Troubleshooting Guide and FAQ

PS-10CC

Troubleshooting

Connected device is not charging:

1. Check the status of the LED light for the USB-C power input of the PS-10CC and ensure it is blue. If the light is red, see below under the "Red LED light(s)" section.
2. Next, check the LED light for the port the device is attached to. If the light shows purple then the device is still waiting to be charged in priority order. If the light shows blinking blue the device should be charging, however, it may take up to 5 minutes for the LED lights to update to reflect the current status.
3. If there is no light please disconnect and reconnect the device to the USB-C port on the PS-10CC.
4. If disconnecting and reconnecting doesn't help and there is still no light then next please try a different cable between the PS-10CC and device.

Red LED light:

1. If the red light is on the power input USB-C port for the PS-10CC then the power adapter or USB-C cable between the power adapter and PS-10CC is incompatible. Please try a different USB-C power adapter referring to the specifications on our compatibility tab above and/or try another USB-C cable between the USB-C power adapter and PS-10CC.
2. If the red light is on one of the ten priority USB-C charging ports then this indicates that the attached device is trying to draw too much power from the USB-C port on the PS-10CC and that the PS-10CC has disabled this port. Disconnect and reconnect the device to the USB-C port on the PS-10CC. If disconnecting and reconnecting does not help, next try using a different cable to connect the device to the PS-10CC.

Charging doesn't get past one device:

1. Ensure the device is in a sleep or low-power idle (sleep) state, or fully powered off. Some notebook computers, for example, may draw enough power when idle to prevent the charging station from detecting the device as charged and it will continue to provide power to this device.

2. Continuous power devices like USB lights, fans or running notebook computers are not recommended for use with this charging station. Devices should be powered down or in a low-power idle (sleep) state.
3. Windows and macOS systems may periodically power on to check for updates. For example, Windows systems may default to installing updates and rebooting at 3:00AM local time and when the system changes power states this can cause the charging station to reset the charging order and restart from the first device. If interruptions, especially overnight, are occurring about once per week please check your Windows Update settings and either schedule a different time for updates, or shut the computer down completely before charging (Start menu > Power Icon > hold the Shift Key and select Shutdown)

FAQ

Q: Does this charge all connected devices at full wattage at the same time?

A: No, the PS-10CC charges connected devices in priority order from left to right, the first device begins charging and unused power is allocated to the next device(s) in priority order.

Q: How long does it take to charge all connected devices?

A: Charging time depends on multiple factors including the input power, the number and type of connected devices, and their current charged state. At most this will take as much time as it would normally take to charge each device sequentially from the same power supply, however most devices will not fully utilize a power source when charging so we expect that multiple devices will charge simultaneously reducing the overall charging time by 1/2 to 1/3 of the sequential charge time.

Q: Can it charge devices simultaneously?

A: Yes! If a USB-C Power Delivery (PD) power supply with sufficient wattage is connected the PS-10CC has the capability to charge multiple devices simultaneously. This will be highly dependent on the power supply wattage (18W to 100W) to the charger, as well as the connected devices and their power requirements. So the specific number of devices charging concurrently will vary.

Q: Does it provide sufficient power for laptops?

A: The PS-10CC has the capability to power laptops if a USB-C Power Delivery (PD) power supply with sufficient wattage is connected to the PS-10CC. For laptops it is recommended to always use the highest wattage USB-C PD power supply available to ensure efficient charging.

Q: Does it come with a power cord or do I need to purchase one separately?

A: No, the PS-10CC does not include a USB-C to USB-C cable for connecting to a USB-C Power Delivery (PD) power supply. It is expected that most users already own a compatible USB-C cable. If you do not have a USB-C cable available then you will need to purchase one separately.

Q: Can it be powered from USB-A?

A: No, the PS-10CC requires a USB-C to USB-C connection between the charger and a USB-C Power Delivery (PD) power supply (supports 18W to 100W USB-C PD input).

Q: Can it be powered from my computer's USB-C port?

A: No, PS-10CC cannot be powered from a computer. This is because a computer's USB ports are incapable of offering enough power to the charger.

Q: Is the PS-10CC a USB power bank, and does it contain a battery?

A: No, the PS-10CC is not a power bank or portable charger and does not contain a battery. It intelligently distributes power from a single USB-C Power Delivery (PD) power supply to charge multiple devices efficiently and will not work without a USB-C PD power supply connected.

Q: Can it power a Raspberry Pi, or other IoT devices?

A: No, The PS-10CC is not designed for devices that need uninterrupted power. Because it charges in priority order if one of these devices occupies a priority port, other connected devices may not charge, or worse—it may unexpectedly lose power when the charger moves to the next port. So it is not recommended to connect a device like a Raspberry Pi.

Q: Can it power my laptop 24/7?

A: No, while the PS-10CC can charge a laptop, it's not meant to continuously power one. If used this way, the laptop may prevent other devices from charging, or the charger may shift priority, causing the laptop to run on battery and drain unexpectedly.

Q: Can it power my USB powered accessories?

A: No, the PS-10CC is designed for charging, not powering devices long-term. Some USB-powered accessories, such as fans, LED lights, and speakers, may not function as expected and may cause other devices connected to the PS-10CC to not charge.

Q: Can I use my existing laptop USB-C Power Delivery power supply/charger with the PS-10CC?

A: Yes! The PS-10CC is compatible with USB Power Delivery (PD) power supplies from many vendors, with most laptop computers including a power supply they are a good choice for powering the PS-10CC with a charger that you may already own (supports 18W to 100W USB-C PD input).

Q: Will my devices be overcharged, shortening the lifespan of my devices' battery?

A: No, devices "pull" power from a charger rather than a charger "pushing" power to them, so the PS-10CC cannot overcharge your devices as it is ultimately up to the attached devices' battery charging controller to decide if and how fast to charge, and when to stop charging.

Looking for more information? Additional FAQs and product details are available on the Plugable product page: https://plugable.com/products/ps-10cc#nav-get-started