

VAULT GoWork Pro

Troubleshooting Guide



Fixes by Category

Power & Charging:

- Try a different power outlet, or verify the power strip is working if one is being used.
- Test with another USB-C power adapter (Apple 20W recommended) and USB-C to USB-C cable (Apple brand recommended).

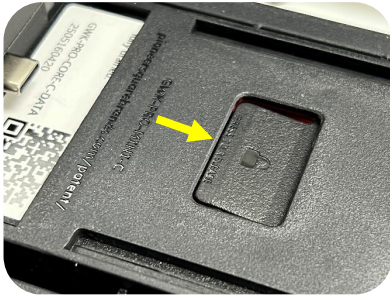


- Unplug power for 30 seconds, then reconnect.
- Visually inspect the contact pins and USB-C port for any damage or debris.



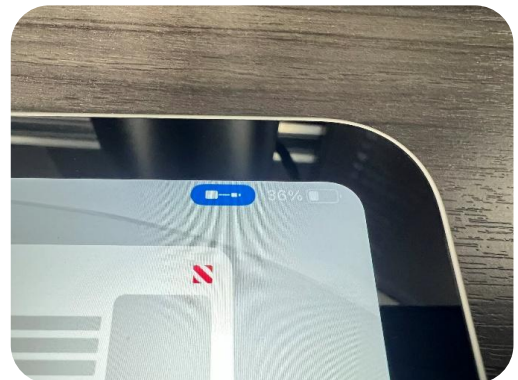
Hardware Fit:

- Remove and reseat the CORE/payment adapter. Make sure the tab is clicked all the way.
- Make sure the USB-C is straight. If not, pull it up to straighten
- Ensure that the tablet is fully connected to the CORE USB-C port. Gently press to confirm solid fit.



Connectivity Checklist:

- Ensure the tablet is not in Low Power Mode, as this can disconnect the Core.
- Check the **Accessories permissions** in Settings.
 - Settings → Touch ID & Passcode → Accessories to allow access when the device is locked
- Toggle **Airplane Mode** on and off.
- Restart the app or the tablet.
- Disconnect and reconnect the iPad/iPhone. Confirm the customer sees the **blue connectivity icon** in the top right corner.
 - If the icon is not visible, the Core may be defective.
- When charging the MTCS, the card reader will not connect to the iPad. This is expected behavior and allows the iPad to be connected to the MTCS.



Software/firmware Updates:

- Ensure the latest iOS/iPadOS update is installed.
- Ensure the payment application is updated to the latest version.
- Update the **card reader firmware**:
 - In most cases, the card reader app will automatically update the firmware.
 - If it does not, initiate the update manually within the app.

Battery Life:

- Lower screen brightness.
- Fully close unused/not applicable applications.
- Fully charge before each shift.
- Limit exposure to direct sunlight to prevent overheating and lagging performance. We recommend pairing with our GoWork Pro Sunshade (Part # GWK-PRO-SSHD-IP11).

Known Good Swap (KGS)

The Known Good Swap method is a troubleshooting technique used to identify faulty components in a device or system.

How it works:

1. Replace a suspected faulty part with a known good working part of the same type.
2. If the problem goes away, the original part was likely the issue.
3. If the problem remains, the issue lies elsewhere.

If multiple units in the fleet are experiencing the same issue, the customer can use one of their “known good” parts for testing. If they do not have one available, VAULT can send the necessary parts for troubleshooting (if applicable).

When using this methodology, always return the swapped part to its original location before testing the next component. For example, if you first swap the phone case and the issue persists, put the original phone case back before moving on to swap the next part.

Example 1: GWK-PRO cases

1. Swap the VAULT-made phone/tablet case to make sure physical fitment is not affected.
2. If the issue is not triangulated yet, swap the CORE.
3. Next, PAY adapter.
4. Unpair (Bluetooth) / disconnect the card reader. Swap between units.
5. If issues still do not go away, swap the phone/tablet. Make sure to pair/connect the card reader back to the original unit.

Example 2: Gumdrop/Brenthaven Headphones

1. Swap the “flexitip” if present.
2. Swap the phone/tablet.

Example 3: i5 Bay Charging Station

1. Swap the charging station.

Support & Resources

- **GoWork Pro Product Info:** <https://vaultproducts.com/gowork-pro/>
- **CORE LED KEY:** [GoWork Pro Tablet Instructions Foldout Rev B.pdf](#)
- **Assembly Guide (PDF):**
<https://vaultproducts.com/wp-content/uploads/2025/05/GoWork-Pro-Tablet-Instructions-Foldout-Rev-A-1.pdf>
- **Setup Video:** <https://www.youtube.com/watch?v=k6-rfvqvTE>
- If after all these steps, the issues remain unresolved or for any other reason, please contact the product team. We will surely try to help.

Contact Us

Contact us, and we'll respond as soon as possible. If the issue remains unresolved after completing all these steps, please reach out to the Product Team — we're here to help.

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Revision Table

Revision	Description	Date
A	First Release	07.30.2025