

## mophie Black 20K mAh

# Mophie powerstation prime20 - User Manual

Model: powerstation prime20 (20K mAh)

Brand: mophie

## 1. INTRODUCTION

The Mophie powerstation prime20 is a high-capacity portable power bank designed to keep your devices charged on the go. Featuring a 20,000mAh internal battery, 18W USB-C PD fast charging, and the ability to charge up to three devices simultaneously, it provides reliable power for your digital life. This manual will guide you through the setup, operation, and maintenance of your powerstation prime20.





Image: The Mophie powerstation prime20, a sleek black portable power bank with USB-C and USB-A ports visible at the top, and LED indicator lights on the side.

## 2. WHAT'S IN THE BOX

Verify that all items are present in your package:

- Mophie powerstation prime20 Portable Power Bank
- USB-C to USB-C Cable (1M)
- Quick Start Guide (not included in this manual)



## USB-C Cable Included

Your powerstation comes with a 1M USB-C cable.

Image: The Mophie powerstation prime20 shown alongside its included USB-C to USB-C charging cable, coiled neatly.

### 3. SETUP AND INITIAL CHARGING

Before first use, it is recommended to fully charge your powerstation prime20. This ensures optimal battery performance and longevity.

1. Connect the included USB-C cable to the USB-C PD input/output port on the powerstation prime20.
2. Connect the other end of the USB-C cable to a compatible USB-C wall adapter (not included).
3. Plug the wall adapter into a power outlet.
4. The LED power indicator lights on the side of the power bank will illuminate to show the charging progress. All four lights will be solid when fully charged.



LED POWER  
INDICATOR



## LED Power Indicator

Four-light LED power indicator displays charging status and current battery life.

Image: A close-up view of the Mophie powerstation prime20 showing the four LED indicator lights and the power button. The lights indicate the current battery level.

### LED Power Indicator:

- **Four solid lights:** 75-100% charged
- **Three solid lights:** 50-75% charged
- **Two solid lights:** 25-50% charged

- **One solid light:** 0-25% charged
- **Flashing lights:** Currently charging

## 4. OPERATING INSTRUCTIONS

### Charging Your Devices

The powerstation prime20 can charge a wide range of USB-C and USB-A compatible devices.

1. Connect your device's charging cable to the appropriate port (USB-C or USB-A) on the powerstation prime20.
2. Connect the other end of the cable to your device.
3. The power bank will automatically begin charging your device. If not, press the power button on the side of the power bank to initiate charging.



Image: A person holding the Mophie powerstation prime20 connected to a smartphone, demonstrating portable charging. Text overlay indicates "50% charge in 30 mins".

### Fast Charging (USB-C PD)

The USB-C PD (Power Delivery) port offers 18W fast charging, capable of charging compatible devices up to 50% in approximately 30 minutes.

- Use a USB-C to USB-C cable for optimal fast charging with compatible devices.
- Ensure your device supports USB-C Power Delivery for fast charging benefits.

### Multi-Device Charging

You can charge up to three devices simultaneously using one USB-C port and two USB-A ports. The power bank provides a combined output of up to 15W when all ports are in use.



CHARGE UP TO  
**THREE**  
DEVICES

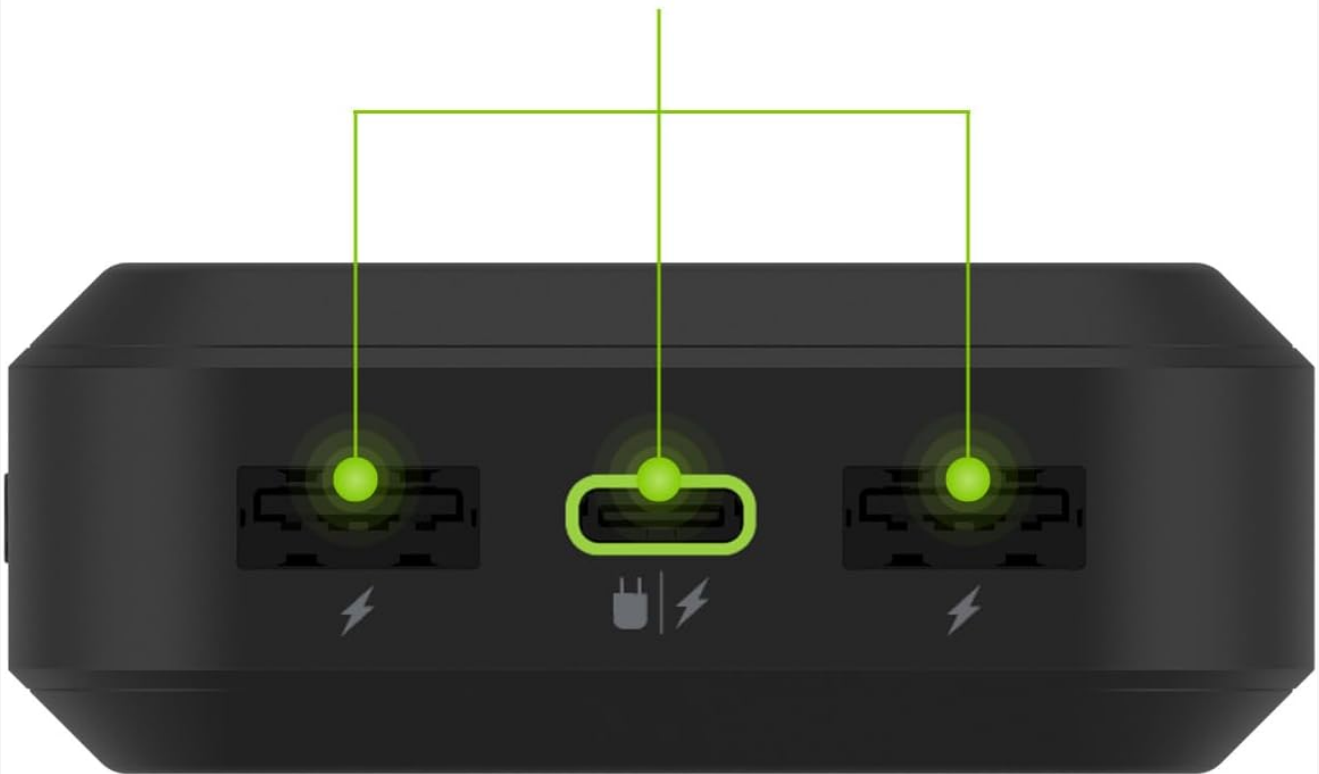


## Charge Three Devices at Once

Charge three devices at once with one  
USB-C PD port and two USB-A ports.

Image: The Mophie powerstation prime20 connected to and simultaneously charging a tablet, a smartphone, and wireless earbuds, illustrating its multi-device charging capability.

## 15W Shared Output



## Up to 15W Shared Output

2 USB-A ports and 1 USB-C PD port used simultaneously can provide a combined output of up to 15W.<sup>3</sup>

Image: A top-down view of the Mophie powerstation prime20's ports (one USB-C, two USB-A) with lines indicating a shared 15W output across all three ports.

## 5. MAINTENANCE

Proper care will extend the life of your powerstation prime20.

- **Cleaning:** Use a soft, lint-free cloth to wipe the surface of the power bank. Avoid using harsh chemicals or abrasive materials.
- **Storage:** Store the power bank in a cool, dry place away from direct sunlight and extreme temperatures.
- **Battery Health:** For optimal battery health, fully charge and discharge the power bank at least once every three months if not in regular use.



- **Avoid Drops:** Do not drop or subject the power bank to strong impacts, as this can damage internal components.

## 6. TROUBLESHOOTING

If you encounter issues with your powerstation prime20, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Power bank not charging	Charging cable or adapter faulty; power bank fully discharged; power outlet issue.	Try a different USB-C cable and wall adapter. Ensure the power outlet is working. Allow a few minutes for the power bank to respond if fully discharged.
Device not charging from power bank	Power bank low on charge; cable faulty; device not compatible; power button not pressed.	Recharge the power bank. Try a different charging cable. Ensure your device is compatible with USB charging. Press the power button on the power bank.
Slow charging	Cable not supporting fast charging; device not supporting fast charging; multiple devices charging.	Use a high-quality USB-C PD compatible cable. Ensure your device supports fast charging. Charging multiple devices simultaneously will share the output, potentially reducing individual charging speeds.
LED indicators not working	Power bank completely drained; internal malfunction.	Attempt to charge the power bank for an extended period. If still unresponsive, contact customer support.

## 7. SPECIFICATIONS

Feature	Detail
Model	powerstation prime20
Battery Capacity	20,000 mAh
USB-C PD Output	18W
USB-A Output	Up to 15W shared
Total Shared Output	15W (when all ports are used)
Dimensions	5.7 x 1 x 2.7 inches
Item Weight	14.8 ounces

Feature	Detail
Connector Type	USB Type C, USB Type A
Special Features	LED Indicator Lights, Fast Charging
Material	Up to 50% post-consumer recycled plastics

## 8. WARRANTY AND SUPPORT



Mophie products are designed for durability and performance. For information regarding your product's warranty, please refer to the warranty card included with your purchase or visit the official mophie website.

For technical support, product registration, or frequently asked questions, please visit the mophie support page or contact their customer service directly. Contact information can typically be found on the mophie website or in your product packaging.

**Online Resources:**

- Official mophie Website: [www.mophie.com](http://www.mophie.com)
- Mophie Store on Amazon: [Amazon.com/mophie](https://www.amazon.com/mophie)

### Related Documents

	<p><a href="#">Mophie Essentials Powerstation 10K: Fast Charge Portable Battery</a></p> <p>Discover the Mophie Essentials Powerstation 10K, a fast and portable power bank offering up to 3 charges for your devices. Features 20W USB-C PD fast charging, the ability to charge three devices simultaneously, and a compact design for on-the-go power.</p>
	<p><a href="#">Mophie Powerstation: Fast Charging Portable Power Bank</a></p> <p>Discover the Mophie Powerstation, a high-speed portable charger with USB-C PD and USB-A ports. Get up to 50% charge in 30 minutes for your smartphone. Features a durable fabric finish and LED power indicators.</p>



[Mophie Powerstation Plus Series User Manual](#)

User manual for the mophie powerstation plus mini, powerstation plus, and powerstation plus XL external batteries, detailing features, compatibility, charging, and care instructions.



[Mophie Powerstation External Battery User Manual | Charging Guide](#)

Official user manual for Mophie Powerstation portable chargers (mini, powerstation, XL, XXL). Covers setup, features, charging devices, battery care, warranty, and safety warnings.