GAMBER® JOHNSON

Very Well Connected™

Frequently Asked Questions

Q. Why don't my USB ports on the dock work?
A. First look on the side of the dock for a status indicator light. If it is orange, the power coming to the dock is not connected either at the dock, or somewhere in the line. Verify power connectivity. If the light is green, please verify you have the correct drivers installed for your docking station. For tablet computers, verify power is plugged into the dock and the correct drivers are installed.

Q. Why does my network jack not work?
A. After verifying the cable connection is good, make sure the correct drivers are installed for your dock, and the computer's operating system recognizes the new port. Next, look on the side of the dock for a status indicator light. If it is orange, the power coming to the dock is not connected either at the dock, or somewhere in the line. Verify power connectivity.

Q. Why can't I get my external device to work on the dock when other connected items work fine?
A. First, verify you are able to get the device working when plugged directly into the computer. If that doesn't work, you may need to install device specific drivers, available from the manufacturer.

Q. My device connects to a serial port on the computer successfully, but why doesn't the computer recognize it when it is in the dock?
A. You most likely need a USB to Serial driver, available from the computer manufacturer. See "What drivers do I need to install…." below.

Q. What drivers do I need to install for my Gamber Johnson docking station?
A. Drivers are available for all computers compatible with our products from the manufacturer's website. Links to these specific websites are on our website *http://www.gamberjohnson.com/product-support/docking-drivers* The terminology varies between models and brands, but look for a driver labeled "Port Replicator" or "LAN Driver" to resolve network or USB connection issues. For serial port problems, look for "USB to Serial" drivers.

Q. My computer is not charging in the dock, and none of the ports are working. Should I send the dock in for repair?
A. Before removing the dock from the vehicle, please unplug the power plug from the dock. Use a voltage meter to verify you have power up to the dock. Reseat the power plug in the docking station and test the computer again.

Q. Can I dock/undock the computer while it is powered on?
A. Docking the computer while powered on is not recommended by the computer manufacturer, or by Gamber-Johnson. This action is known as "hot docking" and can damage the docking connectors on the computer or dock, short out the circuit board in the dock, and be the root cause of many small problems within the computer operating system. Make sure the computer is powered off before inserting it into or removing from the dock.

Q. What do the LED lights on my CF31 dock tell me?
A. With the computer installed in the dock, the LED's can be used as a troubleshooting tool.
* GREEN: All ports are ready to use
* ORANGE: USB and LAN port do not function, external power is not connected
* RED: PC is not supported or connection is not made
* RED (BLINKING): Error has occurred in the firmware. Stop using at once and contact Panasonic Technical Support
* NOT LIT: PC not installed or PC is Off, Standby, or Hibernation.