

Frequently Asked Questions

Q. Why don't my USB ports on the dock work?

A. Verify power connectivity. If the dock is receiving power, 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. Make sure that the connector pins on the dock are not bent or damaged. Verify that the peripheral that is being used does not require more power than the USB port can supply.

Q. Why does my network jack not work?

A. Verify power connectivity. After verifying the ethernet cable connection is good, make sure the correct drivers are installed for your dock, and the computer's operating system recognizes the new port. Make sure that the connector pins on the dock are not bent or damaged.

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. Make sure that the connector pins on the dock are not bent or damaged.

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. Confirm that the power supply being used is the recommended power supply for the dock. 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. Make sure that the connector pins on the dock are not bent or damaged.

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 it from the dock.

Q. Why does my computer lose WiFi/Internet connection when I dock it?

A. There may be settings that need to be adjusted depending on whether internal antennas, such as an AirCard in the computer, or external antennas are being used. On Panasonic docks there is a physical switch that toggles between internal and external antenna usage (see dock manual for switch location). For other docks, the adjustment is made in the BIOS or software settings.