

## Turning on your Grid Pad

Press the power button to turn on the device.



Grid 3 should automatically load and appear on screen a short time after Windows has started.

If the device will not turn on, then try charging the device for a while as the batteries may be completely flat. It could take up to two hours on charge before the unit will successfully power up from completely flat batteries.

In the event of a system freeze, and **only if there is no response from the device at all**, press and hold the power button for 5 seconds this will force the Grid Pad to turn off. **We don't recommend doing this unless you have no other option!**

## Charging your Grid Pad

The charger connection is located on the left side about ½ way down.

Please **ONLY** use the supplied charger.

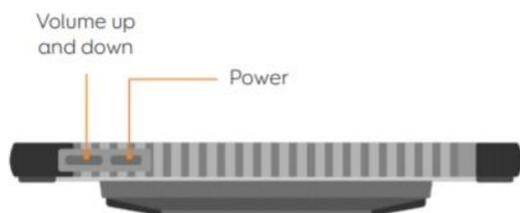


A full charge can take up to 8 hours if the unit is switched off. If the unit is powered on, and in use the charge time may take longer.

Battery level indication is normally displayed on the Home Page of Grid 3

## Volume control

The volume can be adjusted manually if needed, the volume control buttons are located next to (below) the Power button



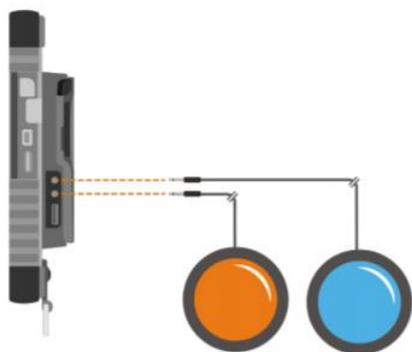
## Mounting your Grid Pad

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 find the switch is not working, first try unplugging it and connecting to the other socket.

## Remote support

The remote support option can be in different locations depending on your current version. If there is no direct link in the “Settings” page of your Grid Set, then please look on the Windows desktop for an icon called ‘Support’, ‘TeamViewer’ or ‘Smartbox support’

Please check the following locations.

- 1) Settings on the home page of Grid 3
- 2) Windows desk-top
- 3) Folder called ‘Support’ on Windows desk-top
- 4) The Windows icon in the bottom left corner.

## Software updates.

Frequently Windows and Grid 3 will have updates available and may automatically download them. 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. If there are no messages on screen, or if there are no obvious signs of an update in progress, please just re-boot the Grid Pad. This can often complete the installation process, and return the device back to normal service.

When the Grid Pad is installing the updates, **it is very important that you do not force the device to turn off** and make sure that the Grid Pad is connected to the charger and is charging. If the device is turned off whilst installing the updates it may damage the device and stop it working completely. Corrupted updates can lead to the device being returned to our office or Smartbox for a system rebuild fix.

## Contact details

If you are having difficulty with your system or 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.

Telephone: 0113 256 4572

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