

From: james | personal genius <[REDACTED]>

To: J <jeevacation@gmail.com>

Subject: Re:

Date: Fri, 16 Nov 2018 16:59:14 +0000

If the phone isn't charging, try a different cable & power source. The power brick from your old iPad Pro should charge it faster than the one that came with the iPhone.

A damaged charger or cord could cause the phone to stop charging if the voltage varies too much. The phone would kill the charge to prevent the port from being fried.

On the iPhone > Settings > Battery > Battery Health will tell you if the battery is compromised or failing from a hardware issue.

It's possible, but extremely unlikely, that the new phone's battery is badly mis-calibrated and is interpreting a full battery as 30%. The fix for that would be to drain the phone battery until the phone shuts off, then plug it in and leave it plugged in until the battery is fully charged.

Mis-calibration usually only occurs after a year or more of use tho, and usually manifests as the phone thinking it has more charge than it does. This would be an extreme fringe case if that's the cause.

Thank you,

James Ce

your Personal Genius

□ Certified Support Professional 10.6
[REDACTED]

On Nov 16, 2018, at 9:26 AM, J <jeevacation@gmail.com> wrote:

The battery on the new phone doesn't get past 30 percent charge

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please note

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