

SONY®

Troubleshooting

Wireless Charging Dock
WCH20

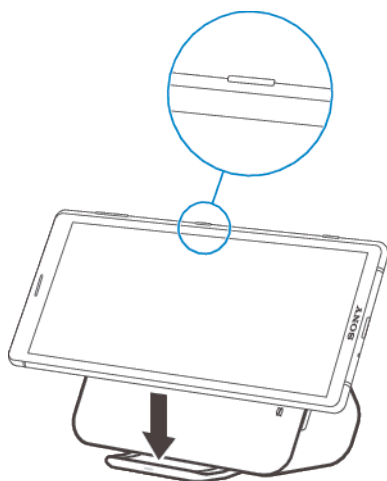
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I cannot charge my device

If your device doesn't start to charge when using the Wireless Charging Dock, try these actions one after the other. Verify after each action whether the problem was solved before trying the next one.

- Make sure that the USB cable is properly connected to the charger.
- Remove any protective case or cover from your device.
- Try moving your device slightly to the right or left.
- Check that you have placed your device with the keys facing upward when charging in landscape orientation.



There is noise coming from the charger

The cooling fan used to prevent overheating makes a slight noise while charging. This noise is not a malfunction.