



## Basic troubleshooting guide for Cambrionix-based products and systems. v4

### INTRODUCTION

Cambrionix products are extremely reliable but it is still possible that either a hardware or operational problem may occur. In the first instance you should take a look through the steps/questions below and retry your unit where necessary. If you are still having issues, please collect fault details, screenshots, images and answers to the questions below and send to [support@app.cambrionix.com](mailto:support@app.cambrionix.com) - this email address enters the support request into our tracking system. Sending support requests to alternate email addresses may cause a delay in response.

\*The questions below assume the use of iPads with a Cambrionix charge&sync product but some questions also apply to Cambrionix charge-only products. If you have a charge-only product then please ignore the questions referring to sync.

\*When the word 'unit' is used it refers to the Cambrionix product or system containing a Cambrionix product.

1. Is there evidence that the unit is powered-up ok? If not, please check or replace the power cable from the outlet to the unit. Be sure to use an identical cable type and fuse to the one supplied.
2. Are you running the latest firmware on your unit? If not, please download the updater application from [cambrionix.com](http://cambrionix.com) and follow the instructions.
3. If your computer appears to experience issues with syncing large numbers of devices please download our USB fix from [cambrionix.com](http://cambrionix.com) and follow the installation instructions.
4. If you are experiencing issues with sync you should check that your unit is a charge&sync product rather than a charge only product.
5. Do the above steps fix the issue?
6. Are the iPads supervised? Supervision on one computer can cause the iPads to not be visible when connected to another computer. Try your unit with the computer which is set to supervise the iPads.
7. What computer is being used? eg. MacBook 2014, Windows. If a Windows computer is being used there is a limit on USB devices able to connect at once. This limit is around 7. Retry your unit on an Apple computer.
8. Have all the patches and updates been installed on the OS? If not, please update and retry your unit.
9. Are you using the latest iTunes version? If not, please download and retry your unit.
10. If using iPads for example, are you using genuine Apple 30way or Lightning cables? Retry your unit with genuine Apple cables or even just with one iPad and one genuine cable as a test. Low quality cables can cause sync issues or slow charging due to cable losses.
11. Are there any devices (other than the USB cable) between the computer and the unit? There should be no hubs or active cable extenders etc between the unit/cart/case and the computer. Retry your unit directly connected to the computer.
12. The USB cable between the computer and unit needs to be as short as possible, we recommend a max length of around 1m. Retry your unit with a shorter or different cable.
13. If it is a single port which appears to be faulty, please try a different cable and different iPad on that port. If this fixes the issue then there is a problem with either the cable or iPad which was previously connected.
14. If a PP15S/C is being used, the port which connects to the computer (the host port) is labelled.

### ADVANCED TROUBLESHOOTING

This requires you to be able to use a terminal application and be able to determine the COM port (it's actually a virtual COM port) of the unit. For this to work, the unit has to be alive to some extent!

1. Connect your unit to the computer via a known good USB cable.
2. Open your terminal application and connect to the unit using the settings 115,200 8N1.
3. Type **health** at the command prompt and take a screenshot.
4. Type **system** at the prompt and take a screenshot.
5. Type **l** (lower case letter 'L') at the command prompt and take a screenshot once all your iPads are connected. This is a 'live-view' of the port states.
6. Follow the live-view instructions and switch the ports into sync mode (if applicable), take a screenshot.
7. As above but switched to charge mode, take a screenshot.
8. Collect all the screenshots and send to [support@app.cambrionix.com](mailto:support@app.cambrionix.com) along with fault details and answers to the questions from the basic troubleshooting list above.

### IN SUMMARY

If contacting Cambrionix, or one of our partners/OEMs with a support issue it will speed up the response time if we have as much information about the problem as possible. If you are still having issues, please collect fault details, screenshots, images and answers to the questions above and send to [support@app.cambrionix.com](mailto:support@app.cambrionix.com)

If all else fails and you need to send the unit back to us, we will email you an RMA form or give you a call to discuss next steps.