
Charging

The Resurgence package says that I have high-speed charging, but the case is charging my phone at a normal speed.

High-speed charging requires the use of an Apple-certified iPad wall charger, which charges the case and phone at the same time.

What is the fastest way to charge my case?

Always use the USB cable provided with the Resurgence case to connect to a power source. The table below shows the recommended charger types.

Charger type	Relative charging times
Apple keyboard (0.5 W)	Not compatible — will not charge
Mac/PC (2.5 W)	Longest charge cycle (up to 10 hours). Charges the phone first, then the case.
Apple-certified iPhone wall charger (5 W)	Delivers more current and a faster charge cycle (up to 5 hours). Charges the phone first, then the case.
Apple-certified iPad wall charger (10–12 W)	Delivers the most current and the fastest charge cycle (up to 3 hours). Charges the phone and case together.

Why won't my case charge the phone to 100%?

How fast and how far the Resurgence charges your phone depends on:

- How much charge is on the Resurgence case
- How you use your phone while charging with the Resurgence case
- How low the charge is on the phone battery

If you use the phone for music, streaming video, mapping or other uses, the case may deplete its charge before the phone can reach 100%.

In addition, when the phone is completely discharged or has very low charge remaining, it is not possible for the Resurgence case to bring the phone back to 100% even if the case is fully charged. Lithium ion batteries last longer when they are recharged before the charge gets too low. For best results, use your Resurgence case to keep the phone battery as full as possible.

Why does my case still show that it is charging when my phone is at 100%?

Sometimes the iPhone's battery meter shows 100% when the phone charge is between 99% and 100%. The case will continue to charge the phone to 100% before it turns off (usually about 10 minutes or longer if you use your phone during charging). The case monitors whether the phone is still drawing current. When the phone stops drawing current from the case, charging is complete and the case will stop charging. For more information about your iPhone battery and how it works, visit <https://www.apple.com/batteries/>

Why won't my phone/case charge when I plug into my Mac keyboard USB port?

The Resurgence case requires a specified minimum current for recharging the case battery. The Mac keyboard does not provide the required level of current, so you may experience irregular results, such as no charging or no "da-dink" from the iPhone. OtterBox recommends using an Apple-certified iPhone or iPad wall charger, a PC or a Mac with the provided USB cord for charging.

Any other configuration may result in:

- Unusual LED behavior
- Slow or no charging
- "Accessory not found" error on the phone

Can I use a USB hub to charge my Resurgence?

The Resurgence case was designed to charge with the USB cord provided by OtterBox while connected to a Mac or PC, an Apple-certified iPhone or iPad wall charger. Other charging configurations may have unpredictable results, such as:

- Unusual LED behavior
- Slow or no charging
- "Accessory not found" error on the phone

Why won't my Resurgence case recharge?

Make sure that you are using the USB cord provided with your Resurgence case while connected to a Mac or PC, an Apple-certified iPhone or iPad wall charger. Other USB cord or wall charger configurations may work, but may have unpredictable results or behavior, such as:

- Unusual LED behavior
- Slow or no charging
- "Accessory not found" error on the phone

Why won't Resurgence charge my phone when my phone has been dead for a while?

A phone that is dead and has been discharged for a while will not start to charge right away when you put it in a Resurgence case.

Instead, connect the case and phone to a power source for one to three minutes. After that, you should be able to unplug from the power source and continue to charge the phone with the case.

LED behavior

I pressed the LED button on the case, but nothing happened. Is my case dead?

The button on the power case has three actions.

- A short press-and-release shows the level of charge in the battery case.
- A longer press (between 1 seconds and 5 seconds) toggles the charge state on or off. For example, if the case is charging your phone, a long press turns charging off.
- A press longer than 5 seconds is treated as accidental. No action is taken by the case.

What to try:

Charge the battery case for about 20 minutes and try again. If the battery is healthy, the LEDs will respond to a shorter press or connecting the case to the charger. If the LED button does not respond, contact OtterBox.

Note: Use only the supplied cable and an Apple-certified iPhone or iPad wall charger.

Case Fit

My case won't close with the screen protector on my phone. Is there another screen protector that I can use?

The Resurgence case was designed to be protective without a screen protector.

However, many of our customers requested that we consider adding a screen protector. To respond to our customers needs, we offer a Clearly Protected Vibrant screen protector compatible with the Resurgence case. We also offer an Alpha Glass screen protector compatible with the Resurgence case.

Visit otterbox.com for more information.

Why does the case cause my phone to shut down?

The presence of a screen protector not designed for Resurgence can cause the case to put pressure on the phone's power button.

Also, make sure that the lid is completely seated on the back of the case. Look for:

- Tabs that are showing along the sides
- Bulges along the sides of the case
- Even spacing between the top and bottom halves of the case

If any of these are present, the case lid is not seated correctly. Remove the lid and try again.

Troubleshooting

Why doesn't my phone sync with my Resurgence case on?

Make sure that you use only the USB cable provided with the Resurgence case when charging and syncing with a PC or Mac. Some things to check include:

- Syncing the bare phone to the computer with a lightning connector
- File size. Large file syncing, such as photo syncing with iPhoto, may cause problems when the phone is in the case
- iOS version on your phone. The Resurgence case was developed for iOS 7 and above
- iTunes autosync and sync versus cloud backup

My case is getting very warm while it charges my phone. Will it hurt my phone?

It is normal for the Resurgence case to feel warm when it is charging your phone. However, the case is designed to stop charging if the temperature gets too high.

There are some situations that can make the battery case stop charging due to high temperature. Try to avoid these situations while charging the phone with the battery case:

- Leaving the Resurgence case and phone in a hot car or direct sunlight
- Carrying your Resurgence case and phone in a pocket or closed purse where heat can build up

Why do I sometimes see "Accessory Not Found" with my Resurgence case?

First of all, this message should not prevent the power source from charging the case. The message usually appears when the phone cannot detect enough current coming from the case. The most common scenarios for this message are:

- You plug your case and phone into a power source to recharge the case after the case is fully charged
- You are recharging the phone and case together with a PC or Mac
- You are recharging the phone and case together through a USB hub
- You are not using the USB cable that came with your Resurgence case

What to try:

- Clear the message and continue to charge the case
- Unplug the case from the power source, then reconnect it
- Try a different power source (Apple-certified iPhone or iPad wall plug)
- Make sure you are using the USB cord supplied with your Resurgence case