

Support

If you suspect that your Redpark cable or adapter is not working properly try these troubleshooting steps below. (Please note that additional product specific troubleshooting information may be included in the Frequently Asked Questions (FAQ) section of the individual product pages on this website.)

Power your iPhone OFF and then ON again. (Do not simply put the iPhone to sleep. Power it completely OFF and then ON.)

If the problem continues to exist...

Confirm that your iPhone detects the cable:

- Connect your cable (or adapter) to the iPhone
- Use the Settings app on your iPhone
- Look in Settings>General>About
- The cable will appear at the bottom of the list (if the cable is detected by iOS).

If the iPhone IS detecting the cable:

(1) Check whatever app you are using to make sure that it is configured properly. Check with the app developer if you have questions about the proper configuration.

If you are using a Serial Cable, Console Cable or DEX Cable the issue may be that the communication settings (baud rate, parity, etc.) are not properly configured in the app that you are using.

If you are using an Ethernet product confirm that an IP address is assigned. In the case of the L2-NET or L4-NETP this will be done in the app that is making use of the ethernet connection. Communicating with certain ethernet devices may require use of a static IP address. In the case of the L6-NETPOE, L6-NETAC or L5-NET the IP address is configured using the Settings app.

If the iPhone IS NOT detecting the cable:

(1) Make sure the case on your iPhone is not preventing the cable from being fully inserted into the Lightning connector of your iPhone.

(2) Use a toothpick or safety pin to remove any debris that might have accumulated in the Lightning connector of your iPhone.

(3) Try the cable on a 2nd iPhone or iPad to see if you get the same results. (If the cable works OK on the 2nd iOS device then it is likely that cable is good. Recheck your iPhone and the app that you are using. If the cable does not work on the 2nd iOS device, please email "service@redpark.com" as outlined below.)

If you choose to email Redpark for assistance, please email "service@redpark.com".

In your email please be sure to state:

- the part # of the Redpark product
- the model of iPad/iPhone you are using
- the version of iOS you are using
- a description of the problem that you are observing