Tel: 0113 2564572
Email: info@dh2solutions.co.uk
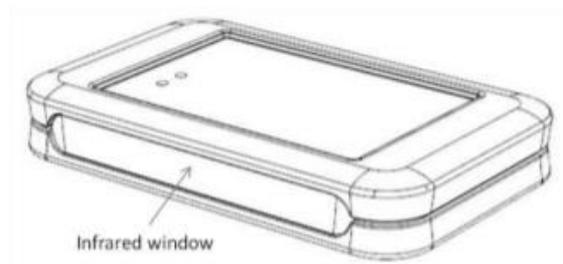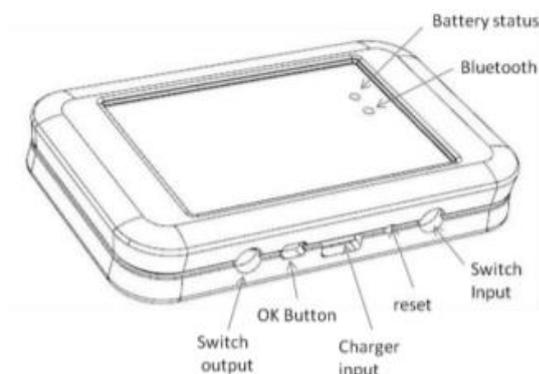Web: www.dh2solutions.co.uk

Control+ Layout

Charging Control+

The battery LED will flash in red every 4 seconds to warn about low battery.

Please ONLY use the supplied charger & USB lead – please take care when connecting & disconnecting the charge lead and **don't force the connection**.

When charging, the LED battery status will remain red. When the battery is fully charged, the LED will be green. When the LED is green, you can disconnect the battery charger.

The full charging time of the battery can vary between 4 or 5 hours.

If the Control+ has run out of battery or it is out of range, a warning message will appear within the application.

If the device has been allowed to go completely flat, you might need to charge the device for 30 minutes before it can be used fully again.

Controlling Infrared

Control+ can control devices like Televisions, DVD players & other devices that operate via an infrared remote control. These devices need to be in the same room as the Control+ unit.

If you are having difficulty in controlling these devices please check:

- that the Control+ is in the same room
- that it is pointing roughly towards the device you are trying to control
- the Control+ is charged
- and connected to the Control+ application

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Software updates

Frequently the Control+ application and the operating system on your tablet/mobile phone will need updating to the latest version. The latest available versions should be automatically downloaded and installed. These updates provide a variety of system fixes and feature upgrades. We recommend you install the latest updates as and when they are released. Should you have any difficulty in doing this, we are more than happy to help. You may find that if your system is not working correctly, or running slowly, that there could be an update downloading or waiting to be installed in the background. Please let the download complete, and then follow any instructions.

It is important you backup your personal phone/tablet device regularly, if you are changing your device then please backup your device fully and restore that profile to your new device so you can continue to operate your equipment. If you are changing from one device platform to another device platform (ie Apple to Android) please contact us first.

If you are having difficulty with your system or have any questions, please contact the DH2 Solutions team for further help. Our office is open 9am-5pm Monday to Friday. If your call is outside of these hours, then you can leave a message with your name, contact number and a brief description of the problem. We will call you back as quickly as possible when the office is next open. Alternatively, you can report the issue via email if this is more convenient for you.