

# Instructions

Charging & Synchronising  
Units



# User / Setup Guide

The Boost+ Charge and Sync unit is a universal device designed to charge and/or sync applications (apps) on up to 16 compatible USB devices, including tablets and mobile phones. Firstly power the Boost+ by connecting the IEC mains cable (Fig.1) to the IEC double socket located on top of the unit (Fig 2). Once connected, power will be given to each of the 16 USB ports. Then simply connect any devices needing charge using your devices USB charging cable.

The charging of USB devices can be performed at any time as long as the Boost+ is under constant power via the mains power inlet. Charging will only stop when either the Boost+ has been disconnected from the mains or devices have been removed.

## Syncing applications to devices via Boost+

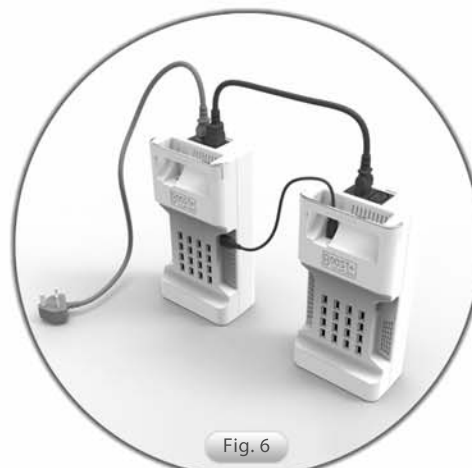
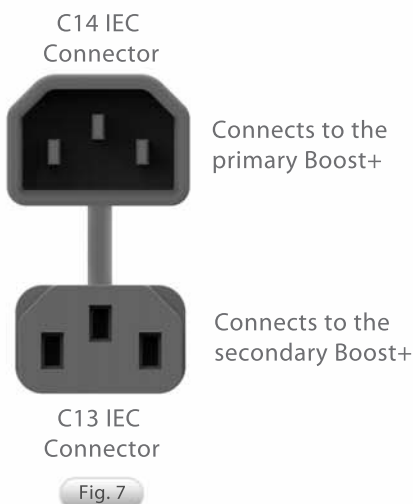
*Before carrying out the sync process ensure a host computer (ie laptop or desktop PC/Mac) has the appropriate sync software. Please contact the device manufacturer for the correct software to use.*

Connect the Boost+ to a host computer via the USB 'B' connection port shown in (Fig 3). You will need a USB 'A' plug to 'B' plug cable to make connection (Fig 4). When connected, the Boost+ will switch all 16 USB ports from charging to syncing. Devices connected to the Boost+ via the USB port will be visible through the appropriate software to the host computer and the sync process can be performed. When syncing has been completed disconnect the Boost+ from the host computer, the device will switch from syncing back to charging function. The sync function can be performed at any time as long as a host computer with the correct software is connected the Boost+ via the USB 'A' to 'B' plug cable.

## Connecting a Second Boost+

All Boost+ units have the ability to connect a secondary Boost+, which allows 32 devices to charge & sync simultaneously. See Fig.6 and page 2 for setting up the secondary Boost+ configuration.

**Important: A maximum of 2 Boost+ units can only be connected at one time.**



# User / Setup Guide for Additional Boost+

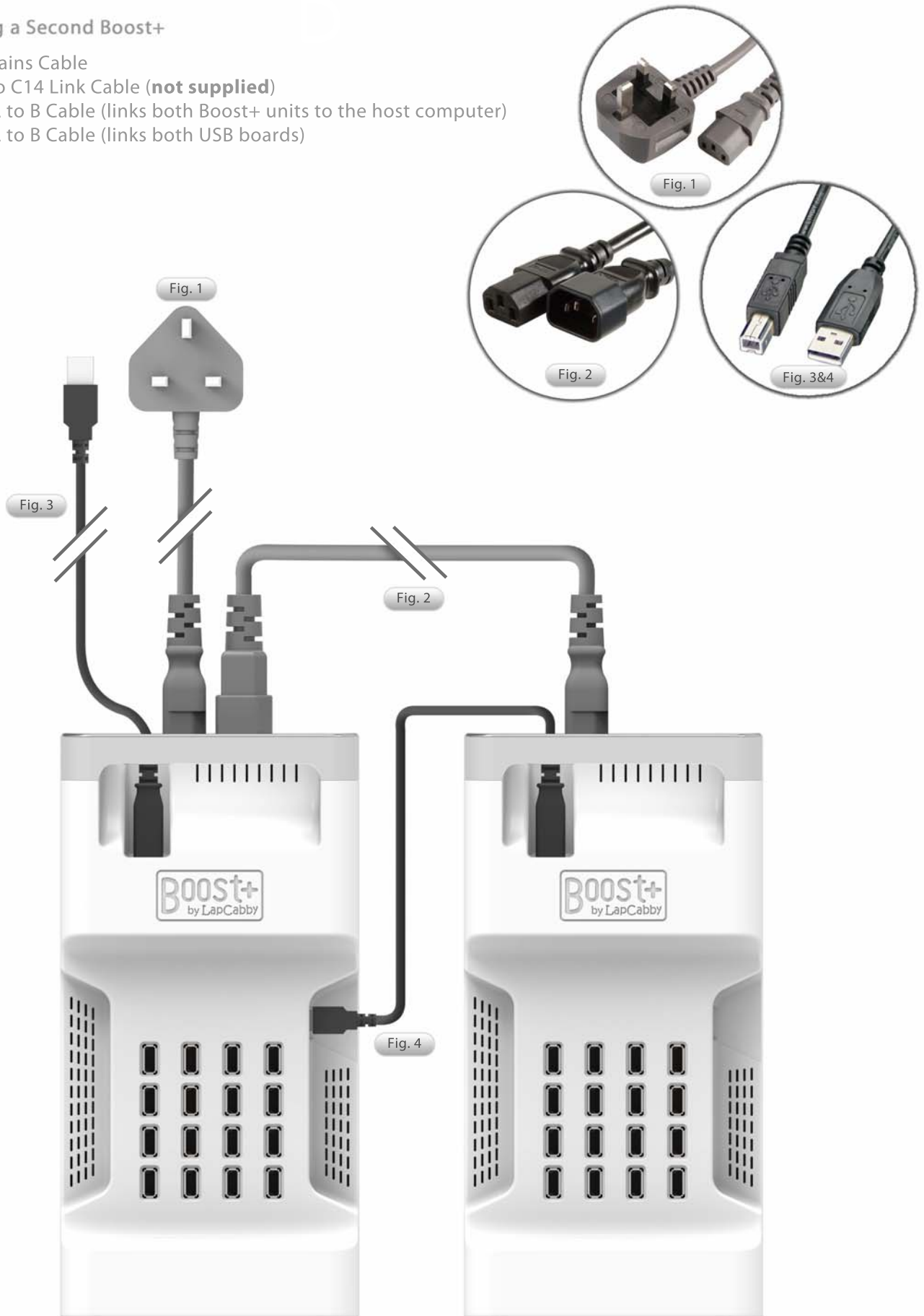
## Connecting a Second Boost+

Fig 1. IEC Mains Cable

Fig 2. C13 to C14 Link Cable (**not supplied**)

Fig 3. USB A to B Cable (links both Boost+ units to the host computer)

Fig 4. USB A to B Cable (links both USB boards)



## General Safety Precautions

**There are no serviceable parts inside the Boost+ casings. The Boost+ casings enclose high voltage electrical and electronic components, under no circumstances should the front case be removed, only trained personnel are allowed access to the inside of the Boost+ unit.**

**Under no circumstances should the air vents on the Boost+ be covered.**

The Boost+ is designed for re-charging and syncing purposes only. This unit is specifically designed for use of tablets and their factory supplied USB cables, they should not be used with any other equipment. Using the Boost+ apparatus for recharging or powering any other equipment will invalidate the warranty.

To avoid risk of electric shock or fire the unit should only be used by a competent adult.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

The mains power lead must not be pulled when the Boost+ is under power as this could damage critical components. When transporting the Boost+ the mains power lead must be disconnected from the IEC connection socket.

Inspect the plug and power lead on a daily basis, if the plug and power lead is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

The Boost+ apparatus should be used in a dry environment and at normal room temperatures. No water or moisture must be allowed into the unit. The Boost+ must not be used outdoors.

Always disconnect the Boost+ from the wall outlet before altering the USB cable configuration or moving the unit.

Before any cleaning of the plastic casing the IEC mains lead must be removed from the mains wall socket and the IEC connector socket. If tablet devices are connected to the Boost+ these and their factory supplied cables must also be removed from the apparatus. Cleaning of the plastic casing should only be done using a clean dry cloth. No liquid detergents or aerosol cleaners are to be used as these could damage internal components.

## Correct disposal of this product:



This marking indicates that this product should not be disposed with other household wastes throughout Australia, Europe and the US. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmentally safe recycling.

## Technical Data Sheet

Degree of protection against ingress of solid objects, dust and water:  
**IPX0**

Degree of protection against electric shock: **Insulation-encased Class II control**

Degree of pollution: **2**

Nature of supply: ~  
Rated mains supply voltage: **115V - 230V (Aus, Euro, Italian, South African, UK & US)**

Rated frequency: **50Hz - 60Hz (Aus, Euro, Italian, South African, UK & US)**

Current Rating: **10A**

Max current (Connecting additional unit): **5A**

Unit fitted with a fused IEC socket

Fuse type to be used: **T10AH250V (Time Lag Ceramic 10A fuse)**

Rated impulse to withstand voltage: **2.5KV**

Type of power connection:

**UK:** Detachable mains power lead with UK 3 pin plug and C13 Connector

**Aus:** Detachable mains power lead with Australia 3 pin plug and C13 Connector (AS/NZS 3112:2004)

**Euro:** Detachable mains power lead with Schuko type plug and C13 Connector

**Italian:** Detachable mains power lead with CEI 23-15/V11 plug and C13 Connector

**US:** Detachable mains power lead with Nema 5 - 15P and C13 Connector

**South Africa:** Detachable mains power lead 15 amp round 3 pin plug and C13 Connector

Min. conductor size: **Italian: 1.0mm<sup>2</sup>**

**US: 1.31mm<sup>2</sup>**

**UK, Australian, Euro and South Africa: 1.5 mm<sup>2</sup>**

## Operating Temperature:

We recommend an operating temperature of 0°C - 45°C (32°F - 122°F)

## EQUIPMENT MUST BE SUPPLIED FROM EARTHED / GROUNDED SUPPLY

High Touch current can result from the summation of the touch currents of each of the devices plugged into the unit.

To protect against a hazard the connection to protective earth should be reliable.

The equipment supply connection (mains plug, mains cable and inlet) must be annually inspected / checked for signs defects or excessive wear and replaced where necessary.



**DANGER!  
RISK OF ELECTRIC SHOCK  
DANGER! ELECTRICAL CORDS  
CAN BE HAZARDOUS  
MISUSE CAN RESULT IN FIRE  
OR DEATH BY ELECTRIC SHOCK**





## Cambrionix Trouble Shooting Guide for Boost+

### Introduction

Cambrionix products are extremely reliable but it is still possible that either a hardware or user problem may occur. In the first instance you should take a look through the steps/questions below and retry your unit where necessary. If you are still having issues, please collect fault details, screenshots, images and answers to the questions below and send to [support@app.cambrionix.com](mailto:support@app.cambrionix.com) - this email address enters the support request into our tracking system. Sending support requests to alternate email addresses may cause a delay in response.

\*The questions below assume the use of iPads but the majority of questions apply to other devices too.

1. Is there evidence that the unit is powered-up ok? If not, please check or replace the power cable from the outlet to the unit. Be sure to use an identical cable type and fuse to the one supplied.
2. Are you running the latest firmware on your unit? If not, please download the updater application from [cambrionix.com](http://cambrionix.com) and follow the instructions.
3. Does your computer have an Intel Haswell processor? If so, please download our Haswell fix and follow the installation instructions.
4. Do the above steps fix the issue?
5. Are the iPads (if being used) supervised? If so, are they supervised on the computer currently being used for testing? Supervision on one computer can cause the iPads to not be visible when connected to another computer. Try your unit with the computer which is set to supervise the iPads.
6. What computer is being used? eg. MacBook 2014, Windows. If a Windows computer is being used there is a limit on USB devices able to connect at once. This limit is around 7. Retry your unit on an Apple computer.
7. Have all the patches and updates been installed on the OS? If not, please update and retry your unit.
8. Are you using the latest iTunes version? If not, please download and retry your unit.
9. If using iPads, are you using genuine Apple or OEM approved 30way or Lightning cables? Retry your unit with genuine Apple cables or even just with one iPad and one genuine cable.
10. Are there any devices (other than the USB cable) between the computer and the unit? There should be no hubs or active cable extenders etc between the unit/cart/case and the computer. Retry your unit directly connected to the computer.
11. The USB cable between the computer and unit needs to be as short as possible, we recommend a max length of around 1m. Retry your unit with a shorter or different cable.
12. If it's a single port which appears to be faulty, please try a different cable and different iPad on that port. If this fixes the issue then there is a problem with either the cable or iPad which was previously connected.

### Advanced Debugging

This requires you to be able to use a terminal application and be able to determine the COM port (it's actually a virtual COM port) of the unit. For this to work, the unit has to be alive to some extent!

1. Connect your unit to the computer via a known good USB A-B cable.
2. Open your terminal application and connect to the unit using the settings 115,200 8N1.
3. Type health at the command prompt and take a screenshot.
4. Type system at the prompt and take a screenshot.
5. Type l (lower case letter 'l') at the command prompt and take a screenshot once all your iPads are connected. This is a 'live-view' of the port states.
6. Follow the live-view instructions and switch the ports into sync mode, take a screenshot.
7. As above but switched to charge mode, take a screenshot.
8. Collect all the screenshots and send to [support@app.cambrionix.com](mailto:support@app.cambrionix.com) along with fault details and answers to the questions from the basic troubleshooting list above.

### In Summary

If contacting Cambrionix, or one of our partners/OEMs with a support issue it will speed up the response time if we have as much info about the problem as possible. If you are still having issues, please collect fault details, screenshots, images and answers to the questions above and send to [support@app.cambrionix.com](mailto:support@app.cambrionix.com) If all else fails and you need to send the unit back to us, we will email you an RMA form or give you a call to discuss next steps.