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Anker A1383

Anker Power Bank 20,000mAh (Model A1383) User Manual

Your essential guide to portable power.

1. Introduction

Thank you for choosing the Anker Power Bank 20,000mAh. This device is designed to provide reliable and fast charging for your electronic devices on the go. Featuring a high capacity, multiple output ports, and a convenient built-in USB-C cable, it ensures your devices stay powered throughout your travels and daily activities.

Please read this manual carefully before using the product to ensure safe and optimal performance. Keep this manual for future reference.

2. What's in the Box

- Anker Power Bank (20,000mAh, 87W, Built-In USB-C Cable)
- Welcome Guide
- 18-Month Warranty Card

3. Product Overview

Familiarize yourself with the components and features of your Anker Power Bank.



Figure 3.1: Anker Power Bank 20,000mAh (White) showing its sleek design and integrated cable.

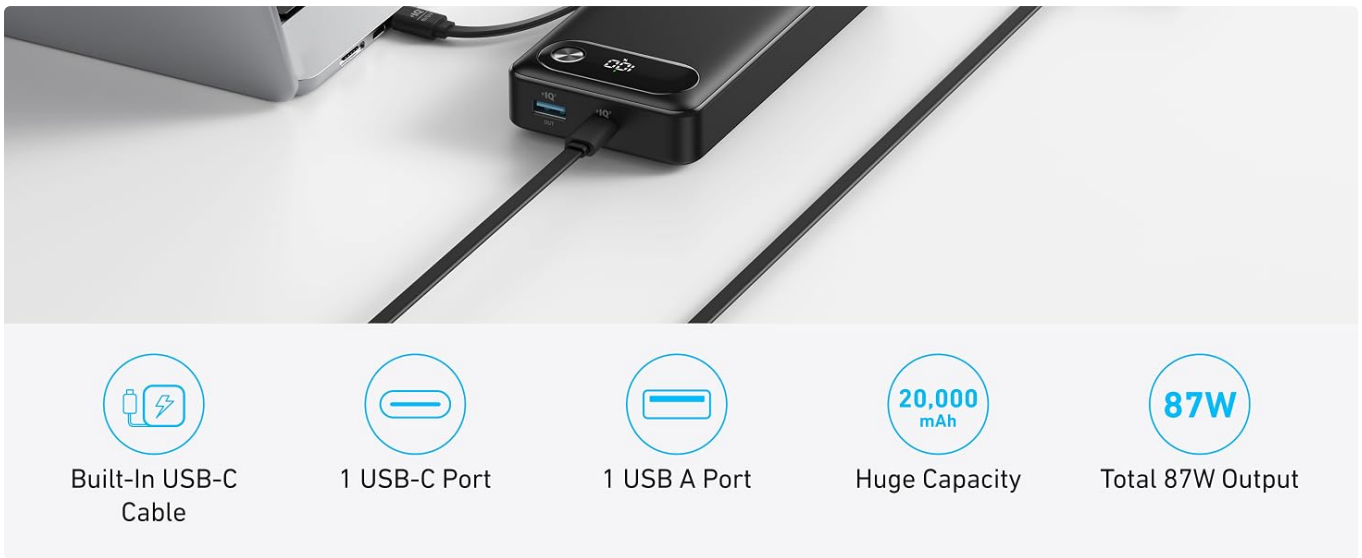


Figure 3.2: Overview of the power bank's features including the built-in USB-C cable, one additional USB-C port, one USB-A port,

20,000mAh capacity, and 87W total output.

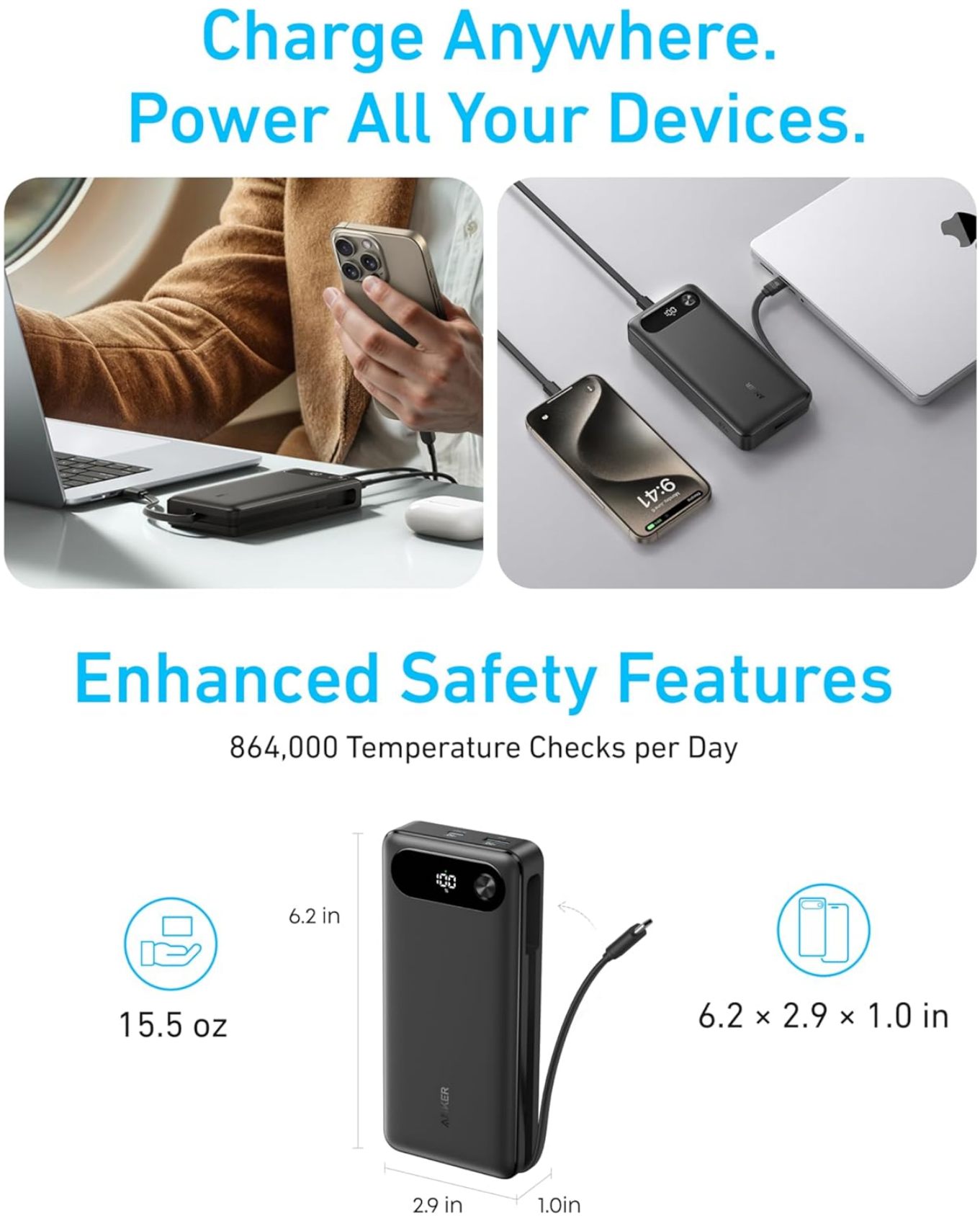


Figure 3.3: Dimensions of the power bank (6.2 x 2.9 x 1.0 inches) and its weight (15.5 oz), highlighting enhanced safety features with daily temperature checks.

4. Setup

4.1 Charging the Power Bank

1. For optimal performance, fully charge your Anker Power Bank before first use.

2. Connect a USB-C charger (not included, 65W recommended for fastest charging) to the power bank's input USB-C port.
3. The LED display will show the charging progress. A full charge takes approximately 1.5 hours with a 65W charger.

Note: *Using a lower wattage charger will increase the charging time for the power bank.*

5. Operating

5.1 Charging Your Devices

The Anker Power Bank can charge up to three devices simultaneously with a total output of 87W.

1. **Using the Built-in USB-C Cable:** Unfold the integrated USB-C cable and connect it directly to your USB-C compatible device (e.g., iPhone 15 series, MacBook Air). This cable can charge an iPhone 15 Pro to 58% or a MacBook Air to 52% in 30 minutes.
2. **Using the USB-C Port:** Connect your device's USB-C charging cable to the power bank's dedicated USB-C output port. This port can deliver up to 65W to a single device, capable of charging a 14" MacBook Pro to 50% in under 40 minutes.
3. **Using the USB-A Port:** Connect your device's USB-A charging cable to the power bank's USB-A output port.
4. The power bank will automatically begin charging your connected device(s). The LED display will show the remaining battery percentage.

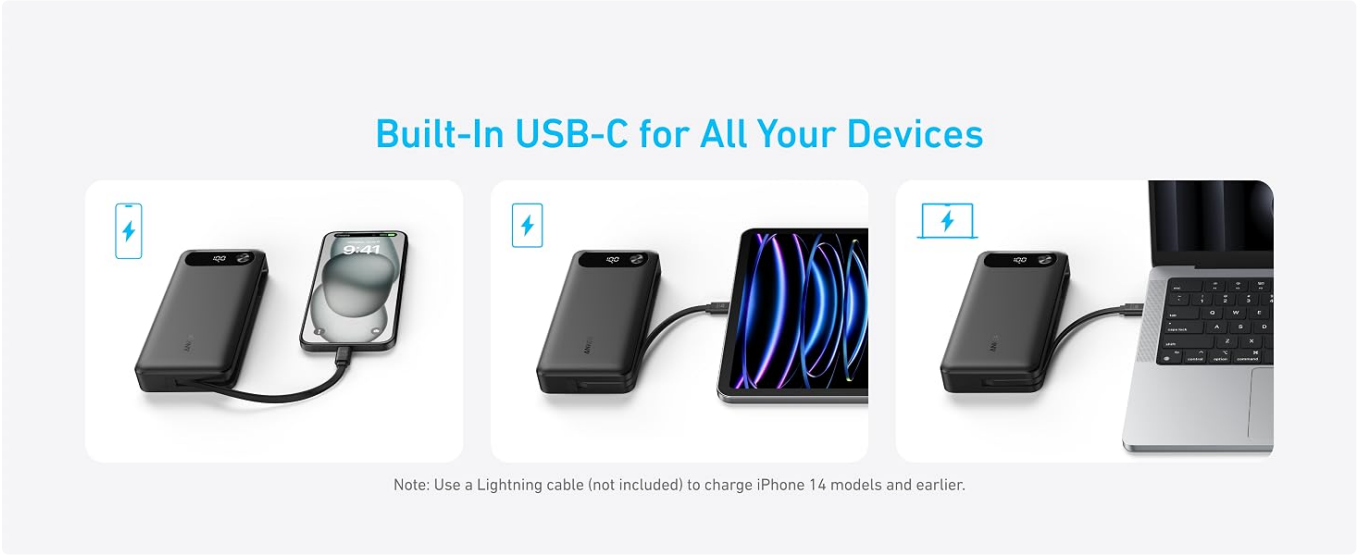


Figure 5.1: The built-in USB-C cable can charge smartphones, tablets, and laptops.

5.2 Power Bank Capacity

The 20,000mAh capacity provides multiple charges for various devices:

- Approximately 4 charges for an iPhone 15 Pro
- Approximately 3 charges for a Samsung Galaxy S24 Ultra
- Approximately 1.2 charges for a MacBook Air

Note: *Actual charging times and number of charges may vary based on device battery size, usage, and environmental factors.*

6. Features

- **87W Max Fast Charging:** Distributes 87W across three devices, with a single device receiving up to 65W for rapid charging.

- **20,000mAh High Capacity:** Provides extended power for multiple devices, ensuring you stay charged throughout the day.
- **Built-in USB-C Cable:** Offers convenient, tangle-free charging with a durable cable designed to withstand over 10,000 bends.
- **Airline Approved:** Safe for travel, meeting airline regulations for portable power banks.
- **Enhanced Safety Features:** Equipped with advanced temperature control and multi-protection systems for safe charging.

7. Maintenance

- Keep the power bank away from extreme temperatures (hot or cold) and direct sunlight.
- Store in a dry place. Do not expose to water or other liquids.
- Clean the power bank with a dry, soft cloth. Do not use corrosive cleaners or sprays.
- If not used for extended periods, charge the power bank every 3-6 months to maintain battery health.
- Avoid dropping or subjecting the power bank to strong impacts.

8. Troubleshooting

8.1 Power Bank Not Charging

- Ensure the charging cable and wall adapter are functioning correctly. Try a different cable or adapter.
- Verify that the wall outlet is active.
- Check if the power bank's input port is clean and free of debris.

8.2 Device Not Charging from Power Bank

- Ensure the power bank has sufficient charge.
- Try a different charging cable for your device.
- Verify that your device's charging port is clean and undamaged.
- Some devices may require specific charging protocols; ensure compatibility.

8.3 Slow Charging

- Ensure you are using a high-quality charging cable that supports fast charging.
- Check if your device supports fast charging.
- Charging multiple devices simultaneously may reduce the charging speed for individual devices.
- Environmental factors (e.g., high temperature) can affect charging speed.

9. Specifications

Feature	Specification
Model Number	A1383
Battery Capacity	20,000 mAh
Total Output	87W Max
USB-C Output (Single Port)	65W Max
USB-A Output	24W Max

Input (USB-C)	65W Max
Connector Type	Built-In USB-C Cable + 1 USB-C Port + 1 USB-A Port
Dimensions	6.2 x 2.89 x 1.02 inches (15.75 x 7.34 x 2.59 cm)
Weight	15.5 oz (0.44 kg)
Battery Cell Type	Lithium Polymer
Color	White

10. Warranty and Customer Support

Anker provides an **18-month limited warranty** from the date of purchase. This warranty covers manufacturing defects and ensures your product performs as expected under normal use.

For technical support, warranty claims, or any questions regarding your Anker Power Bank, please contact Anker customer service. Refer to the contact information provided in your Welcome Guide or visit the official Anker website for assistance.

Website: www.anker.com

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