

Mobility Cart Troubleshooting

Note: Techs need a red-handled tool (003-0056-00) and an Allen wrench set for jobs on the mobility cart. Make sure they have these tools or ship to them before the job.

Peripherals (Keyboard and Mouse) Don't Work

Try each of the following steps one after another. Check the peripherals after each step to see if that fixed it.

- Verify the peripherals are plugged into the USB hub. Try unplugging and re-plugging. You'll have to unscrew the thumbscrews on the hub cover first.



- Verify the USB hub's input cable is connected:



- Verify the cart battery has power by checking the visual display:



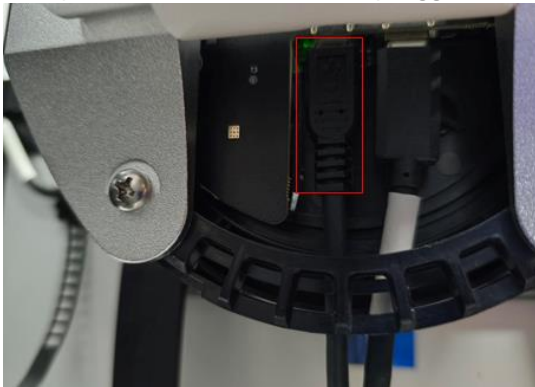
- Confirm the USB out button on the cart battery is ON.



- Verify the tablet is working fine and has charge.
 - Tablet must be connected to RapidDoc head to draw power from battery to hub.
- Verify the USB hub is powered on; there should be a green light.



- Verify the micro-USB cable is plugged into the RapidDoc:



- Open the battery cover by unscrewing the 2 thumbscrews. Unplug and re-plug the USB-C cable going into the battery; check if the peripherals work now.
- If problem persists, replace the USB hub.

Tablet Not Charging

- Check that the USB-C cable from the EZ back is plugged into the tablet:



- Check if the USB-C cable is connected to the Rapid Doc:



- Check to see if the USB-C cable is plugged in and connected to the correct output on the battery. Try unplugging and re-plugging.
 - Check the condition of the USBC cable going into the battery. Look for any damage. If it is bent or broken, the cable needs to be replaced.



- Confirm the barrel connector from the power supply is plugged into the correct port on the battery:



- Check if the cart battery power level is above 10%. If battery power level is below 10%, the battery will stop providing power.
 - If below 10%, charge the battery.
- If the problem persists, try a different tablet.

Cart Battery Not Charging

- Verify the cart is plugged into a power outlet.
 - The number on top right tells if power is being drawn into the battery from the outlet; the number on bottom right tells if power is being drawn from the battery into the cart.



- Verify the power supply is plugged into the correct port:



- Verify the power cable is plugged into the power supply:



- Check light on power supply
 - Power supply shows red light when it's charging the cart battery and green light when battery is done charging.

Tablet Won't Undock from RapidDoc





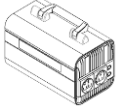







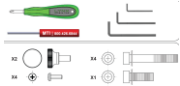
- Verify the RapidDoc is powered on. There would be a blue light inside.
- Verify the PIN unlock program is installed onto the tablet.
- If the Pin Unlock app is not installed, use the MTI red-handled tool to manually undock the tablet. Insert into the hole on the bottom of the RapidDoc and turn:



Helpful Videos:

- [Unboxing video](#)
- [Installation guide](#)
- [Installation video](#)

Replacement Parts (also located in [MTI price list](#), GBS tab)

SKU	Mobility Cart Replacement Parts	Image
190-00032	Cart Post USB-C Cable with Coil (USBC on RapidDoc to USBC on battery)	
190-00033	Cart Post USB Peripheral Cable (micro-USB on RapidDoc to USB hub)	
190-00034	4-Port USB Peripheral Hub	
190-00031	Mobility Cart Deep Drawer	
190-00035	600WH Replacement Power Bank	
190-00036	Mobility Cart Main Tower Post	
190-00037	600WH AC Power Supply	
190-00038	Mobility Cart Base with Wheels	
190-00039	AC Power Cord with Clip	
190-00040	USB-C RapidDoc® Lite Wall Mount Base	
190-00041	USB-C Easy Back with Adhesive	
190-00042	Mouse Pouch	
190-00043	Spare Screws and Bolts	
003-0056-00	Security Hex Wrench Tool "Red-handled Tool"	