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› Twelve South PlugBug 120W USB-C Charger Block: 4-Port Fast Charging Hub User Manual

Twelve South TS-2444

Twelve South PlugBug 120W USB-C Charger Block User Manual

Model: TS-2444

1. INTRODUCTION

The Twelve South PlugBug 120W USB-C Charger Block is a versatile 4-port fast charging hub designed for various USB-C powered devices, including iPhones, iPads, and MacBooks. This device features dynamic charging capabilities, a compact design with folding prongs for travel, and integrated Apple Find My technology for easy location tracking.





Image 1.1: The Twelve South PlugBug 120W USB-C Charger Block, showcasing its compact design and white/red color scheme.

2. SAFETY INFORMATION

- Read all instructions before use.
- Do not expose the device to moisture or extreme temperatures.
- Avoid dropping or subjecting the device to severe impact.
- Do not attempt to disassemble or modify the charger. This may void the warranty and pose safety risks.
- Ensure proper ventilation when in use; do not cover the charger.
- Keep out of reach of children.

3. PRODUCT OVERVIEW

The PlugBug 120W charger is equipped with several features designed for efficient and convenient charging:

- **4 USB-C Ports:** Allows simultaneous charging of up to four devices.

- **120W Power Delivery (PD):** Provides high-speed charging for compatible devices.
- **Dynamic Charging:** Automatically detects connected devices and optimizes power output per port.
- **Apple Find My Integration:** Locate your charger using the Apple Find My app on your iOS device.
- **Folding Prongs:** Enhances portability and makes it suitable for travel.
- **Compact Design:** Slim profile allows for use in tight spaces.

Super Fast Charging You Can Trust

Slim Design



GaN

Powered



Overload Protection



Fast Charging



Safe Tested Product

Dynamic charging optimizes power delivery to any device, any port.



Works with

Apple Find My

Image 3.1: Key features of the PlugBug, including GaN technology, overload protection, fast charging, ETL certification, and Apple Find My compatibility.

4. SETUP

4.1 Initial Connection

1. Unfold the prongs from the charger body.
2. Insert the charger into a standard wall outlet.

3. Connect your USB-C charging cables to the available ports on the PlugBug.
4. Connect the other end of the cables to your devices.

4.2 Apple Find My Integration Setup

The PlugBug integrates with Apple's Find My network, allowing you to locate your charger if misplaced.

1. Ensure your iPhone or iPad is running the latest iOS/iPadOS version.
2. Open the **Find My** app on your Apple device.
3. Navigate to the **Items** tab.
4. Tap the + icon and select **Add Other Item**.
5. Follow the on-screen instructions to pair your PlugBug with your Apple ID.



*Android devices are not supported.



Works with
Apple Find My

Image 4.2: The Apple Find My app displaying the location of the PlugBug charger on a map interface.

4.3 Find My Battery Replacement

The Apple Find My feature is powered by a replaceable CR2032 coin cell battery. If the Find My functionality ceases, the battery may need replacement.

1. Locate the battery compartment on the charger.
2. Using a small Phillips head screwdriver (eyeglass size), carefully remove the two tiny screws securing the battery compartment panel.
3. Gently remove the panel.
4. Replace the old CR2032 battery with a new one, ensuring correct polarity.
5. Reattach the panel and secure it with the screws.

Note: Battery life can be affected by heat. Ensure the charger has adequate ventilation during use.

5. OPERATING INSTRUCTIONS

5.1 Charging Devices

The PlugBug 120W features dynamic charging, which intelligently distributes power across its four USB-C ports based on the connected devices' needs.

- Connect up to four USB-C compatible devices to any of the four ports.
- The charger will automatically detect each device and deliver the optimal charging speed, up to a combined total of 120W.
- For fastest charging of a single high-power device (e.g., MacBook Pro), connect it to any port; the charger will allocate up to 120W if no other devices are connected or if other devices require less power.

Fast Charge 4 Devices Simultaneously



Image 5.1: The PlugBug simultaneously charging a MacBook, iPad, iPhone, and AirPods, illustrating dynamic power distribution across its four ports.

5.2 Using Apple Find My to Locate Your Charger

Once paired, you can use the Find My app to locate your PlugBug.

1. Open the **Find My** app on your paired Apple device.
2. Select your PlugBug from the **Items** list.
3. The app will display its last known location on a map.
4. If within Bluetooth range, you can tap **Play Sound** to emit an audible alert from the charger, helping you pinpoint its exact location.

Play a Sound to Track it Down



Works with
Apple Find My



Image 5.2: A user interacting with the Apple Find My app, with the "Play Sound" option highlighted to help locate the PlugBug charger.

6. MAINTENANCE

- **Cleaning:** Disconnect the charger from the power outlet before cleaning. Use a soft, dry cloth to wipe the exterior. Do not use liquid cleaners or aerosols.
- **Storage:** When not in use, store the charger in a cool, dry place. Fold the prongs for compact storage and to prevent damage.
- **Cable Management:** Avoid tightly coiling or bending charging cables at sharp angles to prevent damage to the cables and ports.

7. TROUBLESHOOTING

Problem	Possible Cause	Solution
Charger not powering on/devices not charging.	No power from outlet; loose connection; faulty cable; charger malfunction.	Verify the wall outlet is functional by plugging in another device. Ensure the PlugBug is fully inserted into the outlet. Try a different USB-C cable. Test with a different device.
Slow charging speed.	Cable not supporting fast charging; device not compatible with PD; too many high-power devices connected.	Use a high-quality USB-C cable rated for Power Delivery. Ensure your device supports USB-C Power Delivery for optimal speeds. If charging multiple high-power devices, charging speeds may be dynamically adjusted. Disconnect less critical devices to prioritize others.
Apple Find My not working or showing incorrect location.	Find My battery depleted; charger out of range; software issue.	Replace the CR2032 battery for the Find My feature (refer to Section 4.3). Ensure your Apple device's Bluetooth and Location Services are enabled. Update your iOS/iPadOS to the latest version. If the issue persists, try removing and re-adding the PlugBug in the Find My app.

8. SPECIFICATIONS

Model Number	TS-2444
Product Dimensions	4.07 x 2.36 x 1.22 inches
Item Weight	10.9 ounces
Input Voltage	120 Volts (compatible with 110V-240V with appropriate adapters, if applicable to specific model variants)
Total USB Ports	4 (USB Type C)
Wattage	120 Watts (Max)
Compatible Devices	AirPods, HomePods, MacBook, iPad, iPhone, and other USB-C compatible devices.
Special Feature	Apple Find My Integration
Find My Battery Type	1 CR2032 battery (included)

9. WARRANTY AND SUPPORT

For warranty information and customer support, please refer to the official Twelve South website or contact their customer service directly. Details regarding product registration, warranty claims, and technical assistance can be found there.

Protection plans may be available for purchase separately. Please check with your retailer for details on extended protection options.

Online Support: www.twelvesouth.com/support

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question