



Nice chatting with you.

Case ID: [101658505903](#)

Here's the transcript of your chat with Apple Support:

20/03/2022, 22:39:36

Duration 20 minutes 47 seconds

Abigail

Thanks for contacting Apple Support. How can I help you?

Abigail

Hello Ashan! Nice meeting you today, I hope you are doing great! Welcome to Apple chat support, and thank you for chatting in. How can we be of assistance to you today?

Ashan Hansaka

Hi Abigail

Ashan Hansaka

Im doing great how about u?

Ashan Hansaka

I want to know is it okay to charge my 13 inch MacBook Pro with 65W charger

Abigail

Glad to hear you are well. I am doing good myself, thanks for asking. Just to ensure we are on the same page, is it that you wish to know if its okay to use a higher wattage charger with your Mac ?

Ashan Hansaka

yeah

Ashan Hansaka

original charger is only 61W

Abigail

Thanks for confirming, I'd be happy to assist.

Abigail

You can use a higher wattage charger to charge the Mac however keep in mind that this will not make the Mac charge any faster or perform any better. The Mac will take the power it needs from the charger and discard the rest.

Abigail

Is it that your original charging adapter is damaged Ashan?

Ashan Hansaka

No

Ashan Hansaka

Im using a monitor for my works, when it is connected to laptop, it is also provide power delivery to the laptop

Abigail

Ah I see. Could you confirm the version of MacOS that is installed on your Mac for login purposes please? You can find that by clicking on the Apple Logo in the upper left corner, then selecting "About This Mac". There should be a version number (10.XX.XX).

Ashan Hansaka

there is no way to turn of that in monitor

Ashan Hansaka

it is 12.3

Abigail

Thank you. Is there anything else I can assist you with today?

Ashan Hansaka

yeah

Ashan Hansaka

is it okay to keep the MacBook plugged in all the time?

Ashan Hansaka

since im always using the monitor it is always plugged in

Abigail

It's not possible to "overcharge" your MacBook battery by leaving it plugged in. If you leave it plugged in all of the time, the battery won't overheat or damage any other components however in the long run you battery life may start to be affected

Ashan Hansaka

oh ok

Ashan Hansaka

but I noticed some heat in the morning

Ashan Hansaka

battery was fully charged at that time

Abigail

Do you mean the Mac was hot to the point where it would burn u?

Abigail

You *

Ashan Hansaka

nope not that much, but it was noticeable and hot enough to distract me

Ashan Hansaka
ventilated means?

Abigail

The fans are kept clear, the Mac is on a flat smooth surface at all times, the temperature is within acceptable ranges etc

Ashan Hansaka
yeahh

Abigail

Okay and is the Mac powered off once its not being used and was there anything power intensive being done on the Mac at the time?

Ashan Hansaka

I was running docker and sharing the screen of my 4K monitor in a zoom meeting

Abigail

Ah I see, Docker is fairly power intensive so it may be the reason as it would pull on a lot of the Mac's power plus you were using the Mac with the monitor and in a video meeting.

Abigail

Are all apps up to date on the Mac Ashan?

Ashan Hansaka

There are some apps needed to be updated which I don't use

Abigail

I would recommend that you update them regardless, though you do not use them keeping all software up to date helps the Mac to perform at peak. Are you comfortable from here Ashan?

Ashan Hansaka
yeah

Abigail

Thanks for contacting Apple support. Your case number is 101658505903, you can use this to chat back in if you have any further concerns. It was a pleasure talking to you today Ashan. We love having you be apart of the Apple family! Stay safe!

Ashan Hansaka
Thank you

Ashan Hansaka
stay safe

Abigail

Thank you Ashan

Sincerely,
Apple Support

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If you have questions, please visit support.apple.com/contact.