GAMBER-JOHNSON

BENCH TEST AND TROUBLESHOOTING GUIDE

Bench Test

Note:

The Bench Test and Troubleshooting Guide is intended to cover all laptop and tablet computers.

Special Considerations:

Note 1:
Some docking stations are provided with LED indicators to assist in troubleshooting. Refer to the Installation Instructions for specific information.

Note 2:
Many laptops and tablet computers utilize the USB controller to emulate Serial, VGA, HDMI, LAN and USB ports. **Specific drivers are available from the computer OEM and may be required to operate the specific port.**
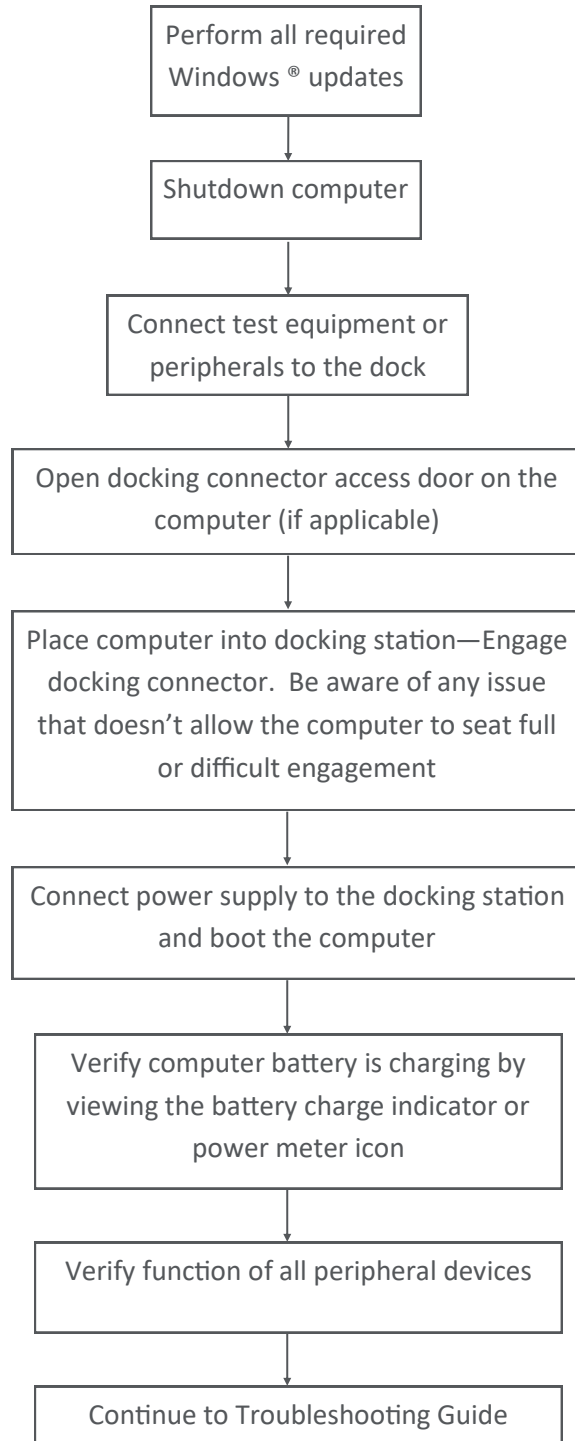
Note 3:
Some computers and laptops will not support simultaneous use of both VGA and HDMI.

Note 4:
Many laptops and computers require a power supply (charging) to provide USB and USB emulated ports—docking station ports may not function without power supply to the dock.

Note 5:
Laptop and tablet computers should not be "Hot Docked" - inserted into a docking station while computer is on and power applied to the dock.

Perform all required Windows ® updates

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Shutdown computer

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Connect test equipment or peripherals to the dock

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Open docking connector access door on the computer (if applicable)

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Place computer into docking station—Engage docking connector. Be aware of any issue that doesn't allow the computer to seat full or difficult engagement

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Connect power supply to the docking station and boot the computer

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Verify computer battery is charging by viewing the battery charge indicator or power meter icon

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Verify function of all peripheral devices

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Continue to Troubleshooting Guide

Troubleshooting

See Note #1

Status Indicator Light or dock not working correctly

Batteries Charging?

— N → See Note #6 / Verify voltage received at docking station

— Y →

Correct Voltage applied?

— N → Verify correct operation of power supply circuit including wiring connections, timers and fuses.

— Y → Verify with another computer - Potential issue on docking station PCB—Request RMA

Serial, LAN or USB functioning?

— N → **Has OS been Reinstalled?**

— N → See Note #2 / Verify Device Manager recognizes additional ports?

— Y → Download / Install LAN Port Replicator Driver from OEM

Device requires USB to serial emulation?

— Y → Install USB-Serial Driver

— N →

Computer recognize device when plugged directly to computer?

— Y → See Note #4

— N →

USB ports on dock work with generic mouse?

— Y → Load specific device drivers

— N → Uninstall and reinstall Port Replicator driver

VGA or HDMI not functioning?

— N → See Note #3

External antenna functioning?

— N → Verify correct antenna, cable terminations and correct location (WWAN/WLAN) at docking station → Verify antenna switch location on docking station or internal software settings