

# Trouble-shooting

There are three main issues that need to be addressed when trouble-shooting your Port Juggler setup.

## 1. Devices:

You need to establish that your device is fully functional when connected directly to the Macintosh.

## 2. Cables:

The pins on the male serial connectors are very fragile, please make sure that the pins are not bent or broken off. Also... You can not use your manual switch box cable with Port Juggler or other devices. It looks the same on the outside but the wiring is different.

## 3. Software:

The port selection in the software settings for each device has to match the port that the device is plugged into.

Determine if your device is operating correctly: Unplug the Port Juggler from the serial port on the back of your Macintosh. Plug the device in question directly into the same serial port.

Restart your Mac and hold the letter "M" key down until your desktop appears (this will prevent the Port Juggler software from loading at startup). Or using an Extension manager, disable the Port Juggler. You can also take Port Juggler out of your Extension folder and place it on the desktop.

Now attempt to use the device to see if it works without the Port Juggler. If it still doesn't work, Port Juggler is not the problem.

- Make sure that the device is plugged in and powered on.
- Reinstall the software for the device.
- Check that the serial port in the software settings for that particular device match the serial port that the device is plugged into.

## More Troubleshooting Tips

Printing\*

Background printing must be turned ON in the Chooser\*\*. If you get a printing problem message, then: Either the port is already in use or you do not have the correct driver assigned. Use "Other..." to assign the exact printer driver to the Port Trigger List. Printer drivers are located in your Extensions folder.

\*The most common problem with printing is not having the most current version of your printer's driver. Updates are available from the manufacturer.

\*\*Apple Imagewriters does not support background printing.

## PaperPort

Remember if the PaperPort scanner is connected to Port Juggler's Port 1, the "PaperPort" port has to be selected in the PaperPort Control Panel's port settings. Try to say that 5 times.

## Fax Software

Remember if a fax modem is connected to Port Juggler's Port 1, the "Fax" port has to be selected in the fax software's port settings.

## Port Juggler Software Updates

You can always find the latest version of Port Juggler software in the "Software Libraries" of America Online and from our ftp site (see Contact Us...).

## Warranty

Momentum warrants the Port Juggler hardware and software free from defects in craftsmanship and materials for one year from date of purchase.

If the device does work properly without the Port Juggler, please contact our technical support center at (360) 671-4111 or fax (808) 947-0066 or email [momentumts@aol.com](mailto:momentumts@aol.com).