



## Frequently Asked Questions

### 1. **WHAT IS A DOCKING STATION?**

A docking station is a mechanical device that holds your computer in place, but it is also an electronic device that replicates certain ports (port replication) on your computer. Common ports that are replicated include USB, Serial, VGA, PS2, Ethernet (RJ45) as well as other ports and functions. Docking stations can also give you the added benefit of providing power to your computer so that the computer charges when docked in the docking station. On some models of docking stations, the dock connects the internal communication modem within a computer to external antennae (single, dual, and triple configurations available).

### 2. **WHAT IS A UNIVERSAL TRAY OR MOUNTING TRAY?**

We build mechanical mounting devices (that we call trays) that hold many makes and models of laptops securely in place. These devices do not provide port replication, which means that peripherals, power and antennae need to be plugged directly into the computer's native ports. These Universal Trays have strain relief so that the wires and plugs can be easily managed.

### 3. **WHEN DO I NEED TO REQUEST THE HIGH GAIN ANTENNA OPTION?**

When you have an internal wireless devices (e.g. CDPD, EVDO, CDMA, etc) in the laptop and if you need to attach this device to an external antennae. External antennae typically improve the reception of internal wireless modules.

### 4. **IS THE DOCK AIRBAG COMPATIBLE?**

The docking station itself does not determine airbag compatibility. According to the NTSB, airbag compatibility is determined by how equipment is installed and positioned in your vehicle compared to the recommendations of the Original Equipment Manufacturer who built your specific vehicle. Ultimately airbag compatibility issues can be best determined by contacting the OEM. HAVIS can also be a resource in helping you design airbag compatible systems.

### 5. **HOW DOES THE DOCKING STATION IMPROVE USER ERGONOMICS?**

The docking station can be used in conjunction with many motion accessories to position and hold the computer in specific locations within the vehicle. Solutions can be built that will help your users get the most out of the laptop including the ability to write long reports comfortably and safely from the comfort of their normal sitting position.

### 6. **DOES YOUR TOUGHBOOK 18/19 DOCKING STATION WORK IN TABLET MODE?**

Yes, the docking station works in both tablet and clamshell modes.

### 7. **DO YOU DOCK OTHER COMPUTERS BESIDES PANASONIC, GENERAL-ITRONIX OR DELL?**

Although we only work with those vendors currently, we also make a series of universal solutions that work with a number of manufacturers including: Panasonic, DELL, Lenovo, IBM, Hewlett-Packard, Toshiba, LG, Acer/eMachines, Compaq, and many more. For more information, please visit [www.universallaptopmount.com](http://www.universallaptopmount.com)

### 8. **WHICH DRIVERS DO I NEED FOR YOUR BREAK-OUT-BOX?**

Drivers are provided when needed with an order. Please refer to the installation instructions or please contact HAVIS technical services at [techsupport@havis.com](mailto:techsupport@havis.com)

### 9. **MY COMPUTER ISN'T CHARGING. WHY?**

Likely causes include faulty power supply, poor wiring, poor dock adjustment, or blown supply fuse.