Magic Cube by Powerocks FAQ’s

How do I return my Magic Cube? ShopHQ will take care of all returns. Return instructions are included with your order.

What is a Magic Cube? Magic Cube is a re-chargeable, portable battery that can be used to charge devices that use USB for charging. This can include but is not limited to: smart phones, blue tooth devices, e-readers, cameras, GPS etc.

What kind of battery is a Magic Cube? Magic Cube is a Lithium Ion battery.

How does the Magic Cube work? Magic Cube is a rechargeable battery and includes a USB cord and a micro USB cord that is attached to the unit on the bottom. It also includes an additional USB slot where you can plug in an Apple cord for charging your Apple devices. (Apple cord is NOT included) Plug the USB end into your computer or laptop to charge the Magic Cube. Use your dedicated iPhone cord or the attached Micro USB cord to charge your device (i.e. smart phone, e-reader, etc.).

Will Magic Cube charge an Android phone? Yes, it will charge most phones that use USB as a charging method including phones that use the Android operating systems.

Does Magic Cube work for iPhone5? Yes, Magic Cube can recharge iPhone 4/4S and 5 but you will need to use the USB to iPhone charging cord that came with your phone as it is not included with the Magic Cube.

Can Magic Cube charge a Kindle Fire? Yes, Magic Cube can charge a Kindle Fire to full as Kindle Fire has a 4400 mAh battery and the Magic Cube has a whopping 7800mAh.

Will Magic Cube charge an iPad? Yes, the Magic Cube will charge an iPad but if the iPad is dead it will not give a full charge as the iPad has an 11,000 mAh battery. PowerocksUSA does have batteries capable of charging an iPad to full with our 12,000 mAh Magic Cube.
**Will Magic Cube charge a laptop?** No, laptops use AC current (wall charging) and Magic Cubes charge via USB charging. It would be like trying to drive a car using oil instead of gasoline for fuel.

**Does Magic Cube have to be connected to a computer to charge?** No. Magic Cube can be re-charged using your USB port on either your lap top OR your computer but can also be re-charged using a wall outlet to USB adapter and a vehicle USB port.

**Does Magic Cube come with a wall adapter and if not does it work with a wall adapter for charging?** No, Magic Cube does not come with a wall to USB adapter and yes it can be used with a wall to USB adapter to charge the Magic Cube.

**Can I re-charge my Magic Cube using my car/RV USB Port?** Yes, you can use any USB charging port including those that come in newer vehicles this includes RV’s. You can also re-charge using a cigarette lighter with the USB port converter. It would take a long time to re-charge this way. We recommend overnight charging either by USB to wall or computer charging.

**How long does a Magic Cube take to charge my phone?** Charging times can vary but an iPhone should recharge from dead to full in approx. 1 hour if all applications are closed for optimal charging. Most phones will recharge at 500 mAh per hour. So if your phone battery is a 1000 mAh battery it would take 2 hours. To find your phone’s charging time first find out how big a battery your phone has and divide that by 500, this will give an approximate charging time for your phone.

**How long does it take to re-charge the Magic Cube?** A Magic Cube can recharge from dead to full in approximately 3 hrs.

**How many times can you re-charge the Magic Cube battery until the Magic Cube is no longer able to re-charge?** Depending on how often the battery is allowed to drain a typical Magic Cube can be used approximately 500 times or more. To get the best use out of your Magic Cube do not store in extreme temperatures as this can shorten the life span of the Magic Cube.

**How long will a charged Magic Cube hold a charge when not in use?** A fully charged Magic Cube can hold its charge while not in use for approx. 3-6 months depending on how it is stored. Do not store in extreme heat or cold.

**When charging, the light is on, does it stay on?** Yes, the light will remain on while charging.

**What do the lights on the top mean?** Each light indicates a quarter of a charge 4 dots= full, 3=3/4 full, 2=1/2 full, 1=1/4 full and dead is dead.
What is the warranty on the Magic Cube? Magic Cube has a 1 year limited manufactures warranty. For warranty details and to fill out the warranty card please look inside the owner's manual or visit www.powerocksusa.com.

General FAQ’s

What is a milliamp? There are 1000 milliamps in an amp. Amps are units used to measure electric current. A normal circuit in a house averages 15 to 50 amps. There are 1000 milliamps to an Amp. Your Magic Cube is 7800 mAh.

What is USB charging? USB stands for Universal Serial Bus and is the computer equivalent of an AC outlet and is universal. USB is typically 1V to 5V of power or 200mAh to 500mAh output for charging.

What does Lithium Ion mean? Lithium Ion batteries are the most popular rechargeable batteries today. Lithium Ions move from the negative electrode to the positive electrode during discharge and back when charging. They are the best type of battery on the market not to be confused with the lesser Lithium or Lithium-ion polymer batteries which holds less charge.

Trouble Shooting

Magic Cube is not re-charging: If you are having issues re-charging your Magic Cube check the charging source to make sure there is power going to the Magic Cube i.e. laptop is plugged into the wall or has a full battery, wall adapter is plugged into a working wall socket, some wall sockets require a light switch to be on to use.

Where are the cords for my Magic Cube? The cords are located under the cover opposite of the power button. Simple pry off the plastic cover and the cords and the extra USB port are located inside.

Magic Cube is warm when charging my phone, is this normal? Yes, Magic Cube will be warm to the touch and there is a safety chip that prevents overheating.

Powerocks/Magicstick Can Charge These Devices:

iPhone 4/4S & 5 e-Readers Android Phones Blue Tooth Devices
Cameras Gaming controllers MP3 players GPS
**Accessory Kit (440-492)**

**What comes with my Magic Cube Accessory Kit?** The accessory kit comes with an Apple 30 pin connector (iPhone 4/4S, iPad 1 and 2), USB to USB extender cable (makes recharging the Magic Cube easier), AC Adapter (plugs into the wall to charge Magic Cube), and a carrying pouch.

**What is the retail value of this accessory kit?** If purchased separately, the individual components could cost as much at $70! Making this offer a great value!

**When will the accessory kit be available to purchase?** The accessory kit will be in stock at ShopHQ the week of October 7th.

**Do I have to purchase an accessory kit for my Powerocks Magic Cube to work?** No. The Powerocks Magic Cube will work right out of the box for most devises. If you have an Apple® product you will need to use the cord that came with that devise.