



Q: Can fast-charging damage a smartphone's battery or shorten its life?

A: No. Smartphones have a complete set of power management protocols. In fast-charging mode, high-power charging is not maintained throughout. Instead, the power fluctuates to minimize damage to the battery.

Q: How do I activate fast charging on the Nokia Pro AC Adapter P6306?

A: When the AC adapter and smartphone or tablet support the same fast-charge protocol and the charging cable also supports fast charging, it will then be activated. The Nokia Pro AC Adapter P6306 supported fast-charging protocols include USB-IF PD3.0 and Qualcomm QC3.0/QC2.0.

Q: When charging my phone, why do I get a pop-up message that reads: "This cable or accessory is not certified and may not work reliably with iPhone"?

A: This usually occurs with an iPhone when you are either not using an original Apple charging cable or there's dirt on the cable's Lightning Cable connector. Try switching back to the original Apple charging cable or removing any dirt from the connector: you should now be able to resume charging.

Q: Why is the fast-charge status not displayed when charging my phone with the Nokia Pro AC Adapter P6306?

A: If your phone supports fast charging but does not display the fast-charging icon when charging, the charger may be incompatible with the phone's fast-charging protocol. The Nokia Pro AC Adapter P6306 supported fast-charging protocols include USB-IF PD3.0 and Qualcomm QC3.0/QC2.0. Alternatively, the connection with the data cable may be faulty.

Q: Why is my phone not charging when connected to the Nokia Pro AC Adapter P6306?

A: First, check whether the charging cable is properly inserted into the mobile device charging port. If it is, then check for any damage to the charging cable. Finally, try connecting it to another device and if it still doesn't charge, please contact our service department for further assistance. Contact information of our servicing partners can be found at the bottom of our support page: Please visit www.nokia.com/support/

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