



# Connect Stand Hub

## Troubleshooting Guide



# Troubleshooting Steps

Device Settings

USB Port Data Connection

HDMI Connection

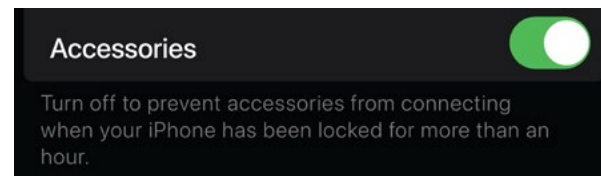
Contact Manufacturer

# Device Settings

Did the Connect System stop charging the device?

Confirm device settings.

- USB Accessories is unknown or turned off
  - Certain devices disconnect USB accessories once the device has been locked for a designated period.
  - All Apple products have a setting that controls this. It needs to be turned on for each tablet in Settings or through device management software.
- Settings Face ID & Passcode or Touch ID & Passcode -> Accessories



- If this is not turned on, then charging or data connection could become disconnected after 1 hour.

# USB Port Data Connection

Is your data connection unstable, or does it not work with your USB accessory?

- Check that all cables are connected fully into the USB Hub.
- If the data connection is not restored, (1) unplug the power, (2) wait 2 minutes, and then (3) restore power to the USB Hub.
- Remove the enclosure from the stand and try docking it again.
- Restart iPad.



# HDMI Connection

Is your HDMI video connection unstable, or does it not work at all?

Confirm that your HDMI cable fully plugged into the USB Hub.

- The HDMI cable head should be almost flush with the USB Hub port.
- Ensure that the correct signal (HDMI1, HDMI2, etc.) source is selected on the monitor.
- If the HDMI video is not restored, then (1) unplug the power, (2) wait 2 minutes, and then (3) restore power to the USB Hub.
- Remove the enclosure from the stand and try docking it again.
- Restart iPad.





# Contact Manufacturer

Issue not resolved?

**Create a ticket or give us a call**

## VAULT Connect Support

Our team is here to help.

Contact our support team for all your information needs.

[Contact Support](#)

[Call Us](#)

Press the "Call Us" button from your phone  
or call us directly at **(336) 698-3796**.