

FAQs - Everything you need to know about LapCabby in one place

General Queries

Where can I find the keys when my unit is delivered?

The keys will be attached to the top handles in a small plastic bag.

Can I choose the LapCabby color I want?

Yes, we offer a choice of five colors: blue, orange, charcoal, lime and purple.

The colors appear on top handles, inset handles, vents, interior trays or boxes. The rest of the unit is light grey.

If a product is only available in limited colors, for example blue, it'll be indicated on the product page. Call us to check if you're not sure.

Where are the instructions for the unit (including Power7)?

The instructions are located in a slim pocket fixed to the inside of the front door. It explains everything you need to know about to install your devices, operate the Power7, manage the door-locking system and lock wheels. You can also watch our instructional videos for a visual guide to using your LapCabby.

What is a LapCabby made of?

A fully-welded sturdy steel frame with grey robust MFC cladding to keep the unit lightweight.

Where are the power cables located on delivery?

The power cable will be plugged into a socket at the back of the cart.

How will my LapCabby be delivered?

Fully assembled – just load laptops, netbooks, tablets and Chromebooks plus charging cables into the unit, plug the power lead in and you're ready to go.

Can I buy wall brackets to secure my LapCabby to the wall?

Yes, wall brackets are available to ship from the UK if required. Please bear in mind that we need two weeks' notice to manufacture them (not including shipping). It might be easier for you to find wall brackets at your local hardware store.

Does a LapCabby have a cooling system?

Yes, the complete range is manufactured with side vents, a fully-welded steel frame and a welded mesh base to allow full ventilation at all times. The range has been heat-tested and certified with a no-fan cooling system for silent charging. The LapCabby is protected from overheating by a sensor that monitors the internal temperature – if it reaches 35° Celsius/95° Fahrenheit, charging will stop until the temperature falls below 29° Celsius/84° Fahrenheit.

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Will my PDU/power adapter fit inside the back compartment?

For all measurements, please download our [Power Plug Dimensions](#).

How long does it take to install tablets and laptops in the cart?

According to our customers, it takes about 30 minutes to get the devices and their cables loaded into the unit.

Do your charging carts include surge protection?

Surge protection is built into the power supplies of your devices, rather than the cart. If you're concerned about electric surges in your building and have decided to use a surge protector, choose one that is 12 amps continuous or greater. The Power7 timer in the cart protects itself rather than the devices.

How long is the warranty, and what does it cover?

You receive lifetime warranty – on every LapCabby purchase – we know our design and build quality is unsurpassed! Find out more about our warranty [here](#).

How much power is needed?

The total load current (all power strips combined) must not exceed 12 amps. The total load on any single power strip must not exceed 6 amps. The mains lead must be wired in accordance with the local regulations and be rated at 12 amps or greater.

UK Power Supply – 230Volts – 13 Amps – 50Hz (LapCabby carts are fused at 12Amp internally in Power7)

European/Australian Power Supply – 230 Volts – 10 Amps – 50Hz (LapCabby carts are fused at 12Amp internally in Power7)

USA Power Supply – 115 Volts – 15 Amps – 60Hz (LapCabby carts are fused at 12Amp internally in Power7)

Charge and sync units are fused in the Internal Power Supply at 5Amp.

What security features do the carts have?

Our carts are constructed with a fully-welded steel frame and base and are fitted with a robust dual-point locking system with sturdy catches on both the top and bottom of the unit. The range can't currently be customized with keypads or other locking options.

Are extra keys available?

Yes, missing keys can be replaced, although there might be a cost involved. We fit units with the same keys so that you can have multiple key holders in an organization.

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LapCabby and LapCabby Mini

Will my laptop fit the LapCabby range?

Our units have been designed to accommodate laptops up to 19".

Is there a cart that fits mixed devices – laptops, netbooks, tablets and Chromebooks?

Yes, the LapCabby Mini 20V and LapCabby Mini 32V were designed as multi-device units, primarily for netbooks, tablets and Chromebooks. Laptops can also fit in these carts, with one laptop per box for 11"+ devices, and two per box for devices 10" or less.

Will my netbooks fit the LapCabby Mini?

Most netbooks will fit in the LapCabby Mini, however we recommend that you measure your device to ensure it will fit. LapCabby Mini box dimensions are W44 x D456 x H342mm (W1.7" x D18.3" x H13.4"). * Please note the LapCabbyMini range will only house AC adaptors with a maximum plug depth of 86mm. The space between the power socket and the rear door when closed is 100mm.

Are the tablets safe in the LapCabby Mini boxes?

Yes, tablets can be stored in the LapCabby Mini boxes without cases or in average-sized protective cases. If you're storing tablets without cases, we sell a tablet converter kit. Each LapCabby Mini box can be fitted with a padded insert to add extra protection.

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TabCabby (Charge only)

Which tablets fit in TabCabby?

The majority of tablets on the market will fit in a TabCabby, but please measure your tablet to make sure. TabCabby tray dimensions are W399 x D295mm (W15.7" x D11.6") and the height between trays is 30mm (H1.2"). Two tablets sit side by side on the tray. Please note that the Fujitsu M532 is too large to fit two tablets per sliding tray.

Can multiple types or brands of tablets fit in the TabCabby?

The TabCabby supports iPads, Android tablets, Kindles, e-book readers and small handheld devices like iPods. The charging cables that come with the device plug into the power strips on the back of the unit. You can mix and match various types and brands of tablet.

Is there a cart that fits mixed devices – laptops, netbooks, tablets and Chromebooks?

The TabCabby32H can charge tablets, netbooks, Chromebooks and laptops. The only restriction is the dimensions of the storage trays. TabCabby tray dimensions are W399 x D295mm (W15.7" x D11.6") and the height between trays is 30mm (H1.2"). Two tablets sit side by side on the tray. Mini20V and Mini32V were designed as multi-device units, primarily for netbooks, tablets and Chromebooks. Laptops can also fit in these carts, with one laptop per box for 11"+ devices, and two per box for devices 10" or less.

Can tablets charge while stored in cases?

Most cases on the market will fit in a TabCabby, including Otterbox, Griffin Survivor and folio cases. We recommend that you measure your case to make sure. TabCabby tray dimensions are W399 x D295mm (W15.7" x D11.6") and the height between trays is 30mm (H1.2"). Two tablets sit side by side on the tray.

What if my device charges with a USB plug instead of a standard electrical plug?

The TabCabby Charge & Sync and GoCabby Charge & Sync both charge via USB using Cambrionix 'Smart Charge' technology. See TabCabby Charge & Sync for more information.

Is the TabCabby32H compatible with all tablets?

The HP ElitePad is not compatible as the charging cable does not fit through the cable management portholes within the unit. However, because this tablet charges via USB, it's compatible with GoCabby and TabCabby Charge & Sync.

Do the carts work with the iPad and iPad Mini Lightning connector?

Absolutely! LapCabby and TabCabby provide standard electrical outlets and use the cable that comes with your device. As long as your chargers plug into a standard electrical outlet, you can plug it into a LapCabby.

Do all tablets charge at the same time?

Yes. All tablets should be fully charged within four hours, although there isn't a charge state indicator on the outside of the cart.

Is it possible to add Charge & Sync after the cart is delivered?

No, sorry – it has to be done in the factory.

TabCabby Charge & Sync

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Can multiple types and brands of tablets be mixed in the TabCabby Charge & Sync?

Yes, the TabCabby supports iPads, Android tablets, Kindles, e-book readers and small handheld devices like iPods. The charging cables that are supplied with the device are used to plug into the power strips on the back of the unit, which allows multiple brands to charge all at once.

Do all tablets charge at the same time?

Yes, our TabCabby Charge & Sync charges 16 tablets in the amount of time it takes to charge one. The Cambionix 'Intelligent Charging' software inside the TabCabby knows what type of device is plugged in and delivers exactly the right amount of amps to charge each one – even when charging a variety of tablets.

Does TabCabby Charge & Sync work with Android and Apple tablets?

Yes, although we recommend that you discuss it with your ICT coordinator and make sure there's third-party software available for syncing your devices.

Do you have a cart that holds fewer than 32 tablets?

Yes, the GoCabby – it stores and charges up to 16 tablets and comes with Charge & Sync capabilities as standard.

Which tablets fit in a TabCabby?

The majority of tablets on the market will fit in a TabCabby, but please measure your tablet to make sure. TabCabby tray dimensions are W399 x D295mm (W15.7" x D11.6") and the height between trays is 30mm (H1.2"). Two tablets sit side by side on the tray. Please note that the Fujitsu M532 is too large to fit two tablets per sliding tray.

Is the TabCabby Charge & Sync compatible with all tablets?

TabCabby Charge & Sync only uses USB charging, which means that tablets which don't charge by USB aren't compatible. For example, Microsoft Surface tablets can't be charged by USB, and the Fujitsu M532 is too large to fit two tablets per sliding tray.

Do all cases fit in the TabCabby Charge & Sync?

Most cases on the market will fit in a TabCabby, including Otterbox, Griffin Survivor and folio cases. We recommend that you measure your case to make sure. TabCabby tray dimensions are W399 x D295mm (W15.7" x D11.6") and the height between trays is 30mm (H1.2"). Two tablets sit side by side on the tray.

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GoCabby

Are the GoCabby and TabCabby Charge & Sync compatible with all tablets?

These units only offer USB charging, which means that tablets which don't charge by USB aren't compatible. For example, Microsoft Surface tablets can't be charged by USB.

What are the internal dimensions of the foam supports inside the GoCabby?

GoCabby foam slot dimensions are 300 x 246 x 32mm (11.81" x 9.68" x 6.06"). All USB-chargeable tablets can be charged in a GoCabby. Tablets are held in protective foam allowing the tablets to be stored without cases or with regular-sized cases.

Will tablets with large cases fit in the GoCabby?

GoCabby is supplied with removable foam inserts, allowing the tablets to be stored without cases or with regular-sized cases. These inserts can be removed to accommodate larger protective cases like GripCase, Kiddie Case and so on.

Does GoCabby sync Android and Apple tablets?

Yes, although we recommend that you discuss it with your ICT coordinator and make sure there's third-party software available for syncing your devices.

Does GoCabby work with the iPad and iPad Mini Lightning connector?

Absolutely! GoCabby uses the cable that came with your device.

Do all tablets charge at the same time?

Yes, GoCabby charges 16 tablets in the amount of time it takes to charge one. The Cambrionix 'Intelligent Charging' software inside the GoCabby knows what type of device is plugged in and delivers exactly the right amount of amps to charge each one – even when charging a variety of tablets.

Do all cases fit in the GoCabby?

Most cases on the market will fit in a GoCabby, including Otterbox, Griffin Survivor and folio cases. We recommend that you measure your case to make sure. If your case is quite large, the foam inserts can be removed to accommodate it.

Syncing

Can you sync all devices at once?

The Cambrionix 'Intelligent Charging' software inside the GoCabby and TabCabby Charge & Sync provides a wired connection to all devices at once, so you can sync as many as your software platform (eg. iTunes or Apple Configurator) allows.

Can you sync and charge at the same time?

Like many devices, the cart can be in either Sync Mode or Charge Mode. It can't do both at once.

How do I sync using your cart?

You can sync using iTunes, Apple Configurator or an MDM. The cart provides a wired data connection to each device.

How fast do devices sync in the cart?

This depends on the number of changes you're making and the number of devices you're syncing at once. All the USB ports in the cart are high-speed USB 2.0 standard.

Can I sync iPads using a Windows laptop?

We recommend using a Macbook, because it can sync all 32 devices at once through Apple Configurator. If you're using a Windows laptop, iTunes might have some restrictions – for instance, we've seen cases where Windows would only recognize seven devices.