpot

WIRELESS. FAST. PORTABLE POWER.

## **OTTERSPOT WIRELESS CHARGING SYSTEM**

Works with Apple, Samsung, Google and other certified Qi Wireless enabled phones

### **USER MANUAL**

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#### **INTRODUCTION**

Thank you for purchasing your OtterSpot Wireless Charging System — the world’s first expandable, sharable and portable wireless charging system by OtterBox. As the next innovative solution in phone charging, it eliminates the inherent hassles of cord and power outlet management to ensure you, and those around you, always have a healthy charge to stay connected wherever and whenever you need it.

#### **FEATURES**

- Qi Wireless charging base and wireless charging batteries charge devices at home, in the office and everywhere you go
- Wireless batteries have a USB-C port to recharge without the base
- Works with Apple, Samsung, Google and other certified Qi Wireless enabled devices
- 10W fast charging base powers up multiple OtterSpot batteries and one device simultaneously
- Eliminates tangled mess of wires on countertops and nightstands
- Limited lifetime warranty supported by hassle-free customer service

#### **DEVICE AND CASE COMPATIBILITY**

OtterSpot Wireless Charging System works with Apple, Samsung, Google and other certified Qi Wireless enabled devices. Since there are hundreds of Qi Wireless enabled devices from a variety of device manufacturers in market today, you can easily find out if yours is certified by searching for Qi certified devices on the Wireless Power Consortium database webpage: <https://www.wirelesspowerconsortium.com/products>.

OtterSpot Wireless Charging System works with all OtterBox branded phone cases, including Otter + Pop cases. It also works with most other phone cases.

#### **HOW TO USE OTTERSPOT WIRELESS CHARGING SYSTEM**

Using OtterSpot Wireless Charging System is quick and easy. Just follow the key steps outlined below.

##### *CHARGE THE SYSTEM*

For the OtterSpot Charging Base and OtterSpot Battery combo, or the OtterSpot Battery-only product, you need to charge the battery as your first step. There are a couple of ways to do this, including:

- Stack battery on the base and plug the base into your wall outlet with the wall charger



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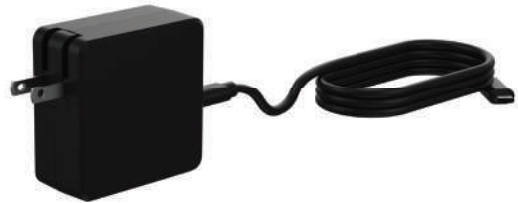
## OTTERSPOT WIRELESS CHARGING SYSTEM

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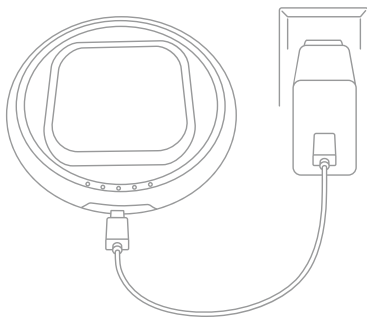
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- Or, connect the battery to the wall charger and plug the wall charger into your wall outlet

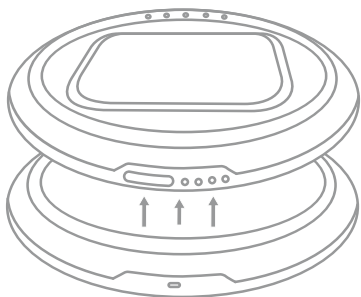


#### CHARGE 2 OR MORE BATTERIES AND A DEVICE

1. Plug charging base into wall



2. Stack batteries on charging base, lining up pogo pins to trigger flashing LED



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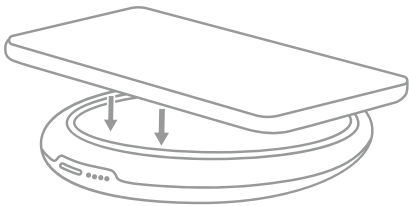
## OTTERSPOT WIRELESS CHARGING SYSTEM

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3. Center phone on battery, screen side up

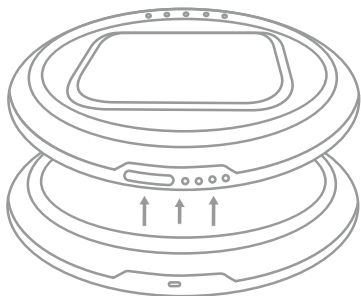


4. Charge multiple batteries and a phone at once



#### CHARGE A DEVICE

1. Grab battery from stack



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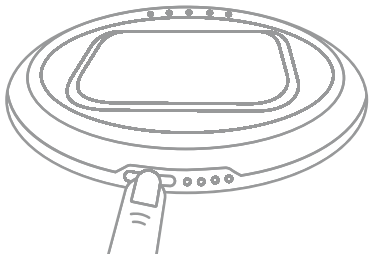
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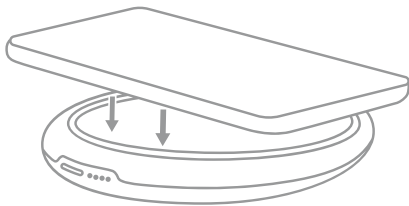
### USER MANUAL

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2. Press the button to initiate wireless charging



3. Center phone on battery, screen side up



4. Acknowledge charging status

Note: If equipped, two-way USB-C port charges battery and delivers power to phone.



USE OTTERSPOT CHARGING BASE

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1. Powered by 36 watts of USB-C power delivery, OtterSpot Charging Base delivers high-speed charging as the foundation of the system. Designed to blend in, the charging base becomes your central location for charging your phone and OtterSpot batteries.

2. While the charging base charges a stack of batteries, it can also be used as a stand-alone Qi Wireless charging pad that holds your phone in place on its anti-slip surface.

Note: When it's plugged in, the base is always on. So there's no need to press a button to enable wireless charging. Your wireless enabled device begins charging right away when you place it on the base's surface.

Note: You can expect to charge up to three OtterSpot batteries (consumer version) at once with a max charging rate (4.5 hours to full), or up to five commercial batteries at max charging rate (4.5 hours to full) when charging in a stack.

3. Expand your OtterSpot Wireless Charging System with up to three OtterSpot batteries to keep everyone who needs it fully charged.

Note: Devices have built-in safety measures to allow for a certain amount of charging speed. For example, iPhone X has 7.5W charging ability while the Samsung Galaxy S9 has up to 10W. However, this product does NOT harm a device due to its higher wattage output. The wireless charging features on both the base and the battery only charge up to 10W max power.

### ***USE OTTERSPOT BATTERIES***

1. OtterSpot batteries deliver a fast charge wherever and whenever you need it, with a battery capacity of 5000 mAh — enough energy to charge most devices up to one full recharge.

2. OtterSpot batteries cannot be charged wirelessly. You must either stack them on top of the charging base or charge it with a USB-C cable via its backside port (much like any other battery pack).

3. Once you've charged your OtterSpot batteries — remember, you can stack up to three of them on the charging base (five on commercial base) — simply place them on a flat surface in and around your home or on the go. Then place your phone on top of one to begin charging.

Note: The button must be pressed to enable wireless charging. The battery goes into an idle state after about 40 seconds when not in use to conserve energy.

4. OtterSpot batteries also hold your phone in place with their anti-slip surface.

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### *OTTERSPOT BATTERY LED FUNCTIONS*

In charging mode (i.e., battery is charging on a stack or from the wall charger) note the following:

- 0-25% charge – 1 LED pulsing
- 25-50% – 1 LED on, 1 LED pulsing
- 50-74% – 2 LEDs on, 1 LED pulsing
- 75-99% – 3 LEDs on, 1 LED pulsing
- 100% – 4 LEDs on

In discharging mode (i.e., battery is charging a device, wired or wirelessly) note the following:

- <10% charge – 1 LED pulsing
- 10-25% charge – 1 LED on
- 26-50% – 2 LEDs on
- 50-75% – 3 LEDs on
- 76-100% – 4 LEDs on

## **FAQS**

### *WHAT IS THE OTTERSPOT WIRELESS CHARGING SYSTEM?*

OtterSpot Wireless Charging System allows Qi-enabled device users to charge at home or on-the-go with a simple, stackable solution. It is composed of two major components, a Wireless Charging Base and Wireless Charging Batteries. The charging base accommodates up to three OtterSpot Wireless Charging Batteries charging at the same time for the consumer version, and up to five OtterSpot Wireless Charging Batteries for the commercial version. For optimal performance, we recommend stacking three OtterSpot Wireless Charging Batteries on the OtterSpot Wireless Charging Base (five on commercial base).

### *WHAT DEVICE DOES OTTERSPOT CHARGE?*

Any device with Qi Wireless capability can power up on any of the OtterSpot bases or batteries.

### *IS THE BASE A WIRELESS CHARGER?*

Yes! The base doubles as a charging station for OtterSpot batteries and is a Qi Wireless charger.

### *HOW FAST WILL THIS CHARGE MY PHONE?*

How fast your device charges depends on your device. OtterSpot Wireless Charging Batteries offer up to 10W of power. Your device automatically accepts the maximum amount of power it is designed to receive.

### *HOW LONG DOES IT TAKE TO RECHARGE AN OTTERSPOT?*

It takes approximately 4.5 hours to charge one to three OtterBox Wireless Charging Batteries from 0% to 100%.

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### *WHAT IS THE OTTERSPOT BATTERY CAPACITY?*

5000 mAh

### *WHAT IS OTTERSPOT'S WARRANTY?*

OtterSpot is covered under the OtterBox limited lifetime warranty. For more information, visit <http://www.otterbox.com/en-us/warranty-claim>. For support, contact customer service at (855) 688-7269.

### *WHAT SHOULD I DO IF MY DEVICE ISN'T CHARGING ON OTTERSPOT?*

Check that your device is Qi enabled, the LED light is on and the battery is charged. If the device still does not charge, contact customer service at (855) 688-7269 or visit <https://www.otterbox.com/en-us/warranty-full.html>.

### *WHAT SHOULD I DO IF OTTERSPOT STARTS TO OVERHEAT?*

Ensure you are using the wall charger that was included with your OtterSpot unit or an OtterBox branded wall charger. Remove OtterSpot from any direct sunlight, as this can cause the battery to overheat. OtterSpot may become warm to the touch when in operation. If temperature seems excessive, disconnect from the wall and contact OtterBox customer service.

### *IS MY OTTERSPOT WATERPROOF?*

No. Do not submerge the battery or base in moisture or liquid.

## TROUBLESHOOTING AND TECHNICAL SUPPORT

1. Battery does not wirelessly charge a device
    - a. Confirm device is Qi-Wireless charge enabled.
    - b. Does device charge on the charging base but not on the battery?
      - i. If device is in a case, remove case and confirm charging. Some cases have metal or other attachments that prevent Qi-Wireless charging.
    - c. Is device properly positioned on battery or base charging surface (centered, coil-to-coil)?
    - d. Press button or place on base, confirm LEDs light up, place device on top surface.
    - e. Does battery need to be recharged? Press button or place on base to confirm charge state is greater than two solid LEDs. Recharge for 30 minutes, if necessary. Note that if battery is too low, it may only be recharged on the base through the contact pogo pins.
  2. Battery does not charge a device (wired charge)
    - a. Press button or place on base, confirm LEDs light up.
    - b. Does battery need to be recharged? Press button or place on base to confirm charge state is greater than two solid LEDs. Recharge if necessary.
    - c. Reset battery: double-click button then hold down for >5 seconds until all LEDs light up.
    - d. Inspect connector for debris or damage. Carefully remove any debris if present.
    - e. Remove and reconnect cable from battery connector. Remove and reconnect cable from device.
    - f. Confirm cable is good. Does cable charge device when used with another charger? Suggest using cable that came
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- with device (if connector type is compatible).
3. Battery LEDs do not turn on
    - a. Press button. If no LEDs, charge battery on a base or by wired USB-C input charger (consumer only) for 30 minutes.
    - b. Reset battery: double-click button then hold down for >5 seconds until all LEDs light up.
    - c. Inspect connector and pogo pin contacts for debris or damage. Carefully remove any debris if present.
    - d. Re-attempt charging (on base or wired) for 30 minutes. Note that if battery is too low, it may only be recharged on base through contact pogo pins.
  4. Battery does not recharge
    - a. Ensure battery is stacked on a compatible base (using OtterSpot charger).
      - i. Consumer battery MUST be used with consumer base; Commercial Battery MUST be used with commercial base.
    - b. Do any LEDs light in any of the following conditions:
      - i. Press button.
      - ii. Confirm that battery pogo pins are properly aligned with base pogo pins.
      - iii. OtterSpot USB-C charger is connected (consumer only) — Confirm charger and USB Type C-C cable is being used.
      - iv. Reset battery: double-click button then hold down for >5 seconds until all LEDs light up.
    - a. Ensure power source is active and properly connected.
    - b. Inspect connector and pogo pin contacts for debris or damage. Carefully remove any debris if present.
    - c. If pogo pins are stuck in a depressed position, press the pogo pin lightly with a tweezers or small object to return to normal position.
    - d. Re-attempt charging (on base or wired) for 30 minutes. Note that if battery is too low, it may only be recharged on the base through contact pogo pins.
  5. Battery LED(s) flash repeatedly
    - a. Four flashing LEDs indicates one of the following conditions:
      - i. Foreign Object Detection (FOD) — disables wireless charging if there are foreign metal objects in the charging area.
      - ii. Identification Error — disables charging functionality if the battery is paired with an incompatible base (e.g., consumer battery w/ commercial base or commercial battery with consumer base).
      - iii. Over Temperature Condition — disables charging if the battery is outside its safe operating range.
      - iv. This could happen in direct sunlight or a hot environment. Charging functionality returns when the product is within its operational range.
    - b. A single flashing LED indicates one of the following conditions:
      - i. If the battery is idle, 1 LED flashing indicates the battery is <10% capacity and needs to be recharged.
      - ii. If the battery is in a charging or discharging mode, the LEDs behave as follows.
        - c. In charging mode:
          - 0-25% charge – 1 LED pulsing
          - 25-50% – 1 LED on, 1 LED pulsing
          - 50-74% – 2 LEDs on, 1 LED pulsing
          - 75-99% – 3 LEDs on, 1 LED pulsing
          - 100% – 4 LEDs on
        - d. In discharging mode:





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- <10% charge – 1 LED flashing
- 10-25% charge – 1 LED on
- 26-50% – 2 LEDs on
- 50-75% – 3 LEDs on
- 76-100% – 4 LEDs on

6. Base does not charge a device (wireless charge)
  - a. Confirm device is wireless charge enabled.
  - b. Is device properly positioned on battery charging surface (centered coil to coil)?
  - c. Ensure included power source and cable are properly connected.
7. Base LEDs do not turn on
  - a. Note that during charge out (wireless or wired) from base, LEDs extinguish after ~40 seconds, but device is still charging.
  - b. Inspect connector for debris or damage. Carefully remove any debris if present.
  - c. Ensure included power source and cable are properly connected.

### COMMON FAILURE MODES

<b>Customer Failure Description</b>	<b>Failure Mode 1</b>	<b>Failure Mode 2</b>	<b>Failure Mode 3</b>
Battery does not recharge	Contact/connector damage	Battery not properly positioned on base contact pins  Base is not properly powered	
Battery LEDs do not turn on/off	Battery depleted – needs recharge		
Battery does not charge a device (wireless charge)	Battery depleted – needs recharge	Device is not wireless charge enabled or is not positioned correctly	
Battery does not charge a device (wired charge – consumer only)	Battery depleted – needs recharge	Device connection not detected; press button to enable charge	Faulty/defective cable
Battery LEDs display error mode (4 LEDs flashing)	Attempt reset  Double-click button then hold down for >5 seconds until all LEDs light up	Allow to cool down  Charging in a stack, in a thick case or in a warm environment may trip the overtemperature protection	Reconnect the charging cable

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Base does not charge a device (wireless charge)	Device is not wireless charge enabled or is not positioned correctly	Base is not properly powered	
Base does not charge a battery (contact charging on stack)	Base is not properly powered	Contact/connector damage	Battery is not properly aligned on contacts
Base LED does not turn on/off	Base is not properly powered	Charging is not active	Contact/connector damage

### CARE & MAINTENANCE

Avoid using the system in extreme hot or cold conditions. Note that its operating range is 0° – 40° C (32° – 104° F). Clean your system (surface and pogo contacts) with a lint-free, non-abrasive white cloth dampened with isopropyl alcohol. Do not submerge the system in liquid or spray it with liquid. This ensures you avoid liquid from getting inside the unit and into the electronics. Please also avoid contact with sunscreen, oils and other harsh chemicals. The battery can be stored and remain charging on a base or in a stack with other batteries without harm to the battery. If stored in an idle state, always recharge the battery on a base, in a stack or from a wall adapter prior to use as a portable battery charger. For reference, a fully charged battery can remain idle for up to 12 months before needing to be recharged.

Note: Please refer to Section C under Regulatory Information, Warnings and Cautions below for more information on caring for and maintaining the system.

### WARRANTY

While we're confident you will enjoy your product, OtterSpot Wireless Charging System includes a limited lifetime warranty and will be replaced at no charge to you except for shipping, handling and applicable taxes. Learn more about our warranty statement and customer service assistance at <https://www.otterbox.com/en-us/warranty-full.html> or call (855) 688-7269.

### REGULATORY INFORMATION, WARNINGS AND CAUTIONS

For more important safety instructions and regulatory information, visit: <https://www.otterbox.com/en-us/accessory-user-guides.html>

- a. Models:
  - OtterSpot Wireless Charging System (bundle, base + 1 battery)
  - OtterSpot Wireless Battery
  - OtterSpot Charging Base
  - Power Requirements:
    - Model(s): OBFTC-0021-A (OtterSpot Wireless Charging Base); OBFTC-0024-A (OtterSpot Wireless Charging Base)
    - Input: 12VDC/5A
    - Output Contacts: 12VDC/5A
    - Output Wireless: 10W (max)
    - Model(s): OBFTC-0022-A (OtterSpot Wireless Charging Battery)
    - Input Contacts: 12VDC/5A (only while OtterSpot charging)
    - Output Contacts: 12VDC/5A (only while OtterSpot charging)



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Input Type C: 5VDC/3A; 9VDC/3A; 12VDC/1.5A

Output Type C: 5VDC/2.4A; 9VDC/1.33A; 12VDC/1A

Output Wireless: 5W / 10W

Battery Capacity: 3.8V 5000 mAh (19 Wh)

Rated Capacity (min.): 1200 mAh (10.8 Wh)

Model(s): OBFTC-0025-A (OtterSpot Wireless Charging Battery)

Input Contacts: 12VDC/5A (only while OtterSpot charging)

Output Contacts: 12VDC/5A (only while OtterSpot charging)

Output Wireless: 5W / 10W

Battery Capacity: 3.8V 5000mAh (19Wh)

Rated capacity (min.): 1200mAh(10.8Wh)

- b. FCC Statement: This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body. This transmitter must not be collocated or operating in conjunction with any other antenna or transmitter.
- Information to user:  
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. The device has been evaluated to meet general RF exposure requirements.
- ISED Canada Caution Statement:  
This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s).  
Operation is subject to the following two conditions:  
(1) This device may not cause interference, and  
(2) This device must accept any interference, including interference that may cause undesired operation of the device. Qi (Wireless Power Pack): The "Qi" symbol is a trademark of the Wireless Power Consortium.
- c. IMPORTANT SAFETY INSTRUCTIONS  
WARNINGS — When using this product, basic precautions should always be followed, including the following:  
a) Do not expose the battery to moisture or submerge in liquid.  
b) Use of a power supply or wall charger not recommended or sold with the charging base and wireless battery
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The logo for OtterSpot, featuring the brand name in a bold, yellow, sans-serif font. Below the name, the tagline "WIRELESS. FAST. PORTABLE POWER." is written in a smaller, white, sans-serif font. The entire logo is set against a solid black rectangular background.

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may result in the risk of fire or injury to persons.

c) Do not expose this device to excessive heat or place in a fire.

d) The wireless battery may become warm during charging. In the event of excessive heat, swelling or leaking, immediately discontinue use and contact the manufacturer.

e) Device contains no user serviceable parts. Do not attempt to disassemble, modify or repair this device.

f) Do not expose this device to excessive shock or damage that may crush, deform, rupture or tear the battery.

g) Do not use the wireless battery if damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.

h) Dispose of this product properly and in accordance to local disposal requirements. Do not dispose in trash or fire.

i) Failure to follow the above warnings may result in damage to persons or property, so please follow all warnings!

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## **Customer Service**

1-855-688-7269 / USA + Canada - Toll Free

[otterbox.com/support](http://otterbox.com/support)