

## Inductive charging: Charging process terminated with Samsung phones

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Function group	82.70 Telephone, Voice-control-system(VCS)
Date	12-14-2017
Validity	Model 222 / 213 / 217 / 257 / 238 with code 897 / 898 / 899
Reason for change	

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### Complaint:

The charging process for the Samsung phone is aborted.

The display shows the message "Wireless charging not possible. The phone is too hot."

### Cause:

The rechargeable battery management function for the battery temperature has been reduced by Samsung from 60 °C formerly to 50 °C.

Excessive load on the phone processor, e.g. from using power-intensive apps while charging, causes the phone to heat up. If a temperature  $\geq 50$  °C is reached during this process, the phone terminates the charging process.

### Remedy:

Reduce the processor load of the phone:

- Close all apps
- Set the performance mode of the phone to "Optimized" (Settings > Device Maintenance > Performance Mode > Optimized (recommended))

### Note:

Replacing parts does not remedy the complaint

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			820DE EN	