Cipherlab Troubleshooting Guide (CSR)

For the Church Point Wholesale Customer

Condition: Cipherlab cannot connect

Ethernet and Phone Line Users: **Verify Cradle Is Powered** – One of the most common mistakes with connection errors is that the cradle unit it not powered. The CPT will not communicate with the cradle if it is not powered. You will know if the unit is powered if the light labeled "MR" is solid red.

Phone Line Users: **Verify Phone Line Works** – Verify that you are using a working phone line. In most cases you may is using the same phone line you use for voice communications. In others, you may be using a phone line dedicated only to sending in orders and/or faxes. The best way a customer can be sure that a phone line is functional is by plugging a phone to it and listening for a dial tone. Without a dial tone, the CPT will not transmit an order.

Phone Line Users: **Verify Phone Line Is Correctly Plugged In** –Ensure the phone line is plugged into the correct phone jack. CPT cradles have two phone jacks on the rear side of the device, labeled "PHONE" and "LINE." The phone line should be in the "LINE" jack. The CPT will not be able to connect if the phone line is plugged into the "PHONE" jack.

Ethernet Users: **Ensure the Ethernet Connection Works** – If possible, verify that the connection is functioning. This is possible by plugging it to your computer. You will know that the cradle is reading the connection by looking at the "LAN" light. It should flicker with activity randomly.**

**It is recommended that if the LAN light does not flicker, disconnect the power from the cradle and plug in the Ethernet plug *first*, then plug the power adapter in.

If none of these troubleshooting tips rectifies the issue, contact technical support immediately. For expedited service, Technical Support will use more advanced troubleshooting techniques to determine your issue, and will figure that you have tried every technique on this page prior to transfer.

Church Point Wholesale – (800) 960-1106