



## **Trouble Shooting/F.A.Q.**

### **My unit doesn't seem to be working:**

First toggle the on/off button to check the solar charger's battery gauge. If 4 blue lights are illuminated and solid, the unit is fully charged and ready to use. Don't forget to toggle the on/off button to start the charging process once appropriate tips have been plugged in properly. If less than 4 blue lights are illuminated, simply place it out in direct sunlight or plug it into the wall using an A/C adapter and USB to micro USB charging cord until all 4 blue LEDs are solid and no longer blinking. If no blue lights are illuminated, the unit has been fully drained and will need to be plugged into a wall for 15-20 minutes to start the solar function, or simply leave it plugged in until all 4 blue LED lights are solid and no longer blinking.

### **My unit does not seem to charge from solar energy:**

If no blue lights are illuminated, the unit has been fully drained and will need to be plugged into a wall for 15-20 minutes to start the solar function, or simply leave it plugged in until all 4 blue LED lights are solid and no longer blinking. If the unit is being placed in a car windshield or home/office window, the charging time will increase from the normal 18-20 hours needed. All windshields have ultra violet and infrared filters in them which slow down the charging process. Direct sunlight is the best option for charging through solar energy.

### **Is my unit still charging even though the blue LED's have gone off?**

Yes, to conserve power in the interior battery, the blue LEDs will go off after 5 seconds after starting the charging process. To check to make sure the charging process is still working, simply toggle the on/off button on the solar charger or check the hand-held device to make sure the charging indicator symbol is on, indicating it is charging.

### **The iPhone 5 included connector tip is showing not compatible with my iPhone 5.**

Apple continually updates software in their phones. The included Rayvolution iPhone 5 connector tip is compatible with all updates through 2013. With the new software update from Apple in May 2014, only our newer tips are compatible with this update. Any current iPhone 5 lightning cord from Apple will work with the Rayvolution solar charger. We will continue to keep our tips as up to date as possible with Apple's software releases.