Instructions & FAQ

Anker SOLIX C300X Portable Power Station Instructions & FAQ

Product SKU: A1723

Keywords: C300X, Power Station

C300X:

1. FAQ

1.1 Usage Guide

Can Anker SOLIX C300 / C300X / C200X Portable Power Station power a CPAP machine?

Yes.

What should I do when using a solar charger to charge Anker SOLIX C300 / C300X / C200X Portable Power Station?

The solar input supports an 11 - 28V solar charger with an XT-60 connector. We recommend using Anker 100W / 60W Solar Panel to get the best compatibility.

How should I store and maintain Anker SOLIX C300 / C300X / C200X Portable Power Station?

When storing your portable power station, please make sure that you:
- Turn off all outputs when not in use to avoid battery power loss.
- Store in a dry and cool area.
- Check battery capacity each week. If the battery level is below 30%, charge to 100%.
- If the power station will not be used for an extended period, fully charge it to 100% at least once every three months.

Does Anker SOLIX C300 / C300X / C200X Portable Power Station have to be used upright?

Yes, the product needs to be used and stored upright.

How do I connect my power station to Bluetooth or Wi-Fi?

1. Press the IoT button once to turn on Bluetooth and Wi-Fi, and connect your devices through the app when this icon appears on the screen.
2. Press the IoT button for 2 seconds to turn off Bluetooth and Wi-Fi.
3. Press the IoT button for 7 seconds to reset Bluetooth and Wi-Fi.

Does Anker SOLIX C300 / C300X / C200X Portable Power Station need to be charged before its first use?

Before using C300/C300X/C200X for the first time, use one of these three charging methods to activate.

1. PD. Requires a charger 9V or higher.
2. MPPT. Use a solar panel with an output voltage range of 11V - 28V.
3. AC input.

What should I keep in mind when using solar panels to charge Anker SOLIX C300 / C300X / C200X Portable Power Station?

Only use solar panels between 11V and 28V with an XT60 connector. For best results, we recommend either 100W or 60W Anker Solar Panels. This product is not compatible with Anker SOLIX PS30 or other 5V⎓3A USB-C solar panels.

Can C300X be used with an expansion battery pack?

C300(X) does not support the use of expansion battery packs.

Can C200X be used with an expansion battery pack?

C200X does not support the use of expansion battery packs.

1.2 Purchase Guide

How do I obtain car charging and solar charging cables for C300?

The car charging and solar charging cables can be purchased separately. Contact the Anker support team for more information.

1.3 Product Specification

What is the max power output of the AC output ports on C300 / C300X / C200X?

The AC output ports can deliver a maximum of 300W rated power to connected devices.

Can the USB-C ports be used to charge Anker SOLIX C300 / C300X / C200X Portable Power Station (input only), or are they output only?

The USB-C1 and USB-C3 ports support output only. The USB-C2 supports output and input.

What are the dimensions of Anker SOLIX C300 / C300X / C200X Power Station?

6.46 × 6.34 × 9.45 in / 164 × 161 × 240 mm

What is the capacity of C300 / C300X Power Station?

288Wh.

What is the capacity of C200X Power Station?

230.4Wh.

What is the weight of C300 / C300X Power Station?

9.1 lbs / 4.13 kg.

What is the weight of C200X Power Station?

8.8 lbs / 4.0 kg.

What kind of battery cells does Anker SOLIX C300 / C300X / C200X Portable Power Station use?

It uses LiFePO4 batteries, which have a lifespan that is 6 times longer and can last 3,000 cycles.

What should I do when AC recharging fails for Anker SOLIX C300 / C300X / C200X Portable Power Station?

If AC charging is not working, check the screen for alerts and check if the charging cable is loose. If this appears normal, then reset the power station if it's powered on. This should allow you to continue charging.

What is the maximum solar recharge power that Anker SOLIX C300 / C300X / C200X Portable Power Station can support?

It can support 100W max solar recharge.

What is the AC input power of Anker SOLIX C300 / C300X Portable Power Station?

The AC input power is 330W. The power station can be fully recharged in 1.1 hours via the AC input.

What is the AC input power of Anker SOLIX C200X Portable Power Station?

The AC input power is 285W. The power station can be fully recharged in 1 hour via the AC input.

Are the USB-C ports for C300 input (charging) only? What is the output power of the USB-C1 and USB-A ports?

The USB-C1 and C3 ports are output only. The USB-C3 port is input and output.

The maximum output of the USB-C1 and USB-A ports is 20W when used simultaneously.

The maximum output of the USB-C1 port is 15W when used alone.

The maximum output of the USB-A port is 12W when used alone.

What is the maximum power output of the AC outlets on C300?

The AC outlets can deliver a maximum of 300W rated power to connected devices (600W with SurgePad). All AC outlets support SurgePad.

What are the differences between C300 and C300X?

C300 is gray and available for purchase online. C300X is black and is available for purchase in-store.

How long does it take to fully charge C300 / C300X to 100% using the USB-C2 port?

The USB-C2 port provides a maximum of 140W, and it takes approximately 2.4 hours to charge C300 / C300X to 100%.

How long does it take to fully charge C200X to 100% using the USB-C2 port?

The USB-C2 port provides a maximum of 140W, and it takes approximately 1.9 hours to charge C200X to 100%.

How long does it take to fully charge C300 / C300X to 100% using a 100W solar panel?

It takes approximately 3.2 hours using a 100W solar panel.

How long does it take to fully charge C200X to 100% using a 60W or 100W solar panel?

With a 60W solar panel, approximately 4.2 hours.

With a 100W solar panel, approximately 2.5 hours.

2. Troubleshooting

How do I reset Anker SOLIX C300 / C300X / C200X Portable Power Station?

If your power station isn't working correctly, insert a paper clip or pin into the reset hole for 1 second for a factory reset. If the power station still doesn't work, please contact support@anker.com.

Why is Anker SOLIX C300 / C300X / C200X Portable Power Station not working after it hasn't been used for a long time?

If the power station is stored at a low charge for a long time, the lithium batteries may self-discharge, which can reduce their performance and lifespan. If this occurs, fully charge the power station before use.

What should I do if I receive a USB-C PD overload error message on Anker SOLIX C300 / C300X / C200X Portable Power Station?

Please ensure the firmware is up to date. If the issue persists, please send us the serial number, located on the base of the power station. It consists of digits and characters such as SN: ABC123XXX. We will then push a new firmware specifically for your C300 / C300X / C200X.

What can I do if the app cannot connect, or disconnects after connecting?

Bluetooth and Wi-Fi Cannot Connect

1. Press and hold the IoT button for 7 seconds to turn off Bluetooth broadcasting, then press it briefly to turn broadcasting back on. Try reconnecting and check if the connection is successful.
2. If the connection still fails, try using another phone to connect—preferably one with a different operating system (e.g., if you were using Android, try an iPhone).
3. If the issue persists, please provide the following information:
- Device SN.
- Your email address (only for private email users).
- App logs and device logs.
- A video of the network setup process.
- Your phone model and version, connection distance, and a description of the usage scenario.

Bluetooth Connects, but Wi-Fi Cannot Connect

1. Confirm that the Wi-Fi password you entered matches your router password. Ensure there are no extra spaces.
2. After successfully connecting to Bluetooth, proceed with Wi-Fi setup. Check for your own router name. If it cannot be found, check if the router supports a 2.4 GHz network. Use your phone to enable 2.4 G and confirm if the hotspot can be detected. If using an iPhone hotspot, enable "Maximize Compatibility."
3. Confirm that the region you registered in matches the region you are using. The app interface also displays the time zone; log out of the app, and the time zone will be shown in the upper-right corner.
4. Use another device to connect to Wi-Fi and confirm if the Wi-Fi is functioning properly.
5. If other devices connect successfully, check the distance between the router and the device. Try placing the device closer to the router.
6. If Wi-Fi still cannot connect, please provide the following information:
- Device SN.
- Your email address.
- App logs and device logs.
- A video of the network setup process (screen recording during operation).

- Your phone model and version, router model, connection distance, and a description of the usage scenario.

What can I do if the firmware update fails?

Please ensure the device is connected to a stable network and retry the update.

If the update still fails, please provide the following:

- Device SN.
- Your email address (only for private email users).
- The exact time when the issue occurred.
- A short video demonstrating the issue.
- Upload the device logs and APP logs for further analysis by the product team.

What can I do if I'm unable to charge Anker SOLIX C300 / C300X / C200X Portable Power Station through the XT-60 port?

1. Please check and confirm whether the input voltage from the solar panel is within 11 - 28V.

2. If the voltage is above 12V, try using a car cigarette lighter socket, another solar panel, or another DC input to check if charging is possible. If charging works, it indicates an issue with the connection cable. If you are using an adapter cable or extension cable, please provide the wiring method, as the positive and negative terminals may be reversed.

3. Please confirm whether charging is possible when connecting the solar panel after shutting down the device, and whether charging works when connecting the solar panel while the device is powered on. If charging works when the device is off but not when it is on, it is likely that circuit U8 has an issue. We will provide a new firmware update for you.

4. Please connect your phone to the app, connect to Wi-Fi, and upload the app logs and device logs.

What can I do if I'm unable to charge Anker SOLIX C300 / C300X / C200X Portable Power Station through a 12V DC car socket or intermittent charging?

1. Check the power level on the power station (it must be above 2%). If it is below 2%, please charge the power station first.

2. Check the LCD screen for high/low temperature warnings or overload marks. If a warning is displayed, allow the power station to cool down until it returns to normal temperature.
3. Turn on the car socket button, plug a car charger into the car socket, and try charging your phone to see if it works.

If the issue persists, please provide the following information:

- A video illustrating the issue.
- Connect your phone to the app, connect to Wi-Fi, and upload the app logs and device logs.

What can I do if C300 / C300X / C200X Power Station AC output port cannot charge my device?

1. Please check the battery level information and confirm whether the battery level is greater than 2%.

2. Please check the LCD screen for high/low temperature or overload warnings:
① Overload warning: If the overload icon appears, check the load condition. Disconnect the load, turn the inverter off and on again, and observe whether there is output. Also, check whether other output ports are functioning normally.
② High / low temperature warning: Enter test mode to check the inverter temperature or battery cell temperature.
③ Load size: Confirm the load size. If the load is less than the power threshold of the energy-saving mode, connect to the app, disable the inverter energy-saving mode, and test again with the load to see if the output still shuts off automatically.

3. If disconnecting the load does not restore the inverter output, and there are no high/low temperature warnings, and other output ports are functioning normally, try shutting down and restarting the device to check if the output is restored. If restarting does not work, press the reset button and check again.

4. If none of the above steps resolve the issue, the inverter is faulty.

5. Please connect your phone to the app, connect to Wi-Fi, and upload the app logs and device logs.

What can I do if C300 / C300X / C200X Power Station cannot charge through the AC input port?

1. Please check the battery level information to confirm whether the battery is already fully charged.

2. Please check the LCD screen for high/low temperature warnings:
① No warning: Try using a different cable to charge.
② High / low temperature warning: Enter test mode to check the inverter temperature or battery cell temperature. Wait for the warning icon to disappear, then reconnect to AC power for charging.

3. If the above steps do not resolve the issue, connect your phone to the app, connect to Wi-Fi, and upload the app logs and device logs.

4. Press the reset button and try charging again. If it still does not work, the inverter is likely faulty.

What do I do if C300 / C300X / C200X Power Station's USB-C output port cannot charge my device?

1. Please check the battery level information to confirm whether the battery level is less than 2%.

2. Check the LCD screen for high/low temperature warnings. If there is a warning, wait for it to disappear before using the port.

3. Connect to the app and check for warnings when using the USB-C PD port:
① No warning: Try using a different cable or device.
② Warning present: Connect your phone to the app, connect to Wi-Fi, and upload the app logs and device logs.

4. Test another USB-C PD port to confirm whether other ports can discharge to the same device.

5. Shut down the power station and restart it. Check if the output is functioning normally. If restarting does not resolve the issue, press the reset button and check again.

6. Please provide the model and specs of the device you are using.

What do I do if C300 / C300X / C200X Power Station cannot be charged through the USB-C port?

1. Please confirm the model of the charger you are using. Check if it only supports 5V charging or if it is an A-to-C charger, as these do not support 5V and QC protocol charging.

2. Please try using a different cable and charger for charging. It is recommended to use a charger with a power output of 60W or higher.

3. If the issue persists, please connect your phone to the app, enable Wi-Fi, and upload both the app logs and device logs for further troubleshooting.

What can I do if charging C300 / C300X / C200X Power Station through USB-C is slow?

1. Confirm the model of the charger you are using. Check if the charger has a low power rating. Check whether the cable supports the PD 3.1 protocol and can handle 5A or a higher current.

2. Try using a different cable and charger. It is recommended to use a charger with a power rating of 60W or higher.

What can I do if the USB-A output port cannot charge my C300 / C300X / C200X properly?

1. Try a different cable to your phone via the USB-A port.
2. Try to charge another phone via the USB-A port.
3. Send us a video illustrating the issue.

When charging my device, the power station's screen shows abnormal battery level fluctuations. What should I do?

1. Use a needle or pin to press the reset button.

2. Charge it to 100%, then discharge it to 10%. Perform these steps 2-3 times to see if the same issue reoccurs.

3. If the issue persists, please connect your phone to the app via Wi-Fi, and upload both the app logs and device logs.

Anker SOLIX C300 / C300X / C200X Power Station's screen shows abnormal battery level fluctuations while self-charging. What should I do?

1. Use a needle or pin to press the reset button.

2. Discharge it to 10%, then recharge it to 100%. Perform these steps 2-3 times to see if the same issue reoccurs.

3. If the issue persists, please connect your phone to the app via Wi-Fi and upload both the app logs and device logs.

What do I do if the power station's display is abnormal?

1. Shut down the power station and try again. Keep pressing the LED button and press the Display button 3 times to shut down the power station. Then, recharge the Power Station for 1 minute using the supplied AC adapter, and check if the LCD screen works.

2. Please charge it to 100%, then discharge it to 10%. Perform these steps 2-3 times to see if the same issue reoccurs.

3. If the issue persists, please offer us the following information:
   - A video illustrating the LCD issue.
   - Connect your phone to the app via Wi-Fi, and upload both the app logs and device logs.

What do I do if the power station cannot be turned off?

1. Please confirm whether the charging cable is plugged in.
2. Unplug the charging cable and manually turn off the device. Confirm whether it can shut down normally.
3. If it still cannot be shut down, connect your phone to the app, connect to Wi-Fi, and upload both the app logs and device logs.

What can I do if C300 / C300X / C200X Power Station cannot be turned on?

1. Confirm whether this is the first time you are using the product. For first-time use, the device must be activated by connecting a charger. Activation methods:
   ① PD charging activation: Requires a 9V or higher charger.
   ② MPPT charging activation: Requires a solar panel with an output voltage range of 11 – 28V.
   ③ AC charging activation: Only available for model A1722.

2. If the device has been used before but cannot be turned on via the button, check if it can turn on when connected to a charger. After turning it on, unplug the charger

and confirm whether it can remain powered on. Check whether a solar panel exceeding 28V was connected.

3. If the issue persists, use a small pin to press the reset port. After releasing it, press and hold the main power button for 3 - 5 seconds and see whether the device turns on.

4. If none of the above steps work, connect the charger, connect your phone to the app, set up Wi-Fi pairing, go to the settings page, and upload both the app logs and device logs.

What can I do if the power station is overheating?

1. The battery cells are designed to safely operate at temperatures up to 60°C. This is within the safe usage range of the battery cells. However, we recommend allowing C300 to cool down after charging or after using it to power high-demand devices. Continuous high-power charging and discharging can lead to heat accumulation, causing the temperature to rise more noticeably.
2. If the battery temperature of C300 / C300X / C200X remains consistently high, we will assist you with warranty processing and provide a replacement order.