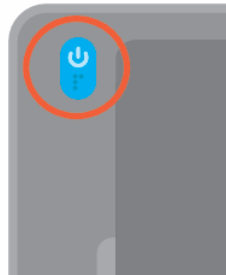


### Turning on your Grid Pad

Press the power button to turn on the device, the power button is located on the back of the device – top left corner when you are looking at the device from the back.



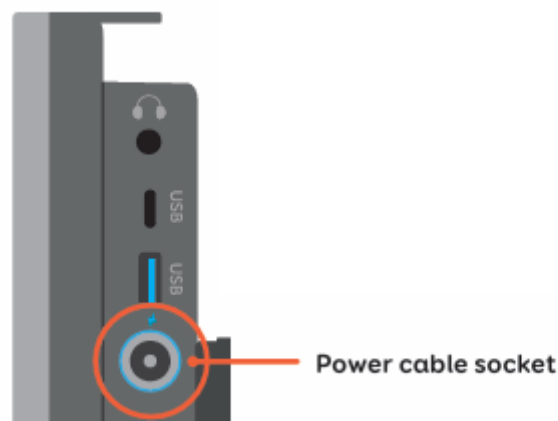
The Grid 3 software should automatically start a short time after Windows has started up and you see the desktop.

If the device will not turn on, then try charging the device for a while as the battery might be completely discharged. It is not unusual for the device to need at least 30 minutes of charge before it will power up, should the battery be completely flat.

In the unlikely event that you have an issue where the device completely freezes and becomes unresponsive, then a hard rest may be necessary. To achieve this, simply press and hold the power button for 5-10 seconds and this will force the Grid Pad to turn off. Once the device is completely power down, wait ten seconds and then re-start the device by pressing the power button once more. This method of powering down should only be used in this situation, and we don't recommend doing this unless you have no other option! Powering down in this way routinely may cause software issues.

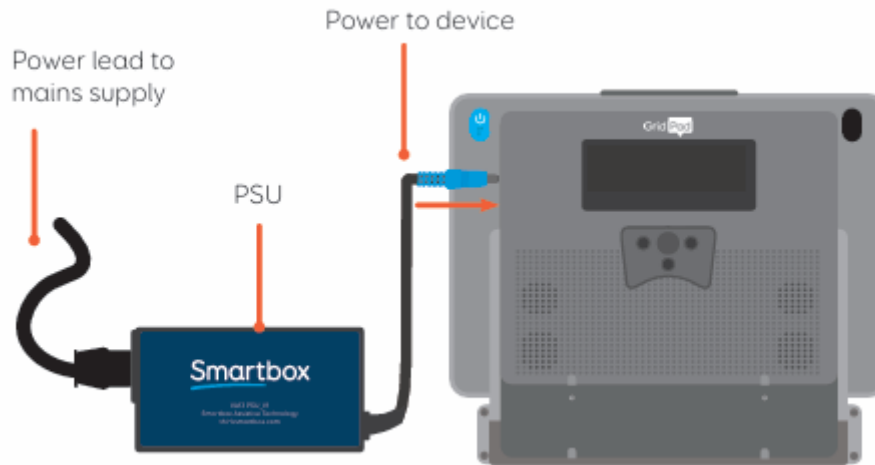
### Charging your Grid Pad

The charger connection is located on the back near to the top of the unit, and is indicated by a blue circle around it.



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Please use the supplied charger only - the correct charger cable also has a blue ring around the plug connector.



A full charge can take up to 8 hours if the unit is powered off. If the unit is switched on, and in use charging may take longer.

Charging status is indicated on the right side of the screen.



**Green** - battery is fully charged, **Orange** – Battery requires charging.

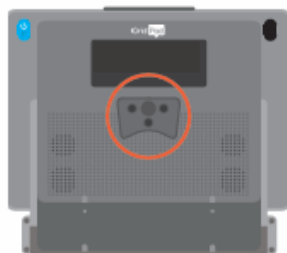
## Volume control

The volume can be adjusted using the smart buttons on the bottom right corner if needed.



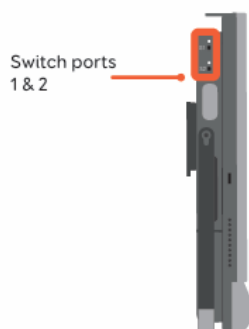
### Mounting your Grid Pad

you can attach the Grid Pad to your wheelchair mount, floor stand or desk stand. As you attach the device to the stand, be sure to hold the Grid Pad securely until the head of the stand is firmly docked with the mounting plate.



### Switch Control

Grid Pad has two 3.5mm sockets that you can use to connect a variety of switches to your Grid Pad. Depending on how your unit is setup will determine which switch socket to use.

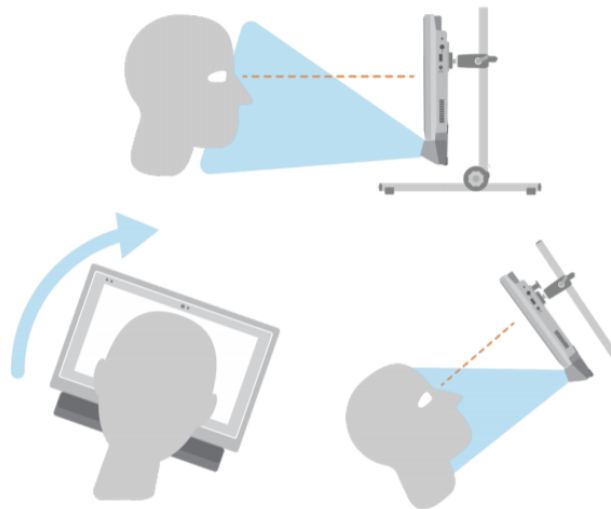


If you are finding that the switch is not working, first try unplugging it and connecting it back into the other socket.

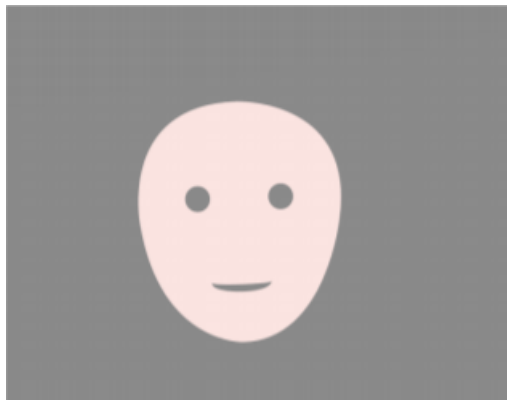
### Eye gaze control

It is important to have your Grid Pad set up securely for eye gaze access. Position the device between 40cm and 75cm from your eyes, using either the built-in stand or mounted on a stand that has been fitted for you. The best position may vary depending on the camera you are using.

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When in the best position for eye gaze you will see a representation of your face in the eye gaze monitor box like this.



If you are having any difficulties in operation with the system, please check the gaze monitor and then run a calibration.

It is not uncommon for some people needed to calibrate several times a day, and re-calibration is normally needed if lighting conditions change, or the user or device position has changed.

### Remote support.

The remote support option can be found in the main menu, to access the remote support options. Select the menu option in the top left corner, Help, Remote support.

### Software updates.

Frequently software updates and bug fixes are release for both Windows and Grid 3. These are released for a variety of reasons but are mostly to make system security fixes or software improvements. We recommend that you install the latest updates as and when they are released. If you have any difficulty in doing this, then we are more than happy to help out. You may find that if

they system is not working then as it usually does, then it could be an update waiting to be installed in the background that is causing the issue. A system re-boot will normally fix this.

When the Grid Pad is installing the updates please do not force the device to turn off using the power button, make sure that the Grid Pad is connected to the charger and is charging. If the device is turned off whilst carrying out the updates, damage may be caused to the device software or operating system. This may result in the device to stop it working completely.

## Contact details

If you are having difficulty with your system or have any questions with regards to its operation, please contact us directly using phone or email. Our office is open 9am-5pm Monday to Friday, and our Customer Service team will be happy to help. Outside of these hours you can leave a message on our voicemail system, and we will be in contact when the office is next open.

Telephone: 0113 256 4572

Email: [info@dh2solutions.co.uk](mailto:info@dh2solutions.co.uk)