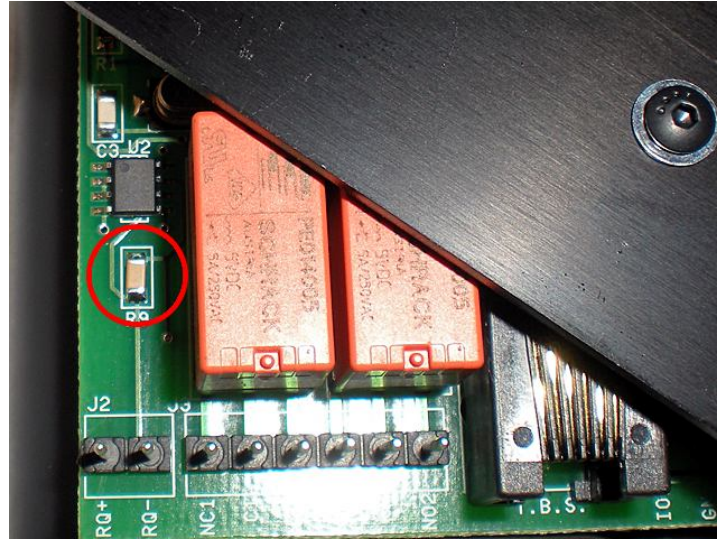# INTERMITTENT COMMUNICATION ERROR CHECKLIST

To help us with the troubleshooting the intermittent communication errors in your system, please e-mail us the answers to the following questions:

1. Loosen the screw holding the black cover on the interface board at the back of the docking station, rotate the cover, and check if you have the circled component installed.
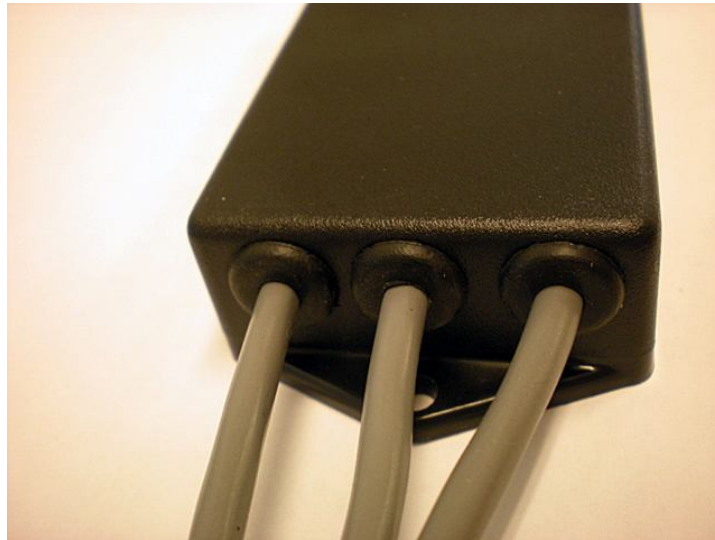

2. Check the print on the microchip above the circled part (U2). Does it say "MAX485" or "MAX485E"?

3. Remove the cover from the motors and check the print on the microchip, circled on the picture (U2). Let us know whether it says "MAX485" or "MAX485E" on each motor.
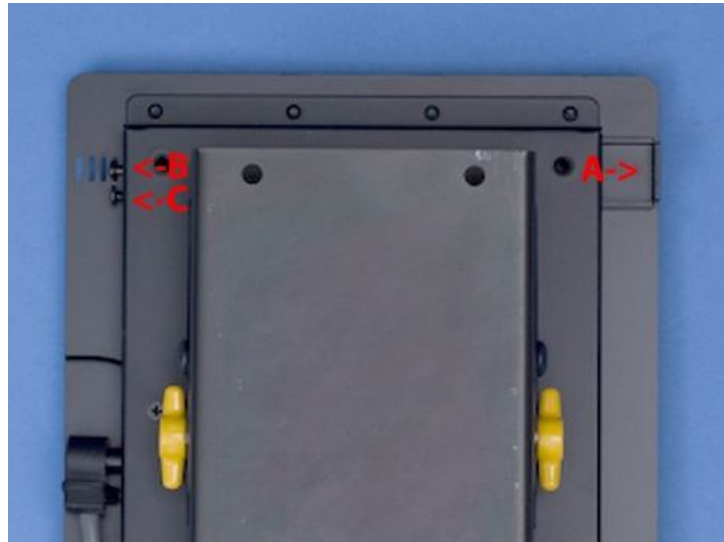
4. Do you have the rubber grommets where the cables enter the junction box?

For T201 tablet (serial number starting with T201) users only:

5. Is component "C" (a Phillips screw) installed? If yes, please remove and save it.

6. Is the head of component "B" snapped in the fourth slot? If not, please push it in the slot and secure it with tape.

7. Do you have the auxiliary tablet clamp installed?