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## mophie 401002829

# Mophie Juice Pack Access User Manual

Model: 401002829 | For Apple iPhone Xs/iPhone X

## INTRODUCTION

The Mophie Juice Pack Access is an ultra-slim wireless battery case designed to provide extended power and protection for your Apple iPhone Xs or iPhone X. This compact case integrates a 2,000mAh battery, offering additional hours of usage and the convenience of wireless charging. It also ensures full access to your iPhone's Lightning port, allowing you to use wired headphones while charging. The tough polycarbonate exterior with a soft-touch finish provides high-impact protection against daily bumps and drops.

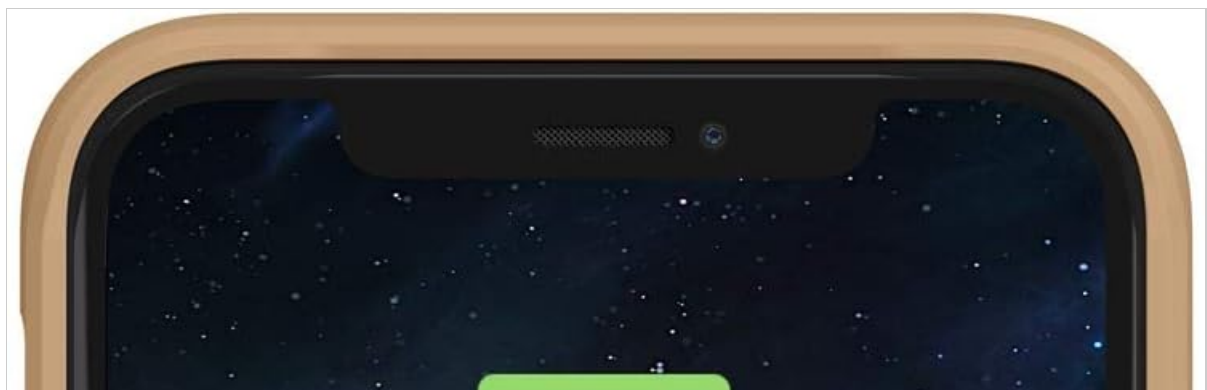
## WHAT'S IN THE BOX

- Mophie Juice Pack Access Battery Case
- Quick Start Guide

## SETUP AND INSTALLATION

### Installing Your iPhone into the Juice Pack Access

1. Separate the top cap of the juice pack access from the main body.
2. Slide your iPhone Xs or iPhone X completely into the bottom section of the juice pack access, ensuring the Lightning connector is fully engaged.
3. Place the top cap back onto the juice pack access until it clicks securely into place.



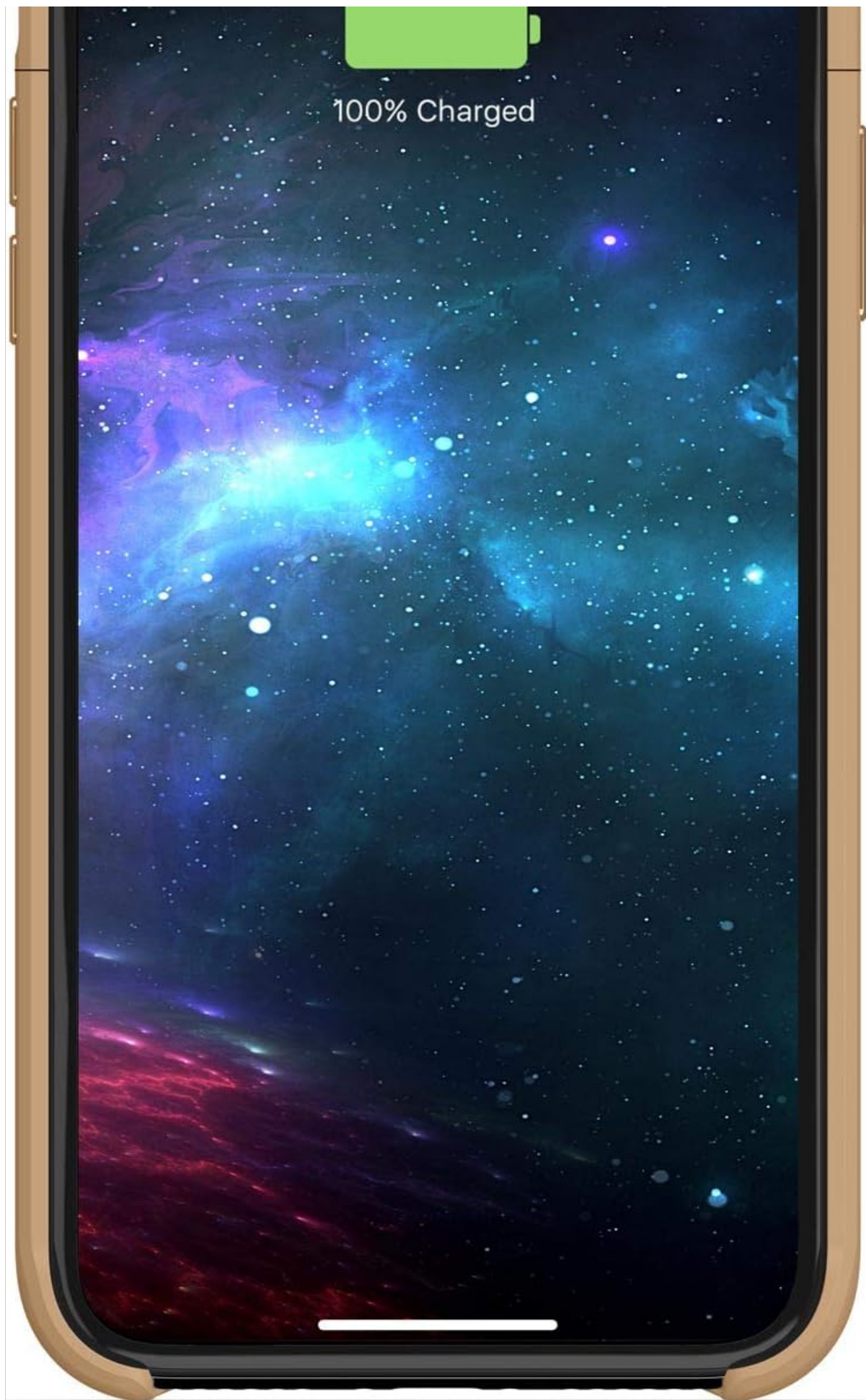


Figure 1: Front view of the Mophie Juice Pack Access with an iPhone installed, displaying a fully charged screen.





Figure 2: Side view of the Mophie Juice Pack Access, highlighting its slim profile with the iPhone securely in place.

## OPERATING INSTRUCTIONS

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### Charging the Juice Pack Access Case

The juice pack access case can be charged wirelessly or via a USB-C cable. Connect a USB-C cable to the case's port or place it on a compatible wireless charging pad. The LED indicator lights on the back of the case will illuminate to show charging status and battery level.

### Charging Your iPhone Using the Case

To begin charging your iPhone from the juice pack access, press and hold the power button located on the back of the case for a few seconds. The LED indicator lights will illuminate, and your iPhone will begin to charge. To stop charging, press and hold the power button again.





Figure 3: Back view of the Mophie Juice Pack Access, showing the power button and LED indicator lights for battery status.

## FEATURES AND BENEFITS

- **Extended Battery Life:** The integrated 2,000mAh battery extends your iPhone's battery life, providing up to 25 additional hours of usage. This translates to approximately 76 hours of music playback, 25 hours of talk time, 17 hours of video playback, or 15 hours of web browsing.
- **Wireless Charging:** Enjoy the convenience of wireless charging for both your iPhone and the juice pack access case.
- **High-Impact Protection:** A durable polycarbonate exterior is designed to dissipate impact, protecting your iPhone from drops and bumps.
- **Compact Design:** The case maintains a slim profile with a soft-touch finish, ensuring comfortable handling without excessive bulk.
- **Full Lightning Port Access:** The design allows full access to the iPhone's Lightning port, enabling the use of wired headphones or other Lightning accessories while the case is in use and charging.

## MAINTENANCE

To ensure optimal performance and longevity of your Mophie Juice Pack Access, follow these maintenance guidelines:

- Keep the case clean by wiping it with a soft, damp cloth. Avoid harsh chemicals or abrasive cleaners.
- Do not expose the case to extreme temperatures (hot or cold) or direct sunlight for prolonged periods.
- Avoid dropping the case or subjecting it to severe impacts, as this may damage the internal battery or

electronics.

- Regularly check the charging port for any debris and clean it gently if necessary.

## TROUBLESHOOTING

### Case Not Charging iPhone

- Ensure the iPhone is properly seated in the case and the Lightning connector is fully engaged.
- Press and hold the power button on the back of the case to activate charging. Check the LED indicators for battery level.
- Verify that the juice pack access itself has sufficient charge.

### Case Not Charging Itself

- If charging via cable, ensure the USB-C cable and power adapter are functioning correctly and securely connected.
- If charging wirelessly, ensure the case is correctly positioned on a compatible wireless charging pad and the pad is powered on.
- Check for any debris in the charging port that might prevent a proper connection.

### iPhone or Case Getting Hot During Charging

It is normal for the iPhone and the battery case to become slightly warm during charging. If the device becomes excessively hot, discontinue use and contact customer support.

## SPECIFICATIONS

Model Number	401002829
Compatible Devices	Apple iPhone Xs/iPhone X
Battery Capacity	2,000mAh
Dimensions	2.29 x 0.69 x 5.77 inches
Item Weight	8.8 ounces
Material	Rubber, Polycarbonate
Special Features	Wireless Charging Compatible, Full Lightning Port Access

## WARRANTY AND SUPPORT

For warranty information and customer support, please refer to the official Mophie website or the documentation included with your product. Keep your proof of purchase for any warranty claims.