

Frequently Asked Questions

1. Where is the CF-29 Ruggedized Notebook PC?
 2. How do I know if there is power to the PDRC?
 3. The screen on the PDRC is not working or blank?
 4. The USB 4-Port hub is not working?
 5. There is no sound from the PDRC?
 6. The computer won't connect to Dispatch – What's wrong?
 7. When should I use the power button on the PDRC?
 8. My LocLite (AVL) program is not opening?
 9. A screensaver locks me out asking for a password?
 10. My touchpad mouse is no longer working?
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1. *Where is the CF-29 Ruggedized Notebook PC?*

The Panasonic CF-29 is now located in the trunk of the car or on a boardmount in the SUV. Only a remote display and keyboard (PDRC) plus a USB hub are located in the front of the squad. The notebook should not be removed from the trunk dock without powering it down first at the PDRC.

2. *How do I know if there is power to the PDRC?*

The PDRC indicator light will be orange if the power is on to the PDRC but video signal. The light will be green if there is a connection to the computer. Also the USB 4-Port hub's cable will have a blue light on if there is power to the computer.

3. *The screen on the PDRC is not working or blank?*

First raise the brightness level of the screen by pressing the FN +  keys together. Next check that all cable connections have not come loose and there is power at the PDRC (power light is on). If there is power you will need to access the computer in the trunk. DO NOT remove laptop from the docking station. Lift the lid of the laptop to access the keyboard. While holding the FN key down, press the F3 button. This will send the video signal to the PDRC. It may take 5-10 seconds for the signal to get to the PDRC. This procedure may need to be repeated three (3) times to get the correct signal sequence.

OPTION: If the laptop is used outside the dock, connect a stand alone monitor to the laptop and perform the same FN-F3 command to show the display on both screens. Shut down the laptop while still connected to the monitor. This will save the settings so the dual display will work properly when placing back on the dock. DO NOT start the laptop until completely attached to the docking station. The connector senses whether a cable is connected or not and resets itself accordingly.

4. *The USB 4-Port hub is not working?*

Check to make sure the blue light is illuminated on the end of the cable. If not, the USB cable has become unplugged and needs to be reattached. There are two attachment points: the whip out of the hub itself and the active USB cable end in the truck which connects to the metal advance hub.

5. *There is no sound from the PDRC?*

First check the Speaker Volume Control on the PDRC is turned up. If ok, then the speaker cable may have become unplugged from the bottom (Sound Line In) of the PDRC or from the docking station in the trunk and needs to be reattached. The cable could also be plugged into the wrong jack on the docking station. There are only 2 jacks on the rear of the docking station so the cable needs to be change to the speaker jack.

6. *The computer won't connect to Dispatch – What's wrong?*

This depends on the error message:

“Modem No Response”: requires the modem to be power cycled. This means the power to the modem should be disconnected then reconnected.

“Out of Range-No Response”: This is a Motorola radio issue which must be addressed by Dispatch.

“Modem Disconnect”: Indicates the cable connection between the modem and computer has been disconnected. Call Tallgrass Systems for directions to check cables.

7. *When should I use the power button on the PDRC?*

This button should only be used to power on and off the computer and PDRC.

To Power On: Press the button firmly until Windows begins to start up.

To Power Off: Close all programs first. Press the power button firmly for 5 seconds or until Windows begins to close – release. The PDRC will shut off when completed. Do Not lightly touch the power button as this will send the unit into a standby or hibernation mode.

8. *My LocLite (AVL) program is not opening?*

See your supervisor for access to this program. The program is not run from the desktop.

9. *A screensaver locks me out asking for a password?*

Right click on the desktop and select ‘Properties’. Select the screensaver tab. The default setting for the screensaver is ‘blank’ with a wait period of 5 minutes. Uncheck the box that says ‘On Resume, Password Protect’.

10. *My touchpad mouse is no longer working?*

Most likely the PDRC went into hibernation/standby mode and the touchpad was not re-initialized when woke up. In the short term, you still should be able to use the *touchscreen* on the PDRC. When convenient, shutdown the CF-29 via the PDRC power button and reboot/turn on the units again. (See FAQ # 7.)

Additional support may be found at <http://www.publicsafety911.com>.